

# BOB APP

## Terms and Conditions

---

<b>DOCUMENT PURPOSE</b>	Website and registration-flow terms for dental professionals using the BOB App.
<b>INTENDED USE</b>	To govern access to the BOB App and reflect the separate BOB App Data Protection Policy.
<b>STATUS</b>	Draft for internal and legal review before publication.
<b>GOVERNED BY</b>	Swiss law · Jurisdiction: Kriens, Switzerland
<b>CONTACT</b>	info@bobscore.com

*These Terms apply to dental professionals and related business users of the BOB App. Personal data is processed under the separate BOB App Data Protection Policy, which forms part of the contractual framework and must be read together with these Terms.*

## TERMS AND CONDITIONS

---

These Terms apply to dental professionals and related business users of the BOB App. Personal data is processed under the separate BOB App Data Protection Policy, which forms part of the contractual framework and must be read together with these Terms.

### 1. PARTIES, SCOPE AND ACCEPTANCE

---

These Terms and Conditions govern access to and use of the BOB App and related onboarding, support, reporting and administration services made available by Curaden AG or the relevant Curaden group entity identified in the applicable rollout, order, registration flow or local notice (the "Company"). The User must be a dentist, dental hygienist, practice administrator or other authorised dental professional or business user acting in a professional capacity and not as a consumer. By requesting access to, registering for, accessing or using the BOB App, the User agrees to be bound by these Terms.

### 2. RELATIONSHIP WITH THE BOB APP DATA PROTECTION POLICY

---

The BOB App Data Protection Policy describes how personal data, health-related information, usage data, analytics data and related records are collected, used, shared, protected, retained and deleted. The Data Protection Policy is incorporated by reference into these Terms to the extent it governs privacy, security, access controls and reporting-related processing. If there is a conflict between these Terms and the Data Protection Policy on a data-protection matter, the Data Protection Policy will prevail for that matter.

### 3. ELIGIBILITY, REGISTRATION AND ACCOUNT APPROVAL

---

Use of the BOB App requires prior approval by the Company. The User must provide accurate, complete and up-to-date registration information and must promptly correct any inaccuracies. The Company may approve, reject, suspend or revoke registrations where this is necessary for legal, security, licensing, operational or compliance reasons.

- Accounts are personal to the approved User or authorised practice and may not be sold, transferred, shared outside authorised teams or used by unauthorised persons.
- The User is responsible for all activity carried out through the User's credentials or under the User's supervision, unless the User has promptly reported a compromise and the Company failed to take reasonable follow-up measures.
- Lost, leaked or compromised credentials must be reported without undue delay to the public contact point or any other support channel designated by the Company.

### 4. SERVICE CONFIGURATION AND ONBOARDING

---

After approval, the Company may configure the BOB App environment, administration settings, practice setup, access roles and related onboarding elements required to make the service available. The Company may provide an administrative account, practice-level access or other credentials according to the intended deployment model. The Company may refuse configuration requests that would create legal, technical or security risks or that are inconsistent with the approved service scope.

### 5. PERMITTED USE OF THE SERVICE

---

The User may use the BOB App only for legitimate professional purposes connected with oral-health assessment, prevention workflows, patient communication, authorised reporting, customer implementation, training, support or related business administration. The service, including BOB scores, trend outputs, recommendations and dashboard statistics, is a support tool and does not constitute standalone medical diagnosis or replace professional judgement, clinical documentation obligations or local legal requirements.

## 6. USER RESPONSIBILITIES FOR PATIENT INFORMATION AND LAWFUL PROCESSING

The User is responsible for ensuring that any patient-related data submitted to or processed through the BOB App is collected and used lawfully. Where required by applicable law, contract or professional rules, the User must provide appropriate notices, obtain valid consents or authorisations, maintain a lawful basis for processing and limit access to authorised personnel. The User must not upload or process data through the BOB App if the User lacks the authority to do so.

- Dentists and practice users may access only the data they are authorised to access for their own patients, their own practice or their approved management scope.
- The User must maintain appropriate internal confidentiality, device security and workforce access controls.
- The User remains responsible for the accuracy, relevance and lawful origin of data entered by the User or the User's staff.

## 7. REPORTING, DASHBOARD STATISTICS AND ANALYTICS

The BOB App includes reporting and analytics functions as part of the service. Subject to the Data Protection Policy and applicable law, the Company may process service data, account data, technical data, patient-related session data and derived metrics in order to generate dashboard outputs, operational statistics, product insights, support metrics, benchmark views and service-improvement reporting for authorised audiences.

- Examples include BOB sessions, average BOB score, follow-up booking rates, recommendation conversion, active practices and users, workflow efficiency, retention trends, compliance indicators and system health metrics.
- Practice-level, country-level, regional and aggregated management reporting may be made available where such access is authorised and appropriate to the relevant role.
- The Company may use aggregated, anonymised or de-identified data for benchmarking, forecasting, service improvement, training, analytics and historical reporting on an ongoing basis, as described in the Data Protection Policy.

## 8. ACCESS RIGHTS AND ROLE-BASED VISIBILITY

Access to the BOB App, dashboard data and administrative environments is governed by role-based permissions, need-to-know principles and the technical implementation chosen by the Company. Current operational assumptions reflected in internal requirements include broad staff access to the BOB frontend as configured by the Company, restricted HQ access to the P1MGMT backend and practice-limited access for dentists to their own patient data. Final system behaviour may be refined by security or legal review, and the User must comply with the permissions assigned by the Company.

## 9. UPDATES, UPGRADES AND MAINTENANCE

The Company may release updates, upgrades, patches, new features, security improvements, configuration changes or other technical changes to the BOB App at any time. Planned maintenance may be announced where reasonably practicable, but emergency work may be performed without prior notice where needed to protect the service, users or data. Updates may temporarily affect availability, workflows or configuration settings.

## 10. AVAILABILITY AND SUPPORT

The Company will use commercially reasonable efforts to keep the BOB App available, secure and functional, but does not guarantee uninterrupted or error-free operation. Availability may be affected by maintenance, third-party dependencies, connectivity issues, misuse, force majeure, security incidents or other circumstances outside the Company's reasonable control. Support channels, service levels and response expectations may be defined separately in onboarding materials, order forms or internal support processes.

## 11. DATA SECURITY, BACKUPS AND RETENTION

---

The Company will apply organisational and technical measures designed to protect confidentiality, integrity and availability. The Company may operate backups, logs, disaster-recovery measures and restoration procedures for its own resilience purposes, but unless expressly agreed otherwise, the service is not a bespoke archival or file-recovery service for the User. Retention, deletion, anonymisation and international transfer rules are governed by the BOB App Data Protection Policy and any applicable customer or market-specific arrangements.

## 12. INTELLECTUAL PROPERTY AND BRANDING

---

All intellectual property rights in and to the BOB App, its software, interfaces, content, documentation, know-how, analytics methods, branding and related materials remain with the Company or its licensors. No rights are granted except the limited right to use the service in accordance with these Terms. The User must not copy, reverse engineer, resell, sublicense, remove notices, misuse trademarks or use unregistered naming or branding in a misleading way. Any use of Curaprox, Curaden or BOB App by Curaden branding must follow the Company's instructions and applicable trademark rules.

## 13. PROHIBITED CONDUCT

---

The User must not misuse the BOB App or permit any third party to do so. Prohibited conduct includes security testing without authorisation, unauthorised scraping, unlawful processing of personal data, infringement of intellectual property, attempts to circumvent access restrictions, use of the service for deceptive or unlawful purposes, uploading malicious code, interfering with the service or using the service in a way that could damage the Company, other users or patients.

## 14. SUSPENSION, TERMINATION AND OPTING OUT

---

The User may stop using the service and request account closure by contacting the Company through the designated support channel. The Company may suspend, restrict or terminate access immediately where this is reasonably necessary for security, legal compliance, misuse prevention, payment default, licensing limits, contractual breach or protection of data subjects, patients, the service or the Company. The Company may also discontinue or materially change the service on reasonable notice unless a shorter timeframe is required for legal, security or technical reasons.

## 15. EFFECT OF TERMINATION

---

On termination or closure, the User's right to access and use the BOB App ends. The Company may retain, delete, archive or anonymise relevant records in accordance with the Data Protection Policy, legal obligations, audit needs, security requirements and legitimate record-keeping needs. Clauses that are intended to survive termination, including intellectual property, confidentiality, liability limitations, dispute resolution and data-processing provisions that by nature continue, will survive.

## 16. WARRANTIES AND DISCLAIMERS

---

Except as expressly stated in a mandatory law or separate written agreement, the BOB App is provided on an "as available" basis. The Company does not warrant that the service will be uninterrupted, error-free, clinically complete for every use case or fit for a particular regulatory interpretation in every market. The User remains responsible for professional judgement, local compliance and independent verification of outputs where required.

## 17. LIMITATION OF LIABILITY

---

To the maximum extent permitted by applicable law, the Company will not be liable for indirect, incidental, consequential, punitive or special damages, including lost profits, lost revenue, lost goodwill or loss of business opportunity. Where liability cannot be excluded, the Company's aggregate liability arising out of or in connection with these Terms and the service will be limited to the fees paid by or for the User for the relevant service during the twelve months preceding the event giving rise to the claim, or if no such fees were paid, to a reasonable nominal amount reflecting the free or pilot nature of the access. Nothing in these Terms excludes liability that cannot lawfully be excluded.

## 18. AMENDMENTS TO THESE TERMS

---

The Company may amend these Terms from time to time. Material changes may be notified through the website, the application, email, onboarding channels or other reasonable means. Continued use of the BOB App after the effective date of an updated version constitutes acceptance of the revised Terms, unless mandatory law requires a different method of acceptance.

## 19. CONTACT AND NOTICES

---

Questions, notices and requests relating to these Terms or the service may be sent to [info@bobscore.com](mailto:info@bobscore.com) or through any other contact channel designated by the Company in the application, website or onboarding materials. Formal legal notices may require additional identification or delivery details as specified by the Company.

## 20. GOVERNING LAW AND JURISDICTION

---

These Terms are governed by Swiss law, excluding conflict-of-law rules and excluding the United Nations Convention on Contracts for the International Sale of Goods. Unless mandatory law requires otherwise, the courts at Kriens, Switzerland shall have jurisdiction. The Company may also bring claims at the User's domicile or any other competent court where permitted by law.

## 21. FINAL PROVISIONS

---

If any provision of these Terms is held invalid, illegal or unenforceable, the remaining provisions will remain in full force. The invalid provision will be replaced or interpreted so far as possible in a manner that most closely reflects its original purpose. These Terms, together with the BOB App Data Protection Policy and any applicable order form, onboarding document or market-specific notice, form the relevant contractual framework for use of the BOB App.

---

Curaden AG · Amlehnstrasse 22, 6010 Kriens, Switzerland · [info@bobscore.com](mailto:info@bobscore.com) · [curaden.com](http://curaden.com)