

HealthFort Terms of Service

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These terms govern use of the HealthFort personal health-record service by individual users. Separate written terms apply where a clinic or other organisation procures the service.

Please read these terms before creating an account. They explain what HealthFort does, what it does not do, your responsibilities, subscription and cancellation rules, and how we deal with uploaded records and AI-generated output.

1 About these terms

HealthFort is operated by HEALTHFORT LTD, a company registered in England and Wales under company number 17386404. Our registered office is 483 Green Lanes, London, England, N13 4FG. In these terms, "HealthFort", "we", "us" and "our" mean HEALTHFORT LTD.

These terms form a contract between you and us when you create an account or otherwise accept them. Our Privacy Policy explains how we use personal data and forms part of the information provided to you before you use the service.

If you use HealthFort through a clinic, employer or other organisation, a separate agreement may also apply. If there is a conflict, that separate agreement governs the organisation's use of HealthFort, while these terms continue to govern your personal responsibilities unless the separate agreement says otherwise.

2 What HealthFort provides

HealthFort is a personal health-record and document-management service. Depending on the features available to your account, it may let you:

- upload, store, organise and view medical documents, images and other health records, including PDFs, photographs, DICOM studies and VCF files;
- use optical character recognition and artificial intelligence to extract and structure information from records and produce plain-language descriptions or summaries;
- compile factual health summaries, trends and appointment packs based on source records;
- search or ask questions about your own records and receive source-linked extracts;
- create profiles for family members or dependants where you have the necessary authority;
- record a consultation, create a transcript and produce a descriptive summary for clinician review, where that feature is enabled; and
- share selected records with a clinician or another recipient using the sharing controls provided in the service.

Features may differ by plan, device, country, clinic arrangement and stage of release. A feature described on a roadmap or marked as planned is not part of the service until it is made available to your account.

3 Health information only

HealthFort is intended to help you keep and understand information already contained in your records. Unless we expressly identify a separately regulated feature, it is not intended to diagnose, prevent, monitor, predict or treat a disease or injury, recommend treatment, provide triage, or replace a clinician.

AI-generated descriptions, transcripts, extracted values and summaries may be incomplete or wrong. They may misread poor-quality documents, units, handwriting, negation, dates or clinical context. Always compare an output with the original record. A clinician remains responsible for any clinical decision and should review any transcript or summary before placing it in a medical record.

Do not use HealthFort for an emergency or rely on it to decide whether care is urgent. Call 999 or 112 in an emergency. In England, contact NHS 111 for urgent help that is not an emergency, or contact your GP or another qualified healthcare professional.

4 Eligibility and account holders

You must be at least 18 years old and capable of entering into a contract to create an account. The service is not directed to children and a person under 18 must not create or operate an account.

An adult account holder may create a profile for a child or another person only if the account holder has parental responsibility, legal authority, or that person's informed permission. You must provide accurate information about your authority if we ask. We may restrict or remove a profile if authority is disputed or if this is necessary to protect the person concerned.

5 Your account and security

- Provide accurate, current information and keep it up to date.
- Keep passwords, authentication codes and devices secure. Do not share account credentials.
- Tell us promptly if you believe an account, sharing code or device has been compromised.
- We send service and security messages to the email address on your account, so keep it up to date. You cannot opt out of essential service messages while your account is open.
- Use only accounts and profiles you are authorised to use.
- You are responsible for activity carried out through your account until you notify us of unauthorised use.

We may require identity or authority checks before enabling sensitive features, releasing an export or acting on a rights request.

6 Records and other content you provide

You retain ownership of records, notes, recordings and other content you upload or create through HealthFort, subject to any rights held by the original author or record provider.

You give us a limited, non-exclusive licence to host, copy, convert, extract, index, structure, transmit, display and otherwise process that content only as needed to provide, secure, support and maintain HealthFort, to follow your sharing instructions, and to comply with law. This licence ends when the content is deleted from our systems, subject to the retention periods in our Privacy Policy.

You confirm that you are entitled to provide the content and to instruct us to process it. Do not upload content unlawfully, malicious software, material that infringes another person's rights, or records about another person unless you have a lawful basis and appropriate authority.

Health and genetic records can reveal information about relatives as well as the person named in a file. Consider this before uploading or sharing genetic data.

7 Family and dependant profiles

A family profile remains part of the account holder's account; it does not make the represented person a contracting user. Where the person can understand what is happening, you should explain how HealthFort will use their information and take their wishes into account.

A competent adult should normally manage their own account or give clear permission. If an adult withdraws permission, or a person with a better legal claim asks us to act, we may restrict access, separate records, ask for evidence or delete the profile. The represented person keeps their own data-protection rights even though another person uploaded the records.

8 Consultation recordings

If you start or upload a consultation recording, you must tell every participant and obtain any consent or other permission required by law, professional rules and the clinic's policies before recording begins. Do not record covertly.

Transcripts and summaries are drafts. The clinician must check and approve them before using them for care or adding them to a clinical record. HealthFort does not use consultation audio to identify people by their voice or create voiceprints unless we introduce that separate feature with appropriate notice and legal basis.

9 Artificial intelligence

AI processing is a core part of document recognition, extraction and summarisation in HealthFort. It is not an optional add-on where a feature depends on it. We use contracted cloud and AI providers for different features and configure routes according to the data involved, the provider's terms and the required location.

- AI output is probabilistic and may differ between runs.
- HealthFort does not guarantee that an extraction, translation, transcript, summary or answer is complete or clinically correct.
- You should use the source links and original records to verify important information.
- We do not permit our contracted AI processors to use your HealthFort content to train their general-purpose models.
- We do not use HealthFort to make solely automated decisions about you that produce legal or similarly significant effects. Our payment provider, Stripe, carries out automated fraud checks on payments; if you think a payment was wrongly declined, contact us.

You may report an apparent error through the contact details below. We can review how HealthFort processed the record, but we cannot amend an original medical record created by a hospital, laboratory or clinician.

10 Sharing records

You decide which available records to share and with whom. Sharing can reveal highly sensitive information. Check the recipient, selected documents, access period and contact details before you confirm.

Revoking a link or code prevents further access through that method. It cannot recall information already viewed, downloaded, printed, copied or added to a recipient's own system. A clinician, clinic or other recipient may be an independent controller of any copy it keeps and may have its own legal duties and retention rules.

Do not treat a sharing feature as an emergency communication channel. We do not guarantee that a clinician will open, read or act on material you share.

11 Acceptable use

You must not use HealthFort to:

- break the law, infringe rights, impersonate another person or obtain records without authority;
- provide diagnosis, triage or treatment through an account or feature not authorised for that purpose;
- upload malware, probe security, bypass access controls, overload the service or interfere with another user;
- scrape, reverse engineer, copy or use the service or its output to build a competing model or service except where law expressly permits;
- use automated means to access the service without our written permission;
- misrepresent AI output as clinician-verified, alter source attribution, or use output in a misleading way; or
- submit content that exploits or endangers a child or otherwise violates our providers' lawful safety requirements.

We may investigate suspected misuse and preserve relevant records where reasonably necessary for security, legal compliance or safeguarding.

12 Free and paid plans

HealthFort offers a free plan with reduced functionality and a paid plan, HealthFort Premium, at £21.99 per month or £219 per year. The features of each plan are shown on our website and before you subscribe. The price shown is the total price you pay. Prices shown at checkout form part of your order.

Payments are processed by our payment provider, Stripe. A paid plan renews automatically for the same period, monthly or yearly, until you cancel. By subscribing, you authorise us to charge, through Stripe, the payment method you provide at the start of each renewal period. You can cancel at any time from your account. Unless the law requires otherwise, cancellation takes effect at the end of the current paid period, paid features remain available until then and part-used periods are not refunded. If a renewal payment cannot be collected, your paid plan may end; ending a paid plan does not by itself delete your records. Stripe may also decline a payment following its automated fraud checks.

We may change a recurring price only after giving reasonable advance notice. If you do not accept the new price, you may cancel before it takes effect.

13 Cooling-off, refunds and consumer rights

If you buy online as a UK consumer, you normally have 14 days from the contract date to cancel. If you ask us to begin providing a paid service during that period and then cancel, we may charge a proportionate amount for the service supplied up to cancellation. Where a purchase is digital content supplied immediately, the cancellation right is lost only if you expressly consent to immediate supply and acknowledge that consequence.

These rules do not limit any refund or remedy required by law, including your rights under the Consumer Rights Act 2015. To request cancellation or a refund, contact us using section 22. Refunds are made to the original payment method. If we offer purchases through an app store in future, that store's billing and refund rules may also apply.

14 Service availability and changes

We aim to make HealthFort reliable, but it may be unavailable for maintenance, security, provider outages, capacity limits or circumstances outside our reasonable control. We do not promise uninterrupted availability.

We may update, replace or withdraw a feature for security, legal, technical or product reasons. If a change materially reduces a paid service, we will give reasonable notice where practicable and provide any remedy required by law.

15 Third-party services and records

HealthFort may link to or exchange data with healthcare providers, payment providers or other third parties. Their services and copies of your records are governed by their own terms and privacy notices. We are not responsible for the accuracy of an original record or for a third party's independent service, but this does not affect our responsibility to provide HealthFort with reasonable care and skill.

16 Intellectual property

HealthFort software, design, documentation, branding and service content are owned by or licensed to HEALTHFORT LTD. We give you a personal, limited, revocable, non-transferable licence to use the service for its intended purpose while your account is active.

The HealthFort name and branding belong to HEALTHFORT LTD. Nothing in these terms transfers our intellectual property to you. Your ownership of uploaded content is addressed in section 6.

17 Privacy

Our Privacy Policy explains what personal data we collect, the purposes and legal bases for processing, our processors and international transfers, retention, security, and your rights. By using HealthFort, you acknowledge that you have been given access to that policy. Where we rely on consent, we will ask for it separately; accepting these terms is not a substitute for explicit consent to process special-category data.

18 Suspension and closure

You may stop using HealthFort and close your account at any time. Export records you need before closure. We will handle account data in accordance with the Privacy Policy.

We may temporarily restrict or suspend access where reasonably necessary to protect a person, the service or data; investigate suspected misuse; comply with law; address non-payment; or enforce these terms. Unless immediate action is needed, we will explain the reason and give you a reasonable chance to put a remediable problem right.

We may close an account for a serious or repeated breach, unlawful use, unresolved non-payment, or where continuing the service would be unlawful or create a material security risk. We will give reasonable notice where practicable. You may challenge a suspension or closure by contacting us. Statutory rights and provisions that by their nature must continue are not affected.

19 Our responsibility

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your statutory consumer rights.

If we fail to comply with these terms, we are responsible for loss or damage that is a foreseeable result of our breach or failure to use reasonable care and skill. We are not responsible for loss that was not foreseeable, for business loss suffered by a consumer, or for a failure caused by information or instructions you or an independent third party supplied, except to the extent we caused or should reasonably have prevented the loss.

Health information can be important. Keep copies of records needed for care and do not use HealthFort as the only place where an urgent or legally required record exists.

20 Changes to these terms

We may update these terms for legal, security, provider, feature or business changes. We will show the current version and effective date. We will give at least 30 days' notice of a material change unless a shorter period is necessary for law or security.

If a material change significantly disadvantages you, we will ask you to accept it again where appropriate and you may close your account before it takes effect. Changes do not remove rights or liabilities that already arose.

21 General legal terms

If any provision is unlawful or unenforceable, the remaining provisions continue. A delay in enforcing a right is not a waiver. No person other than you and HEALTHFORT LTD has a right to enforce these terms, except where a separate clinic agreement says otherwise.

English is the governing language. Any translation is provided for convenience. These terms are governed by the laws of England and Wales. If you are a consumer living elsewhere in the UK, you keep any mandatory protections and may bring proceedings in the courts available to you under applicable law.

22 Contact and complaints

Questions, complaints, cancellation requests and suspension appeals can be sent to info@healthfort.uk or by post to HEALTHFORT LTD, 483 Green Lanes, London, England, N13 4FG.

We will try to resolve complaints directly. Nothing in these terms prevents you from using any statutory complaint or court process available to you.