

Terms and Conditions for the Doctor@Hand Free Appointments Offer

These terms and conditions apply to your use of this Doctor@Hand free appointments offer (the “Offer”). Please read these terms and conditions carefully and make sure you understand them. By registering for Doctor@Hand using the link in your Doctor@Hand registration email, you will be deemed to have read and accepted these terms and conditions.

In addition to these terms and conditions, to use the Offer you will be asked, as part of registering for Doctor@Hand, to accept the full Doctor@Hand terms and conditions which can be found at <https://www.axapphealthcare.co.uk/doctor-at-hand-terms/> and the Doctor Care Anywhere Privacy Policy which can be found at <https://doctorcareanywhere.com/privacy-policy> (the “Doctor@Hand T&Cs”).

The Doctor@Hand T&Cs govern the provision of Doctor@Hand. By registering for Doctor@Hand you will be deemed to have read and accepted the Doctor@Hand T&Cs.

AXA PPP Healthcare Group Limited (“AXA PPP healthcare”) is the promoter for the sake of this promotion.

Doctor@Hand Service

1. Doctor@Hand is the brand name for an online video and telephone medical consultation, information, prescription and referral service.
2. Doctor@Hand is delivered by Doctor Care Anywhere Limited, a company registered in England and Wales with company number 08614024 and whose registered address is at Doctor Care Anywhere, Third Floor, 91-93 Farringdon Road, London, EC1M 3LN (“DCA”) on behalf of companies within the AXA PPP Group.
3. The “AXA PPP Group” for this purpose is AXA PPP healthcare, its holding company and all subsidiaries of its holding company including (but not limited to) AXA PPP healthcare Limited, AXA ICAS Limited, AXA ICAS Occupational Health Services Limited, Health on Line Company UK Limited and AXA PPP healthcare Administration Services Limited.
4. DCA delivers Doctor@Hand via AXA PPP Group pages within the www.doctorcareanywhere.com domain, the DCA app and via AXA PPP group websites and apps, together a tele-healthcare cloud-based platform (the “Platform”).
5. Doctor@Hand is in no way designed to replace the services of your in-person NHS or private General Practitioner (“GP”) or a hospital or to provide any emergency services or care for acute medical conditions.
6. No AXA PPP Group company will be liable for any loss, damage or personal injury whatsoever suffered or sustained in connection with Doctor@Hand except for any liability which cannot be excluded by law (including fraud or for the death or personal injury caused by that AXA PPP Group company’s negligence).

General Terms of Use

7. In order to use this Offer you must register for Doctor@Hand via the link, and following the instructions, in your Doctor@Hand registration email.
8. The Offer may be used by any individual who (i) purchases a private medical insurance policy issued by an AXA PPP Group company from and including 3 September 2017 to 31 December 2017 which provides cover to at least one individual over the age of 18, (ii)

- has been invited by email to take up the Offer, (iii) has not opted-out of the Offer, and (iv) meets the criteria listed in these terms and conditions (“**you**”, “**your**”).
9. In order to register for Doctor@Hand and therefore to use the Offer you must be an independent adult over the age of 18 and must be a UK resident (as defined in the Doctor@Hand T&Cs) of any nationality whose permanent place of residence is the United Kingdom.
 10. Doctor@Hand may not be used by UK residents who are not also UK nationals, on return to their country of nationality.
 11. The Offer may be used once per individual.
 12. AXA PPP healthcare reserves the right to withdraw or alter the Offer without prior notice at any time, however, this will not affect any Offers which have already been used to register for a free appointment at the time of the change.
 13. These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales and you and AXA PPP healthcare hereby submit to the exclusive jurisdiction of the courts of England and Wales.

Offer Terms

14. The Offer entitles you and each person covered under your private medical insurance policy (each a “**Beneficiary**”) to three (3) free appointments to use Doctor@Hand each.
15. The Offer will be valid for a period of twelve (12) months from the date of your Doctor@Hand registration email. To benefit from the Offer, any appointments must be booked within this period. The appointment itself may take place after expiry of the Offer.
16. The fact that your Offer is live and the time remaining of your Offer period will be shown once you have registered for Doctor@Hand.
17. Any appointments booked for a Beneficiary after the first three (3) will be charged at the full retail price of an appointment quoted on the Platform at that time.
18. If you hold a Personal Health private medical insurance plan with AXA PPP healthcare Limited (your “**Plan**”) which includes an ‘Extended Cover’ option, you may claim the amounts you pay for the next five (5) appointments per Beneficiary back from AXA PPP healthcare Limited by sending in your receipt as per your Plan’s claims process. Any claim will be subject to the excess and cover limits on your Plan.

Each appointment may be cancelled in accordance with the full Doctor@Hand T&Cs. You will not receive a refund on cancellation

Data Protection

19. The AXA PPP Group company from whom you purchased your private medical insurance policy will provide DCA with your membership number, and the number of dependents covered under your policy to enable DCA to verify your eligibility for this Offer when you register for Doctor@Hand.
20. All information collected and supplied by you to DCA will be treated as confidential and only processed to provide Doctor@Hand, as described below or in DCA’s Privacy Policy (<https://doctorcareanywhere.com/privacy.html>).
21. For the purposes of the Data Protection Act 1998, the data controller is DCA.
22. If you register to use Doctor@Hand, DCA will disclose some information to the AXA PPP Group as set out below.

23. To allow AXA PPP Group companies to check you are happy with Doctor@Hand, for analytical purposes and to assist AXA PPP Group companies in improving their products, processes and services, DCA may share with AXA PPP Group companies:
 - (a) the fact you have registered and/or subscribed to use Doctor@Hand; and
 - (b) if you are no longer registered and/or subscribed to use Doctor@Hand.
24. DCA will not share with any company within the AXA PPP Group whether or not you have booked an appointment nor any information shared with the DCA doctor during the appointment unless, where appropriate, you explicitly consent to DCA or the DCA doctor shares this information in order to facilitate an application for benefit with a member of the AXA PPP Group where further medical information may be required to confirm your eligibility for benefit.
25. The information referred to in clause 25 will not be used by any company within the AXA PPP Group to adversely impact your current or future insurance underwriting, premium or cover eligibility.
26. If you have previously given your consent, or indicated that you do not object to your information being used for marketing purposes by an AXA PPP Group company, that AXA PPP Group company may also use information shared with it by DCA, for marketing purposes. If you change your mind, you can tell the AXA PPP Group company not to use your information for marketing purposes by following any unsubscribe instructions on any communications sent to you. You can also exercise this right at any time by contacting the relevant AXA PPP Group company.
27. DCA will make audio and video recordings of your appointment for clinical governance purposes which will be treated as confidential and will be held strictly in accordance with, and as long as required, under UK regulatory codes of practice on records management. These recordings will not be made available to any other party including any AXA PPP Group company without your consent.
28. Whilst DCA may strongly encourage you to inform your GP of any health concerns you may have discussed with DCA, DCA will not share information with your GP unless DCA has your express permission or there is an overriding public interest in disclosing the information without your consent. This is in accordance with the General Medical Council's guidance which may from time-to-time change.
29. DCA may share aggregated anonymised data with third parties, including the AXA PPP Group, in order to monitor Doctor@Hand and ensure a consistent quality and safety of Doctor@Hand to patients.
30. DCA may use and may share with the AXA PPP Group anonymised comments, feedback and testimonials left on the Platform or in patient surveys for marketing and service monitoring purposes.