

## Terms of Use

### A. General

1. Welcome to the TEREM website. Use of the website is subject to the terms of use detailed in this document. Please read the terms carefully before using the website. Use of the website constitutes agreement to the terms of use.
2. The website operator may change the terms of use from time to time.
3. Use of the website after the change constitutes agreement to the updated terms.
4. The service provider may update the prices of the services on the website from time to time without prior notice.

### B. Website Services

1. The website offers (among other things) general information in the field of health and medicine, information about medical services, operating hours, the option to schedule appointments, access to a medical file with the operator and information about employment opportunities.
2. The use of the services on the website, including scheduling appointments and accessing the medical file, is conditional on registering to the website and creating a user account.
3. The website operator may change the services offered on the website at any time and without prior notice.

### C. Intellectual Property

1. All intellectual property rights on the website, including the website design, content, trademarks and any other material appearing on it, belong to the website operator or to third parties who have granted the website operator a license to use.
2. It is forbidden to copy, distribute, display in public or make commercial use of any part of the aforementioned without obtaining prior written consent from the website operator.

## **D. Responsibility**

1. The information on the website is presented "as is" (AS IS) and does not constitute medical advice or a substitute for professional medical advice.
2. Do not rely on the information on the website to make medical decisions.
3. The website operator makes reasonable efforts to ensure the accuracy of the information on the website, but does not guarantee its absolute accuracy and is not responsible for any error or omission.
4. The website operator is not responsible for any direct or indirect damage caused as a result of the use of the website or reliance on the information contained therein.
5. The website operator is not responsible for the content that appears on external websites linked to the website.

## **E. Privacy Protection**

1. The website operator maintains privacy in accordance with data protection laws in Israel and the required standards.
2. The website uses cookies to collect anonymous statistical data about the use of the services on the website.
3. You can disable the use of cookies by changing the browser settings, but this may limit access to some of our services and features.
4. The website operator respects your privacy and takes reasonable measures to protect the personal information you provide on the website.
5. The website operator may collect non-personal information about users on the website (such as IP address, browser type, browsing hours) in order to improve the services on the website and as detailed in the terms of use.
6. The website operator will not transfer your personal information to third parties, unless required by law or for the purpose of providing the services on the website (such as transferring information to doctors for the purpose of scheduling appointments) or as detailed in the terms of use.

## **F. Information Security**

1. The website operator takes reasonable measures to secure the information on the website, but cannot guarantee absolute security. The website operator will not be directly or indirectly responsible, in cases of disclosure and use of the information provided by you, resulting, directly or indirectly, from unauthorized intrusions by others or as a result of actions and / or omissions that are not under his control.

## **G. Information We Collect and Use of Information**

1. We may collect the following types of personal information:
2. Identifying information: name, address, telephone number, e-mail address, date of birth and ID card number.
3. Medical information: medical history, medications, allergies, test results, genetic information and other medical information necessary to provide medical services.
4. Technical information: IP address, browser type, operating system, website usage data and similar information.
5. We will not sell, rent or share users personal information with third parties for marketing purposes. However, we may share personal information with third-party service providers who assist us in providing our services.
6. We will use the website usage data to improve the services we offer and adapt them to the needs of the users.
7. We may use users' contact information to send them important medical information, updates about our services and other notifications, subject to their consent.
8. We may use anonymous and aggregated information for scientific or statistical research purposes.
9. We will keep users' personal information only as long as necessary for the purposes for which the information was collected, or as required by law.

## **H. Appointment Scheduling**

1. The use of the appointment scheduling service on the website is conditional on entering a valid ID number, first name, last name, mobile phone, cash register and email address.
2. Scheduling an appointment on the website does not constitute a final confirmation of the appointment.
3. The website operator may cancel an appointment at any time and without prior notice.
4. The company does not guarantee the success of scheduling the appointment and is not responsible for any damage that may be caused as a result of the unavailability of the appointments or disruptions in the service.

## **I. Access to the File and User Data**

1. The company allows you to access your personal medical file at TEREM through the website.
2. Access to the medical file is conditional on identification using an ID card number, visit number, file number and the relevant branch visit.
3. The company takes reasonable measures to secure medical information, but is not responsible for any damage that may be caused as a result of unauthorized access to the medical file.
4. Access to the medical file is limited to the patient and the authorized parties according to the law.
5. The website operator is not responsible for the content of the medical file.

## **J. Careers Page**

1. The careers page on the website displays information about open positions at the website operator.
2. Submitting a job application on the website does not constitute a commitment on the part of the website operator to accept it for employment.

#### **K. Changes to the Terms of Use:**

1. The website operator may change these terms of use from time to time. Notice of changes will be given to users by posting on the website or by email. Continued use of the website after the changes constitutes agreement to the updated terms.

#### **L. Direct mail:**

1. The user may agree or refuse to receive direct mail from the website operator. This consent can be revoked at any time.

#### **M. Online Doctor Service**

1. The aforementioned is added and is an integral part of the approval and terms of use of the online service on the appointment setting page for the online doctor service.
2. Upon registration for the "Online Doctor" service, a credit card details check will be performed. After the transaction is approved by the credit card companies, a notification will be sent that the transaction has been approved.
3. Only after the transaction is approved, a notification will be sent confirming the appointment details.
4. In the event that the transaction is not approved by the credit card company, the service requester will receive an appropriate notification and the appointment will be canceled. It will be clarified that the condition for receiving the service is the approval of the transaction by the credit card company.

## **N. Miscellaneous**

1. The laws of the State of Israel will apply to the terms of use.
2. The exclusive jurisdiction in any dispute regarding the terms of use will be given to the competent courts in Israel.

## **O. Contact**

1. For any questions or inquiries regarding the terms of use, you can contact the website operator through the contact details that appear on the website.

## **P. Last Updated**

1. These terms of use were last updated on JUNE ,26 ,2024.