# **CareSanctum Terms and Conditions**

## **1. Agreement to Terms**

By using the CareSanctum mobile app, you agree to be bound by these terms and conditions. By using the Care Sanctum app, you accept our terms and conditions. If you disagree, please review your decision before proceeding.

## **2. Overview of Service**

CareSanctum provides lifestyle-based elder care solutions including health monitoring, concierge services, emergency response coordination, and personalized care through connected devices and human assistance. Please note that CareSanctum is a Geriatric lifestyle care product/service and is intended for general wellness and lifestyle purposes only.

## **3. Health Recommendations**

* The information and services provided through the CareSanctum app, including health monitoring data, teleconsultations, and concierge services, are intended as recommendations to support better health and wellness. They should not be interpreted as health recommendations.
* Always consult a qualified healthcare professional for medical concerns, as CareSanctum is not a substitute for professional medical care.

## **4. Data Collection, Sharing, and Use**

* **Data Collection:** By using the app, you consent to the collection of personal, health-related, and device-generated data.
* **Data Sharing:** Your data may be shared with caregivers, next of kin, doctors, and service providers as necessary to provide the services.
* **Research Use:** Your data may also be used for research, development, and improving CareSanctum’s services. All data shared for research purposes will be anonymized where possible.
* **Privacy:** CareSanctum will handle your data in accordance with our Privacy Policy. Please review the policy for details.

## **5. Device Accuracy and Limitations**

* CareSanctum integrates devices like wearables, SOS buttons, and motion sensors to enhance your well-being. While these devices are designed to provide helpful insights, they may have limitations in accuracy and reliability as they are not medical grade products but lifestyle enhancement products. We encourage you to use them as supportive tools and consult a medical professional for any health-related concerns or interpretations.

## **6. Emergency Services Disclaimer**

* CareSanctum will make **best-effort attempts** to coordinate emergency response services through our Care Managers and Concierge Team.
* While we strive to provide timely service, unforeseen delays may occur due to environmental factors, infrastructure challenges, technical limitations, or human factors. By signing this contract, you acknowledge and accept to such delays are beyond our control and can be categorized under the above mentioned factors.

## **7. Limitation of Liability**

* You agree that CareSanctum, its employees, partners, and affiliates are not liable for any direct, indirect, incidental, or consequential damages arising from:
  + The use or inability to use the app or services.
  + Any errors or inaccuracies in device-generated data.
  + Delays in emergency response or service failures due to unforeseen circumstances.
  + Decisions or actions taken based on the information provided by CareSanctum.

## **8. User Responsibilities**

* You are responsible for providing accurate and updated personal, health, and contact information within the app.
* You are responsible for ensuring that the devices used (e.g., wearables) are functioning correctly, including regular charging, data syncing and maintenance.
* You understand and accept that any negligence in device maintenance may impact the services provided.

## **9. Third-Party Services**

* CareSanctum may use third-party providers for certain services (e.g., transport, groceries, or medical appointments).
* CareSanctum is not responsible for any issues, delays, or failures associated with third-party services.

## **10. Indemnification**

You agree to indemnify and hold harmless CareSanctum and its affiliates from any claims, damages, losses, or expenses arising from:

* Your violation of these terms.
* Your use of the app or services.
* Any third-party claims related to your actions or inactions.

## **11. Termination of Use**

* CareSanctum reserves the right to suspend or terminate your access to the app and services if you violate any of these terms or misuse the platform.

## **12. Intellectual Property**

* All content, logos, and designs associated with the CareSanctum app are protected by intellectual property laws and cannot be used without permission.

## **13. Governing Law and Dispute Resolution**

* These terms shall be governed by and construed in accordance with the laws of India.
* Any disputes shall be resolved through arbitration or mediation, as agreed upon by both parties.

## **14. Amendments to the Terms**

* CareSanctum reserves the right to amend these terms at any time. Users will be notified of significant changes through the app or via email.

## **15. Contact Information**

For questions or concerns regarding these terms, you can contact us at: [Insert Contact Information]

By using the CareSanctum app, you acknowledge that you have read, understood, and agreed to these terms and conditions.