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Terms & Conditions – DomiClear

Last updated: February 2026

These Terms govern use of the DomiClear home care management app at <https://domiclear.app>. The service is provided to care agencies and individual carers. By registering, signing in, or using the service, you agree to these Terms & Conditions.

1. Agreement to terms

By accessing or using DomiClear ("the Service", "we", "us", "our"), you agree to be bound by these Terms & Conditions, our Privacy Policy, our Cookie Policy, and our Acceptable Use Policy. If you do not agree, you must not use the Service.

2. Description of the service

DomiClear is a home care management platform that helps care agencies and carers to:

- Record and manage care visits and daily activities
- Maintain care plans, medication records (eMAR), and incident reports
- Support compliance with regulatory requirements (including CQC)
- Coordinate staff, rotas, and client information

The Service is provided on a software-as-a-service basis and may be updated from time to time.

3. Eligibility and accounts

You must be at least 18 years old and have authority to bind your organisation (if applicable) to use the Service. You are responsible for keeping your login details secure and for all activity under your account. You must provide accurate and complete information when registering.

4. Free trial

Free trials are available with no card required. Trial length and features are as described at signup or on our website. We may end a trial at any time. When the trial ends, you must subscribe to a paid plan to continue using the Service, or your access may be restricted or ended.

5. Subscriptions and payment

5.1 Subscriptions may be monthly or annual and can be cancelled anytime in accordance with our subscription and billing processes.

5.2 Fees are as set out at the time of subscription. We may change fees on reasonable notice; continued use after the change constitutes acceptance.

5.3 Payment is due in advance for the chosen period. Failure to pay may result in suspension or termination of access.

5.4 Refunds are handled in line with our refund policy as stated at purchase or on request from info@domi-clear.com.

6. Acceptable use

You must use the Service in accordance with our Acceptable Use Policy. You must not use the Service for any unlawful purpose or in any way that could harm the Service, other users, or third parties. Breaches may result in suspension or termination of your account.

7. Data and privacy

Your use of the Service is subject to our Privacy Policy and Cookie Policy. Where we process personal data on your behalf (e.g. as a Data Processor for your organisation), our Data Processing terms apply. You are responsible for ensuring that your use of the Service and any data you upload complies with applicable data protection law (including UK GDPR).

8. Your content and responsibilities

You retain ownership of content you upload. You grant us the licence necessary to operate the Service (e.g. to store, display, and back up your data). You warrant that you have the right to upload such content and that it does not infringe any third-party rights or our Acceptable Use Policy. We are not responsible for the accuracy or legality of content you provide.

9. Our intellectual property

DomiClear, the DomiClear logo, and the software and design of the Service are our intellectual property. You may not copy, modify, or reverse-engineer the Service except as permitted by law or with our written consent.

10. Limitation of liability

10.1 The Service is provided "as is". We do not warrant that the Service will be uninterrupted or error-free.

10.2 To the fullest extent permitted by law, we exclude liability for indirect, consequential, or special loss, loss of profit, data, or goodwill, and our total liability for any claim arising from or in connection with the Service shall not exceed the fees paid by you in the twelve months before the claim.

10.3 Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, fraud, or any other liability that cannot be excluded or limited by law.

11. Indemnity

You agree to indemnify us against claims, losses, and costs (including reasonable legal fees) arising from your breach of these Terms, your use of the Service, or your violation of any law or third-party rights.

12. Termination

We may suspend or terminate your access to the Service if you breach these Terms or our Acceptable Use Policy, or for any other reason on reasonable notice. You may cancel your subscription as set out in our billing process. On termination, your right to use the Service ceases; we may retain or delete your data in accordance with our Privacy Policy and data retention practices.

13. Changes to these terms

We may update these Terms from time to time. We will notify you of material changes (e.g. by email or in-app notice). Continued use of the Service after the effective date of changes constitutes acceptance. If you do not agree, you must stop using the Service.

14. General

14.1 These Terms, together with our Privacy Policy, Cookie Policy, and Acceptable Use Policy, constitute the entire agreement between you and DomiClear regarding the Service.

14.2 If any part of these Terms is held to be invalid or unenforceable, the rest remains in effect.

14.3 Our failure to enforce any right does not waive that right.

14.4 These Terms are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction (unless you are a consumer and the law of your country gives you different rights).

15. Contact

Questions about these Terms: info@domi-clear.com.

Company: DomiClear

Address: 18 School Lane, Derby, DE73 6TF, United Kingdom