**TeleDoc Terms & Conditions**

**GENERAL**

**Our mission**

At TeleDoc, our mission is to put an accessible and affordable health service in the hands of every person in India.

Please read these terms carefully so that you understand them. These terms cover all the services we provide to you through our healthcare platform (Website). When you use the Website, you may access the GP at hand service (“**GP at hand Service**”), which is referred to as the “**Service**”.

Any reference to “TeleDoc”, “our”, “us” and “Company” are references to TeleDoc.

These terms also cover the related website as set out below (“**Website**”):

* for the GP at hand Service, <https://teledoc.co.in> and <https://app.teledoc.co.in>.

When you use our Service, our healthcare practitioners will serve you from India.

These terms include details on our complaints procedure and what is required from you to provide the Services. You will be asked to accept these terms as part of your account registration. We may update the terms from time to time, and if your rights change, we will always notify you of this. If you do not agree to, or cannot comply with, these terms as amended, you should not use the Website. You will be deemed to have accepted these terms as amended if you continue to use the Website after any amendments are made.

Our Privacy Policy sets out how your personal information will be used by us, which can be accessed as part of the account registration process on our Websites.

The way we work is simple: we’re here to serve you and strive to ensure you have the best possible experience. We hold ourselves to the highest legal and ethical standards and we value hearing from you so if you have any questions or ideas, or if you need to provide notice to us, don’t hesitate to get in touch in the following ways:

* if you would like to discuss the GP at hand Service, please email [info@teledoc.co.in](mailto:info@teledoc.co.in).

**We would like to remind you that:**

* **We provide health and medical advice via our video Practitioner consultations.**
* **We provide information services via our digital healthcare tools, such as our symptom checker, and our Video Call services. The output from these does not constitute medical advice, diagnosis or treatment. You should always talk to a qualified medical professional about any questions you may have about a medical condition. If you think you have a medical emergency, you should call your doctor or the emergency services immediately. Any decisions you make affecting your health should always be made in consultation with a doctor, and not on the basis of our digital healthcare tools.**
* **Presentation of next course of action: the platform may present the next course of action to a user. This is provided by a doctor based on the responses in the self-assessment questionnaire completed by the user. The user is responsible for their answers to the questions in the self-assessment questionnaire and is assumed to have submitted the aforementioned responses true and correct to the best of their knowledge and belief.**
* **Some conditions are not suitable for remote advice and we recommend that contact your local medical emergency provider for conditions with symptoms that are not covered by our self-assessment, or in the instance that the symptoms covered by our self-assessment are aggravated.**
* **We need certain information from you in order to provide services, such as:**
  + **your contact information, to update you in case a doctor did not have a chance to review your self-assessment while you were logged into the Service, or to get in touch with you;**
  + **your age, to help the doctor determine whether you belong to a vulnerable age group;**
* **We don't take responsibility for laws outside India and governing access to our services. Some of our services are specifically designed for use in India and if you use them elsewhere you should check in your country or region that it is appropriate and lawful for you to do so.**
* **The Website is not suitable for managing medical emergencies.**
* **The Website is not suitable for unrestricted use by persons under 18.**