

TERMS AND CONDITIONS

I. GENERAL PROVISIONS

1. The Real Patients (hereinafter referred to as the Platform) is a platform designed to share real patient reviews about procedures (healthcare services) they have received, as well as genuine experiences with doctors or healthcare providers. It provides help, advice and other information about procedures. The real patients reviews and experiences available on the Platform can assist you in making decisions about undergoing a procedure as well as in navigating pre- and post-operative periods. Additionally, the community created by Platform Users can help you find the support you need after a procedure.
2. In all cases, the content on the Platform (including any published text, photos, images, videos, or any other material) provided by the Company, doctors or healthcare providers, or Platform users is intended solely for educational and informational purposes and does not constitute medical or any other professional consultation. Such information does not replace medical advice, diagnosis, or recommended treatments and services that may be provided by a qualified specialist. Your reliance on any information provided on the Platform or by other users (including links to third-party portals or websites containing any information, including, but not limited to, health-related matters) is entirely at your own risk, regardless of the source of that information.

The Company assumes no responsibility for any content posted on the Platform by other Platform users, specialists, or third-party content providers. The content posted by Platform users, specialists, or third-party content providers represents the opinions of those users, specialists, or third parties. The Company does not guarantee the accuracy or reliability of the content posted on the Platform, including opinions, statements, or information provided by Platform users, specialists, or third-party content providers. Platform users, specialists, or third-party content providers are fully responsible for the content they publish. The Company does not endorse or recommend any specific content, procedures, products, opinions, specialists, service providers, or any other material or information available on the Platform. The Company makes no commitment or guarantee that the content on the Platform will help you find answers to your questions, find the right doctor or healthcare provider, or achieve any other objectives.

If you decide to undergo any health-related procedure or follow any recommendations, information, or advice provided on the Platform, we strongly recommend, and users should always consult with qualified doctors or healthcare providers, or other specialists. Please remember that every person is unique, and the results of procedures may vary. Several factors influence outcomes, including underlying health conditions, genetics, nutrition, lifestyle, and the patient's behavior before and after the procedure. The experiences or results described or shared by others may differ from your own, so it is crucial to consult with doctors or healthcare providers. Additionally, we recommend obtaining multiple professional opinions to ensure that you have a comprehensive understanding of the potential risks and benefits. Your health and well-being are our priority, and professional medical consultation is essential for making informed decisions.

3. These Terms and conditions (hereinafter referred to as the "Terms") apply in all cases, including, but not limited to, when you use the Platform, services available on the Platform, information, products, create your personal account on the Platform, leave feedback about a received procedure, or participate in discussions with others through a forum or specific review discussions. The Terms also govern all other matters related to the Platform found at www.therealpatients.org. The Terms apply and users of the Platform agree to them regardless of whether they visit the Platform using a computer, tablet, mobile device, or any other device through the Platform's application.
4. The relationships between the Platform and its users are governed by the provisions of the laws of the Republic of Lithuania.
5. By using the Platform and its benefits, you confirm that you have read these Terms, agree to them, and commit to complying with them. If you do not agree to these Terms or any other rules of the Platform, or do not wish to be bound by these Terms or any other rules of the Platform, do not use the Platform or the services and opportunities provided on it. It is important for the Platform and

each user to ensure that only authentic information is provided on the Platform, which is why the Platform sets strict rules for any kind of information submission. Non-compliance with these rules may result in the restriction or complete termination of Platform use.

6. If any provision of these Terms contradicts the law, becomes partially or completely invalid, the remaining provisions of the Terms will remain in effect.
7. Definitions used in the Terms:
 - 7.1. Company – MB “Vera Aegis”, a legal entity duly incorporated and operating under the laws of the Republic of Lithuania. The company registration code is 306405115, and its registered office is located at J.Savickio str. 4-7 Vilnius.
 - 7.2. Contract – the binding agreement between the Company and the User, established when the User utilizes the free and / or paid services and accepts these Terms. This agreement governs the provision of paid services as outlined in the Terms.
 - 7.3. Platform – online service accessible at www.therealpatients.org, which serves as a digital interface for Users to engage with and utilize the services provided by the Company, including but not limited to, reviewing and discussing procedures.
 - 7.4. Account – is a personalized digital profile created by a User. It contains information related to the User's activities such as reviews of procedures, invoices for purchased services, notifications, comments under review and other relevant details. The account enables the User to access and utilize the services offered on the Platform, all in accordance with the established Terms and Conditions.
 - 7.5. Services – free and / or paid services offered through the Platform.
 - 7.6. User – any individual who has successfully registered and created a personal account on the Platform.

II. ACCOUNT

8. To take full advantage of the Platform’s benefits and features, you must create a personal account on the Platform. Certain features of the Platform are available without the need to create an Account, such as reading articles posted on the Platform.
9. You can create your personal account on the Platform by completing the registration form provided on the Platform and following all the instructions given.
10. When filling out the registration form, you will be asked to provide your first name, last name, date of birth, email address and country of residence. You may also choose to provide us your phone number and gender.
11. The personal data you provide is highly confidential and will not be disclosed on the Platform. This information is necessary to manage your personal account on the Platform.
12. You will also be asked to create a username which will be used on the Platform and will be visible to other Platform Users.
13. It is crucial for the integrity of the Platform that only genuine users participate. Therefore, when registering for an account, you must provide all accurate, current, and truthful information about yourself by filling out the registration form on the Platform. This ensures that all reviews and information reflect real experiences and are not fabricated.
14. If any information in your account changes, you are required to promptly inform the Platform and / or update your information in your Account.
15. By registering an account on the Platform, users confirm that they are competent and legal adults (individuals over the age of 18). An account may only be created in your name, and the information provided must relate to procedures you have personally undergone or are considering. Users are prohibited from registering multiple accounts. A user may only have one account. To ensure the authenticity of individuals, it is strictly prohibited to impersonate others or use another person's account on the Platform without any exceptions.

16. The User's login details are the email address and a User's created individual password.
17. The password for Account login must meet the following requirements:
 - 17.1. It must consist of at least 8 characters, including uppercase letters, lowercase letters, symbol and number.
 - 17.2. It must not be easily guessable or determinable using specific personal information such as name, phone number, date of birth, etc.
18. It must not consist of consecutive identical characters, whether numerical or alphabetical.

It is strongly recommended to change the Account password at least every three months. The Platform may contain links to third-party portals or websites, or you may access the Platform through a third-party portal or website. The Company does not control third-party portals or websites; therefore, the Company does not endorse and assumes no responsibility for the content, information, or functionality of any third-party portal or website. Accordingly, access to and use of any third-party portal or website is at the Platform user's own risk, and these Terms or any other rules published on the Platform do not apply and are not applicable to any third-party portal or website. The user acknowledges that the Company is not responsible and bears no liability for the functionality, content, or information present on any third-party portal or website. Furthermore, the relationships between Platform users and third parties (including service providers) found on the Platform, including payments and the delivery of goods or services or any other conditions (e.g., warranties), are solely the mutual relationships between the Platform user and the third parties involved. The Platform user agrees that the Company will not be liable for any losses or damages arising from the user's interactions with such third parties.
19. You can also create your personal account on the platform using your Facebook or Google Gmail accounts. In the login window, select the desired social network (Facebook or Google), enter your login details and follow the instructions on your screen. Platform users are responsible for the confidentiality of their account information, including their account password.
20. The User may request deletion of their Account at any time by submitting a separate request to the Platform. A request can be submitted by pressing "Delete" button in your "Profile" section.
21. When a User's Account is deleted, the data stored in the User's Account is retained for 30 calendar days from the deletion of the User's Account. During this period, the User can log in to their Account and thereby restore their Account and all data. Deletion of Account does not affect the processing of other personal data of the User, as specified in the Platform's Privacy Policy.
22. You are accountable for any activity conducted through your personal account. If you lose access to your account or if there is any security breach related to the Platform, you must immediately contact the Company using the contact information provided on the Platform.
23. Your Account will consistently provide access to information such as your reviews of procedures, invoices for services purchased, and more. Additionally, you will receive messages and notifications from the Company or other users through your Account.

III. USE OF THE PLATFORM

24. The Platform is a space where you can share well-founded personal experiences before and after procedures, provide feedback on doctors or healthcare providers and services received, share information about complications, discuss your healing process, highlight positive outcomes, and engage in other relevant topics. You can interact with community members on issues related to procedures, well-being, and post questions. Additionally, the Platform offers resources and information on plastic surgery and other beauty procedures, personal psychological health, legal information, and nutrition topics. It promotes the creation of a patient community and provides support to those facing challenges before and after procedures. The Platform may only be used for personal, non-commercial purposes. Promotion of products, services, procedures, businesses, doctors, healthcare providers, or any other person is not allowed.

25. The Platform is not intended for promoting doctors, healthcare providers, institutions, or their services, or endorsing specialists except for psychologists, psychiatrists, dietitians, nutritionists, health coaches, practitioners, dermatologists, estheticians, beauticians, physical therapists, fitness trainers, rehabilitation specialists, lymphedema specialists, massage therapists, and meditation instructors (or meditation teachers/practitioners).
26. Importantly, any information (textual or visual) shared on the Platform, including User reviews of procedures or other content, should not be understood as medical advice, recommendations, diagnoses, or prescribed treatments. This content is primarily informational and contributed mostly by other Users. It is designed to help Users understand procedures and learn from the experiences of other patients, thereby assisting them in making informed decisions. Nonetheless, it is essential to consult with a s (doctor) for personalized advice before undergoing any procedure. We remind you that every person is unique, and the outcome of a procedure may vary. Results are influenced by several factors such as comorbidities, genetics, diet, lifestyle, and patient behavior during pre- and post-procedure periods, among others. Each individual's described or shared experience may differ that's why it is important for you to consult with doctors or healthcare providers
27. The Platform strictly prohibits sharing any information related to minors (individuals under the age of 18), either directly or indirectly. You may not use the Platform if you are under the age of 18.
28. The Platform aims to create a tolerant community, and therefore strictly prohibits sharing any information that is racist, discriminatory, sexist, or otherwise violates the dignity and respect of others, their professional competence, or reputation. The Platform strictly prohibits the promotion of hate speech, harassment, threats, insults, violence, suicide, or any actions intended to harm other users, Platform visitors, or any individuals, including doctors or healthcare providers. The Platform strictly prohibits writing angry or offensive comments, posting or submitting obscene, indecent, vulgar, or sexually explicit content, false, misleading, or fraudulent messages that violate another person's privacy or rights, or mocking others for their appearance or experience in another user's review. The Platform strictly prohibits the promotion of self-harm, suicide, anorexia, or any other practices incompatible with personal health and well-being, harmful, and unacceptable practices. All users must remember that each person's described or shared experience may differ.
29. It is strictly prohibited on the Platform to defame another person or provide clearly inaccurate information with the intent to harm someone else's reputation. Information about complications arising after procedures, personal experiences, and feelings post-surgery are not considered damaging to a doctor's or healthcare provider's reputation.

It is strictly prohibited to use the Platform in any manner or for any purpose that violates the laws of the Republic of Lithuania, international laws, or any other applicable legal regulations. It is prohibited to use the Platform in any manner or for any purpose that harms or poses a danger to the Company, service providers, product suppliers, or any Platform user.

30. It is strictly prohibited on the Platform to distribute personal data of doctor or healthcare provider (doctor) (except for name, surname, profession and other information about the workplace when writing a review) and other individuals, including but not limited to their residential address and contact details. Encouraging confrontation or violence against these individuals is also prohibited, as well as to post disrespectful or false comments about doctor or healthcare provider.
31. It is strictly prohibited to publicly disclose personally identifiable information, including but not limited to names, surnames, home addresses, email addresses, phone numbers, personal documents, URLs, or any other personally identifiable information.
32. The Platform prohibits users from leaving reviews about procedures or posting comments that are compensated or influenced by any agreements with doctors or healthcare providers, as well as impersonating healthcare or other specialists to provide health-related or other consultations, diagnoses, or services. This ensures that all reviews and comments are unbiased and genuine.

The Platform prohibits actions aimed at directing Platform users to third-party portals or websites for commercial and/or other purposes incompatible with the Company's / Platform's activities or sending spam to the Company, Platform users, or other users (emails). By using the Platform, you agree not to use any data mining, robots, or similar data gathering or extraction methods to misappropriate Platform data. The Platform prohibits posting links to portals or websites, as well as

files containing viruses, spyware, malware, or other illegal, harmful content. It is forbidden to attempt to interfere with or disrupt the Platform's operations or any individual's ability to use the Platform. If the Company notices actions prohibited by these Terms or other Platform rules, it may notify you of specific illegal or harmful actions being performed or inform the relevant legal authorities for the imposition of liability. However, the Company is under no obligation to inform you. It is strictly forbidden to use the Platform in any way other than permitted by these Terms or other Platform rules, except when written consent is obtained from the Company.

The Company does not undertake to enforce these Terms against another user, specialist, or third party on behalf of a Platform user. If you believe another user, specialist, or third party has violated these Terms or other Platform rules, please contact the Company using the contact information provided. The Company reserves the right to investigate the matter and, at its discretion, take any actions it deems appropriate.

33. The Company reserves the right to delete any information you submit if it is determined that the information breaches these Terms.
34. The Company reserves the right to restrict or terminate your use of the Platform and/or its services as a registered user at any time, without prior notice or specific reason.
35. If you find that your access to the Platform has been restricted or terminated and you wish to inquire about the reasons or discuss this matter, please contact the Company using the contact information provided. We are here to assist you with any questions or concerns you may have.

IV. WRITING A REVIEW

36. A primary objective of the Platform is to offer you a space to share authentic experiences related to procedures. This includes providing respectful feedback about doctors or healthcare providers, detailing the services received, discussing your overall experiences, and addressing any complications that may have arisen during or after procedures. The Platform also serves as a resource, allowing other Users and Platforms visitors to access genuine information, make a comment and make informed decisions based on the experiences shared by Users.
37. Your dedicated time to write a review can help another user make an informed decision about undergoing a procedure, which may impact their future life.
38. When writing a review about a doctor or healthcare provider, consider sharing your overall experience, including aspects such as the quality of care, communication, and any positive or constructive observations. Highlight specific details about the doctor's expertise, professionalism, and the effectiveness of the procedure. Be honest and detailed to help others make informed decisions.
39. To submit a review, you must follow four steps and provide detailed information about the procedure you received. All provided information will be verified by Platform representatives to ensure authenticity and confirm that you indeed underwent the procedure.

The submission of a review and any related information is voluntary, and the Company will not pay any compensation to Platform users for such submissions.

STEP 1

40. The review submission begins by providing the name and location (hospital and country) of the doctor or healthcare provider who performed your procedure. If information about the doctor or healthcare provider or institution is already available on the Platform, you can select from the provided list.
41. You will also need to specify the date of the procedure and your age (age group) at the time of the procedure.
42. If you choose, you can also provide information about the cost of the procedure.

43. The Platform will prompt you to answer detailed and diverse questions regarding the procedure to better understand and assess your experience throughout the process (including pre- and post-operative periods), the conduct of the doctor or healthcare provider, interactions with others, and your personal well-being. All your answers must be based on and supported by your medical documents.

STEP 2

44. In the second step, you can assess the procedure, its outcomes, doctors or healthcare providers, and healthcare institutions using the rating system developed on the Platform.

STEP 3

45. Finally, you can leave your authentic comments and feedback about the procedure, your personal experience pre- and post- operative periods, and well - being. Your feedback must adhere to the guidelines outlined in Section 3 of these Terms.
46. If you choose, you can also upload photos and / or video to accompany your comment on the Platform.
47. If you choose to upload photos and / or videos, they must comply with following rules:
 - 47.1. **Privacy:** avoid sharing personal information such as your full name, address, phone number, or any other identifying details in the photos and / or videos or accompanying captions. It is prohibited to share any information related to minors. We also recommend not uploading photos and / or videos that show more facial / body parts than necessary.
 - 47.2. **Quality:** ensure that the photos and / or videos are of good quality and clearly depict the desired facial / body parts. Photos and / or videos must be unedited and without filters.
 - 47.3. **Respect others:** make sure that other individuals do not appear in the photos and / or videos. Uploaded photos and / or videos cannot be of a pornographic, racist nature and must adhere to good moral and ethical standards.
 - 47.4. **Graphic Content:** consider the potential impact of graphic images on viewers. We understand that you may want to share your unique experience about the procedure, but we advise to use discretion in sharing photos and / or videos that might be disturbing to other.
 - 47.5. **Provide context:** Please clearly explain in your comments the context of the photo and / or video, such as the type of surgery, when was the picture taken, etc.
 - 47.6. **Future implications:** always think about the long-term implications of sharing your medical photos online. Consider waiting until you are fully comfortable and have had time to reflect on your experience before sharing photos. Avoid posting photos and / or videos immediately after surgery when it is not possible to properly assess the quality of the operation and the health condition.

Any information submitted with a review on the Platform, including photos, videos, and personally identifiable information, is provided voluntarily and is subject to these Terms and other rules published on the Platform. By submitting a review and all related information (content), the user, by clicking "Agree," also agrees to grant the Company a non-exclusive, royalty-free right to use, copy, distribute, publicly display, modify (including creating derivative works), or transmit (including digital audio or video transmission) for the purposes of the Company's operations, including, but not limited to, promoting the Platform or the Company's activities in any media format, both now and in the future. The user also grants the Company the right to publish and use the user's name, image, and voice associated with the submitted review. By giving this consent, the user also grants the Company the right and authority to assign any of the above rights to other persons or entities, including for the purposes of the Company's operations or promotion, without additional compensation or obligations, as well as to revoke those rights. Users understand that the Company is not obligated to keep the information published on the Platform confidential, except for that which is specified in these Terms or other Platform rules. Users also understand and agree that the review and the information published with it, including the user's name, are not confidential and are publicly accessible to all, viewable by other users on the Platform.

By submitting each review, the user declares and guarantees that they have all the necessary rights, consents, and permissions to submit the review and the related information, and that only the user is responsible for their review and the related content. The user also declares and guarantees that the submitted review and the related information do not violate any laws.

The Company reserves the right to review and monitor the information submitted with the review but is not obligated to do so. The Company is not responsible for verifying, monitoring, or modifying the review and the related information. However, the Company has the right to review the submitted review and the related information and, if necessary, disclose the information if it deems it necessary to comply with legal requirements or represent the Company's interests in legal proceedings, as well as to ensure compliance with these Terms, other conditions published on the Platform, or to protect the rights and interests of the Company, its employees, other users, or the public.

48. The Company reserves the right to refrain from publishing the photos and / or videos with your review on the Platform if they are deemed to violate these Terms.
49. The Platform requires Users to provide a medical document or invoice for the healthcare services received. These documents are necessary to verify that only authentic reviews from real patients are submitted, and not promotional attempts by doctors or healthcare providers for their procedures. Medical document or invoice will not be published on the Platform.
50. All personal data of Users is processed according to the Platform's [Privacy Policy](#).

STEP 4

51. Your review will only be published after verifying your identity, which will be done by Platform representatives or partners. Verification process contains the following steps:
 - 51.1. When confirming the identity of the Platform user during live video (photo) transmission, the Platform captures the user's facial image and the original identity document shown by the user using the "iDenfy" system (<https://www.idenfy.com/>). Only one Platform user can participate in the identity verification process at a time.
 - 51.2. During this live video transmission, a frontal photograph of the user's face is taken (the image must clearly show the user's face and shoulders and be distinguishable from surrounding objects).
 - 51.3. A live transmission of the presented identity document photo is performed. During this transmission, the respective identity document is captured in one of the following ways: (i) The identity card and driver's license are photographed from both sides. ii) In the case of a passport, the page with the user's photo and the cover of the passport are photographed.
 - 51.4. The transmitted photos must be of such quality that allows easy reading of the information from the provided identity documents and clearly shows the features of the person, and the person depicted in the identity document photo, without raising doubts that the person presenting the identity document during the live video transmission is the same as the one in the document.
 - 51.5. All actions mentioned in this section must be performed continuously during a single identity verification process, with an explanation to the Platform User that by providing their data, they also confirm its accuracy.
52. When verifying identity in the cases outlined in article 52, the Platform has the right to additionally request or independently collect and use supplementary data, documents, or information obtained from reliable and independent sources to ensure the authenticity of the Platform user's identity.
53. This verification step is essential to maintain the integrity of the reviews posted on Platform. While most doctors or healthcare providers are committed to transparency, there are instances where some doctors or healthcare providers, individuals or competitors might attempt to post misleading or false reviews. The Platform is dedicated to presenting only genuine reviews and experiences from real patients to ensure that all users can make informed decisions based on accurate information.

54. By posting a review on the Platform, Users commit to provide only accurate and truthful information about their experiences with doctors or healthcare providers and specific details concerning their procedures. This commitment helps ensure that all content shared on the Platform upholds the highest standards of reliability and integrity for the benefit of all Users.
55. Upon submitting personal data to the Platform or making it public to other Platform users, Users are required to inform their doctor or healthcare provider about the transfer of their personal data to the Platform and its processing by the Company as stated in the [Privacy Policy](#).
56. By agreeing to these Terms, you confirm that upon submitting and fully completing the review form, your review will be published on the Platform for other Users to read. You retain the right to withdraw your consent at any time, leading to the removal of your submitted review.
57. With your explicit consent, your review may also be shared on the Platform's social media channels.
58. The Company and Platform reserve the right to independently remove your review at any time if it violates these Terms or legal acts, or if the Company deems it necessary for any other reason without further explanations.

V. FORUM

59. The Platform provides a forum where like-minded individuals can come together as a community, create discussion topics, and discuss all aspects related to procedures.
To maintain a constructive environment, participants in the Platform's forums are expected to adhere to the following rules
60. To maintain a constructive and respectful environment, participants in the Platform's forums must adhere to the following rules:
 - 60.1. **Respectful Interaction:** Always treat other forum participants with respect, even when opinions differ.
 - 60.2. **Constructive Discussions:** Encourage respectful and constructive discussions. While not everyone may agree with your views, it is vital to maintain civility in all interactions.
 - 60.3. **Prohibited Content:** Discussions that breach these Terms, or contain discriminatory, racist, or sexist content, are strictly forbidden.
 - 60.4. **Organized Discussions:** For clarity and organization, it is advised to initiate separate threads for distinct topics to keep discussions focused and relevant.
 - 60.5. **Reporting Mechanism:** If you encounter comments that violate these Terms, including instances of hate speech or incitement to violence, you are urged to report these incidents anonymously using the designated reporting system provided by the Platform (by pressing "Report" button).
 - 60.6. **Moderation Rights:** The Platform reserves the right to delete any forum comments if they are found to be inappropriate, irrelevant, or in violation of these Terms.
 - 60.7. **Accountability Measures:** To maintain the quality and integrity of the discussion environment, the Company reserves the right to suspend or terminate your access to the forums if you violate these Terms.
 - 60.8. **Privacy and Confidentiality:** Refrain from sharing personal or confidential information of others without their explicit consent. It is crucial to respect the privacy of fellow users, doctors, and healthcare providers at all times.
 - 60.9. **Accuracy and Honesty:** When contributing to discussions, ensure your contributions are based on accurate information and genuine experiences. Deliberately misleading or deceptive content is strictly prohibited.
 - 60.10. **No Advertising or Spam:** The use of the forum for unsolicited or unauthorized advertising, promotional materials, or any other forms of solicitation is forbidden.

- 60.11. **Intellectual Property:** Respect the intellectual property rights of others. Do not post copyrighted material unless you own the rights or have received explicit permission from the rightful owner and only when it is relative to the discussion.
- 60.12. **No Trolling or Flame Wars:** Engaging in disruptive behavior such as trolling or participating in flame wars is prohibited. Such actions detract from productive discussion and are not conducive to a supportive community environment.
- 60.13. **Compliance with Local Laws:** Ensure that your postings comply with all applicable local laws, including those concerning medical advice and personal data protection.
- 61. These rules aim to create a supportive, informative, and respectful community, fostering a positive and productive discussion environment for all users interested in plastic surgery topics.
- 62. These rules also apply when commenting under other user's review.

VI. FIND A SPECIALIST

- 63. Recognizing that preparing for and recovering from plastic surgery can require specialized support, the Platform provides a curated list of specialists. These professionals are available to assist you with various aspects of your procedure and other issues, ensuring you have access to expert guidance when you need it.
- 64. Specialists listed on the Platform are carefully selected based on User recommendations or chosen by the Company. This ensures that only qualified and trusted professionals are available to assist you.
- 65. If you are a specialist in your field, you have the right to contact the Platform regarding sharing your contact information and other details. You can do this by filling out the specialist registration form in the "Find a Specialist" section.
- 66. Listing on the Platform is subject to a fee payable by the specialist to the Platform. Users who wish to utilize the services of a specialist will engage directly with the specialist and are responsible for payment according to the specialist's rates.

The user understands that communication with the specialist and the provision of information to them is voluntary and is subject to the [Privacy Policy](#) published on the Platform. The Company does not guarantee that the specialist (service provider) will respond to any request submitted through their account or inquiry form. The user understands that the Company is not involved in and is not responsible for the relationship between the user and the specialist (service provider) or the quality of the services. The Company notes that specialists are not employees or independent contractors of the Company, and the Company provides no guarantees regarding the qualifications of specialists, or the quality and pricing of information, services, or products provided on the Platform.

- 67. After filling out the specialist registration form, the Company will confirm your specialist profile and your personal data (name, surname, contact details, specialization) will be published in the "Find a Specialist" section of the Platform.
- 68. The Company reserves the right to not confirm your specialist profile, suspend or delete your specialist profile at any time if deems it necessary.

VII. SERVICES AND PAYMENTS

- 69. Some features on the Platform are available only through paid subscription plans. Access to these functionalities requires selecting an appropriate subscription option
- 70. Submitting a review about a procedure is free of charge.
- 71. However, selecting and using other Platform functionalities (such as leaving comments under other users' reviews, participating in Forum discussions, etc.) may be subject to fees.
- 72. To enter into an agreement for the provision of Services, you must select a suitable Service package and complete other instructions.

73. By submitting an order for Services, before its processing, you must confirm your actions by clicking the "Continue" link (or equivalent link expressing your intention to order the selected Service package).
74. Upon choosing to pay, you will be redirected to our partners' website. Please follow the provided instructions to complete the payment for the services.
75. When a User submits a service package (order) for payment and it is processed by the Company, it constitutes the User's intent to enter a Contract in accordance with these Terms.
76. The User's and Company's Contract for specific Services under the Terms is deemed concluded and confirmed from the moment the Company receives payment for the Services (the selected Service package is paid).
77. In all cases, before ordering Services and confirming them, you are responsible for familiarizing yourself with the current applicable version of these Terms (Contract terms).
78. The detailed information and duration of the Service package is specified in the Service package. The User undertakes to use the Services for the entire specified term. If the provision of Services is terminated earlier (for example, if the Users terminate the provision of Services themselves, the provision of Services is suspended due to the User's fault), the User's payment for the provided Services is not refunded and is not transferred to the future.
79. Upon termination of the Contract initiated by the User without completing the term of the provision of Services (for example, if the User deactivates and/or deletes their Account earlier), the User's payment for the Services is not refunded. In this case, it is considered that the Company has properly provided the Services to the User.
80. All service prices listed on the Platform are stated in euros (EUR) and include all applicable taxes, such as VAT and other relevant duties.
81. Should the services received be deemed inadequate, the user is entitled to request rectification of any deficiencies, a reduction in the service price, or to unilaterally terminate the contract in accordance with these Terms.
82. The User may not demand rectification of service deficiencies if such rectification is impossible or would entail disproportionate costs for the Company.
83. The User has the right to demand a reduction in the Service price or unilaterally terminate the Contract when the Company fails to rectify the deficiencies in the provision of Services, or when these deficiencies cannot be rectified, and the deficiency in the provision of services is substantial.
84. If the User terminates the Contract due to the Company's fault, the Company shall refund the User within 7 days the amount paid by the User for the Services, for the period during which inadequate services were provided.
85. The User has the right to send a complaint regarding improper provision of Services, primarily in writing to the Company at the contact details specified on the Platform. If dissatisfied with the Company's response (which the Company undertakes to provide within 14 days), the User has the right to contact the State Consumer Rights Protection Authority or fill out a request form on the European Union's Online Dispute Resolution platform.
86. In all cases, the Company's liability is limited to no more than the amount paid by the User for the Company's services. If the User has not used any paid Services, the Company's liability is limited to 10 EUR. The limitation of the Company's liability is related to the price of the Services and the nature of the provided services.

VIII. THE PLATFORM

87. The Platform is the Company's property and is protected by laws governing the protection of intellectual property.
88. The Company owns the exclusive intellectual property rights to the Platform but not limited to the Platform's design and the information presented on it, visual interfaces, interactive links, graphics,

design, compilations, program code, products, software and all the other elements and components of the Platform, except for your personal data or third-party content.

The Company grants you a limited, personal, revocable, non-transferable, and non-exclusive right to use the Platform. The Company owns all copyright, trademarks, and intellectual property rights related to the Platform under the applicable laws. Platform users do not have the right, including but not limited to, to modify, reproduce, republish, transmit, distribute, rent, lease, lend, sell, license, sublicense, publicly display, or create derivative works based on the Company's content or any part thereof, or the Platform, except in cases where the Company has explicitly provided written permission to do so. The Company does not grant any express or implied rights to the Platform content, and all rights to the Platform and the "Platform content" are reserved by the Company.

89. By using the Platform, the User does not acquire any rights to the Platform.
90. It is prohibited to violate the Company's intellectual property rights, including, but not limited to:
 - 90.1. Copying or otherwise transmitting the technological solutions of the Platform or its parts, design.
 - 90.2. Using the Platform in a manner incompatible with these Terms or generally applicable laws.
 - 90.3. Damaging or altering the Platform.
91. Only the Company has the right to modify the Platform, change technological solutions, Platform functionalities, and design.
92. The Company undertakes to make every effort to ensure the continuous operation of the Platform but cannot guarantee that the Platform will operate without interruptions.
93. In case of disruptions in the Platform's operation, for any issues, the User has the right to directly contact the Company.

IX. DISCLAIMERS

94. While the Platform enforces these Terms to ensure the integrity of the information provided, it cannot guarantee that a User, by violating these Terms, will not provide false, inaccurate information, or seek unlawful benefit for themselves or others, for which the Platform cannot be held responsible for unfair or illegal actions by Users and other individuals.
95. All information and content on the Platform should not and cannot be considered as absolute truth, professional advice, irrefutable opinion, or similar. Therefore, Platform users assume all risks related to any harm that may result from using, following, or disseminating such information, and are responsible for any consequences that may arise from the use, application, or distribution of this information to themselves or any third parties.
96. Any information provided on the Platform is for informational purposes only. All content and information on the Platform is general in nature and not tailored to the individual characteristics or situation of the Platform user, and therefore cannot be considered professional advice. Platform users should always seek professional help to have their situation evaluated individually and receive personalized professional consultation.
97. The Platform is not liable for any direct or indirect damages, including but not limited to loss of income, suffered by doctors or healthcare providers or institutions as a result of reviews posted on the Platform. The Platform serves solely as a medium for Users to share their experiences and does not create or endorse the content shared by its Users.
98. The Platform does not verify the accuracy or truthfulness of the reviews and other content posted by Users. As such, it does not guarantee the correctness of the information available on the Platform, and reliance on any such information is at the User's own risk.
99. The Platform shall not be liable for any financial losses incurred by Users, doctors or healthcare providers, or any third parties arising from interactions or transactions facilitated through the Platform. Users are advised to exercise due diligence and caution in all their engagements on the Platform.

General Disclaimer

100. The Platform does not take responsibility for any decisions made by users regarding procedures or for the selection of any doctor or healthcare provider based on information available on the Platform.
101. Users are solely responsible for the content of their reviews and comments. The Platform does not endorse or take responsibility for the content posted by Users.
102. Users agree to indemnify and hold harmless the Platform, the Company, and its affiliates from any claims, losses, damages, or expenses arising from their use of the Platform or the violation of these Terms or other rules published on the Platform.

X. DATA PROTECTION

103. All information regarding the processing of personal data is provided in the Company's Privacy Policy.
104. Individuals can exercise their data subject rights, as specified in the Procedure for the Implementation of Data Subject Rights, by contacting the Company using the contact information provided in the Company's Privacy Policy.

If a Platform user believes that submitted material or any other work has been used in a way that constitutes copyright or intellectual property infringement, please notify the Company using the contact details provided—by email. Please include the following information: 1) identify the copyrighted work that you believe has been infringed, or, if multiple copyrighted works are involved, provide a list of such works on the Platform; 2) identify and describe in detail the material on the Platform that you believe infringes on the rights, so that the Company can locate it; 3) provide confirmation that the material on the Platform is being used without authorization from the copyright owner, their representative, or in violation of the law; 4) provide confirmation that you are the owner of the related copyright interests or that you are authorized to act on behalf of the owner; 5) provide your contact information so that the Company can contact you; 6) sign the notice with a physical or electronic signature. Upon receiving the notice, the Company will take actions at its discretion, which may include removing the allegedly infringing material from the Platform.

105. We encourage you to contact us if you notice any errors or inaccuracies in your personal data or information.

XI. CHANGES TO THE PLATFORM

106. The Company reserves the right to modify the Platform or to disable it at any time. The Company is not obligated to inform Users in advance about changes to the Platform.
107. The Company reserves the right to modify these Terms, or any other rules published by the Company at any time. Depending on the Company's choice, you will be informed about these changes either by separate email or through an announcement on the Platform.
108. At the end of these Terms, the Company provides information about the last update date of these Terms in all cases.

XII. FINAL PROVISIONS

109. The Company is headquartered in the Republic of Lithuania, and as such, all operations of the Platform, as well as any interactions or relationships between Users, visitors, and the Company, are governed by Lithuanian law.

If you are not located in the Republic of Lithuania and use the Platform, you are responsible for complying with both the laws of the Republic of Lithuania and all your local laws, to the extent that they do not conflict with the laws of the Republic of Lithuania. Use of the Platform in any form and/or its services indicates your agreement with the jurisdiction of the Republic of Lithuania, and that all disputes shall first be resolved through negotiations by contacting the Company, and disputes that

cannot be resolved through negotiations within 40 days of the notice being given will be resolved in court according to the laws of the Republic of Lithuania at the Company's registered location.

110. If you have complaints or grievances regarding the Platform or the Company's actions, you always have the right to contact the Company for dispute resolution or to defend your rights in accordance with the procedures established by law.

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