## **PLEASE CUSTOMIZE, COPY & PASTE THIS TEXT INTO THE CLIENT CONSENT FORM IN YOUR ACCOUNT.**

## **Draft terms for an institution, clinic or specialist with an ID number:**

**Below you will find the draft terms for the clients of specialists. The text below is intended to help specialists in the task of establishing their terms, but it needs to be amended, the correct information needs to be entered and other elements need to be included, such as rules regarding the cancellation of services, for example, and how payments are collected etc. If you have any questions, you are welcome to email us at** **kara@karaconnect.com** **or use our live chat window at** [**www.karaconnect.com**](http://www.karaconnect.com)**. All of the blue text in this file needs to be adjusted to your operations/services or used to provide explanations.**

**Please note that these terms are written for those who provide healthcare services.**

## **Terms of NAME OF COMPANY**

The services of **NAME OF COMPANY** are subject to the following terms:

When you use the website or buy services, you agree to these terms so please read them carefully. You can send an email to **COMPANY’S EMAIL ADDRESS** if you have questions about the terms. **NAME OF COMPANY** reserves itself the right to amend rules and terms without notice.

The service is operated by **NAME OF COMPANY, ID no. XXXXXX-XXXX, ADDRESS.** The platform for this service is hosted by [Kara Connect ehf.](http://www.karaconnect.com) which is a data processing agent (see terms of use of Kara Connect [here](https://karaconnect.com/terms-and-policies%23/termsofuse#parties)).

**NAME OF COMPANY** is the guarantor for the handling of personal data in connection with the service. You can contact us by emailing **COMPANY’S EMAIL ADDRESS**.

### **Terms of use**

Special terms of use **NAME OF COMPANY**. The user acknowledges that, by agreeing to these terms, the user is giving his/her declared consent to the processing of personal data.

**Other terms that need to be specified for the service should appear here:**

#### **The personal data that is collected is:**

Personal data is data which can be connected to the individual. **NAME OF COMPANY** collects and processes the following personal data which can be connected to you:

* **Information about you (access information)** includes the following information:

**You can change the text below in the company’s settings in Kara, by deciding on what information you feel is necessary for your clients and your work. If this list is not exhaustive enough for your services, contact kara@karaconnect.com.**

* + Name **(Kara requires a name)**
	+ Email address **(Kara requires an email address)**
	+ Address
	+ Telephone number
	+ ID no.
	+ Information on individual’s contact person for the service if applicable (name, telephone, address), e.g. guardian or husband/wife.

**The text below applies if a specialist creates a medical record in Kara. Patient registries/medical records in Kara fulfil all laws and regulations regarding medical records. We recommend that this be approved in the terms for safety.**

* **Health information (Medical records).** In accordance with Health Records Act No. 55/2009, the healthcare professional who is entrusted with the treatment of a patient shall maintain medical records. Health information is information which is generated by a healthcare professional with the treatment of a patient.
* **Payment information.** (If applicable)
**NAME OF COMPANY** does not see or store payment card information.
	+ The card information that is entered into the Kara software is hosted by the Stripe payment platform.
	+ **Information regarding payments for services comes below:**

#### **Handling of personal data**

*\*(If the company is the provider of healthcare service)*

**NAME OF COMPANY** uses your personal data solely for the purpose of making a contract with you regarding the provision of **SERVICE** and to fulfil the legal obligations of healthcare service providers to maintain a medical record of the treatment.

Pursuant to Health Records Act No. 55/2009, data cannot be deleted from the medical record without the approval of a doctor. Any other information we store about you is only kept for the length of time required to fulfil the purpose for which it was collected. Specific data may be stored longer if special rules apply, such as tax or accounting laws.

**NAME OF COMPANY** used Kara to collect and store personal data.

Personal identification information and other data are encrypted in the database with a 256-bit encryption code.

All communications between clients and specialists within Kara are encrypted with SSL/TLS protocols.

#### **Purpose and authorisation to process personal data**

The purpose of processing personal data and the authorisation to process it are as follows:

* The processing of information regarding passwords and email addresses is necessary to enable clients to have appropriate access to specialists, as well as to be able to contact them, issue invoices or follow their treatment. The authorisation is the consent of the registered person, which allows for the processing of the personal data for one or more specific purposes.
* The processing of health data (medical records) is necessary to register information regarding the treatment and the progress of the treatment. The authorisation is the consent of the registered person, which allows for the processing of the personal data for one or more specific purposes. Providers of healthcare services are also obliged to keep medical records and the processing is therefore necessary to fulfil the legal obligations of those who determine the processing (guarantors).
* The processing of the payment information is necessary to enable clients to pay for the services of **NAME OF COMPANY** if and when applicable. The authorisation is the consent of the registered person, which allows for the processing of the personal data for one or more specific purposes.

#### **Operations of healthcare services**

**NAME OF COMPANY** operates with a licence from the Directorate of Health. All of the healthcare services of **NAME OF COMPANY** have a legal statutory licence from the Directorate of Health.

**Terms for payments and cancellations**

Payments are made after each consultation and the cost of the consultation is debited from the credit or debit card that was given at the moment of registration. Clients receive a receipt for their payment through the client dashboard on Kara’s website.

If the client/patient fails to attend at the booked time, the following rules apply:

**If debt collection is applied to people who fail to pay for services provided, it shall be stated here.**

Many trade unions contribute to the cost of the service that is provided by **NAME OF COMPANY**. Receipts for the trade unions are to be found in the client dashboard.

#### **Payment method**Payments can be made by credit or debit card through Kara Connect. **NAME OF COMPANY** has access to the payment information of the buyer.

A receipt can be found in the client dashboard on Kara and this can be forwarded to trade unions for their contribution to the cost, since some trade unions support their members when applying for the service provided.

#### **Price**

All prices are denominated in Icelandic krónur and prices and information on the services are posted with advance notice with a proviso regarding typographical errors. We reserve ourselves the right to change prices without notice.

#### **Cancellations**

**Company terms regarding clients’ cancellations and failures to attend. If the client is obliged to pay the fee in part or in whole in the event of a cancellation or failed attendance, it shall be stated here.**

**The client shall have clear ways of sending notifications of their inability to attend, which shall be stated here. It is not possible to send notifications of an inability to attend through the Kara Connect software.**

#### **Your responsibility**

You are responsible for remembering to attend consultations at the booked time in your client dashboard on karaconnect.com.

You are also responsible for ensuring that you have privacy when you are in consultation with your specialist through video-conferencing equipment and that your internet connection and hardware are good enough.