

General Terms of Use

Effective Date: July 17th, 2025

Last Reviewed and updated Date: September 2nd 2025

Policy Review Date: July 2026

Please read these General Terms of Use ("General Terms") carefully before using Recovero.me Ltd (the "Service") operated by Recovero.me Ltd ("us," "we," or "our").

Your access to and use of the Service is conditioned on your acceptance of and compliance with these General Terms. These General Terms apply to all visitors, users, and others who access or use the Service.

By accessing or using the Service, you agree to be bound by these General Terms. If you disagree with any part of the General Terms, then you may not access or use the Service.

These General Terms are intended to be read in conjunction with our [Subscription Terms of Use](#) (the "Subscription Terms"), if applicable to your use of the Service. In case of any conflict between these General Terms and the Subscription Terms, the Subscription Terms shall prevail solely with respect to your subscription to the Service.

1. Accounts

When you create an account with us, you must provide us with information that is accurate, complete, and current at all times. Failure to do so constitutes a breach of the General Terms, which may result in immediate termination of your account on our Service.

You are responsible for safeguarding the password that you use to access the Service and for any activities or actions under your password, whether your password is with our Service or a third-party service.

You agree not to disclose your password to any third party. You must notify us immediately upon becoming aware of any breach of security or unauthorized use of your account.

You may not use as a username the name of another person or entity or that is not lawfully available for use, a name or trademark that is subject to any rights of another person or entity other than you without appropriate authorization, or a name that is otherwise offensive, vulgar or obscene.

2. Privacy Policy

Your use of the Service is also governed by our Privacy Policy, which is incorporated into these General Terms by reference. Please review our [Privacy Policy](#) to understand our practices regarding the collection, use, and disclosure of your personal information.

3. User Conduct and Responsibilities

By using the Service, you agree not to:

- Use the Service in any way that violates any applicable national, regional, or international law or regulation.
- Engage in any activity that is harmful, fraudulent, deceptive, threatening, abusive, harassing, tortious, defamatory, vulgar, obscene, libelous, or otherwise objectionable.
- Impersonate any person or entity, or falsely state or otherwise misrepresent your affiliation with a person or entity.
- Attempt to gain unauthorized access to any portion or feature of the Service, or any other systems or networks connected to the Service or to any of our servers, by hacking, password "mining," or any other illegitimate means.
- Interfere with or disrupt the integrity or performance of the Service or the data contained therein.



- Upload, post, or transmit any content that contains viruses, malware, or any other harmful code.
- Copy, modify, distribute, sell, or lease any part of our Service.
- Reverse engineer or attempt to extract the source code of the Service.

4. Medical Advice

The Recovero.me Ltd platform and any software, including but not limited to; the digital assessment tool, is not a medical device and any Recovero.me Ltd Services are not medical advice.

Recovero.me Ltd provides the Services for you to document, track, manage, and share your injury and wellness related information. All Content available through the platform and Services is for general fitness and informational purposes only. Recovero.me Ltd Services (e.g. digital assessment, physiopack, exercise library) are intended solely for personal wellness tracking and improvement and not for making any medical decisions.

You should always consult a qualified and licensed medical professional prior to beginning or modifying any diet, exercise, consultations, or training program. You agree that your exercise and athletic activities carry certain inherent and significant risks of bodily injury, death or property damage, and that you voluntarily assume all known and unknown risks associated with these activities.

Use of the Services, or communication with us via the internet, e-mail or any other means, does not create any doctor-patient relationship. The Services and any results or Content displayed via the Services, whether provided by Recovero.me Ltd or third parties, do not provide medical advice and are not intended to be a substitute for (i) advice from your doctor or other medical professionals, or (ii) a visit, call, or consultation with your doctor or other medical professionals.

The Services and the Recovero.me Ltd platform are not a medical device. The Services do not and are not intended to diagnose, prevent, monitor, treat or alleviate disease, diagnose, monitor, treat, alleviate or compensate for an injury or handicap, investigate, replace or modify the anatomy of a physiological process, control conception, or achieve



its principle intended action in or on the human body by pharmacological, immunological or metabolic means, even if it is assisted in its function by such means.

If you have any medical questions, please call or see your doctor or other healthcare provider. You should never disregard medical advice or delay in seeking medical advice because of any Content presented on the Services.

The Recovero.me Ltd Services and the Recovero.me Ltd platform are not intended for emergency or life-threatening situations. If you believe you are experiencing a medical emergency, contact your local emergency services immediately.

All Recovero.me Ltd Physiotherapists are independent contractors bound by Recovero.me Ltd employment terms and conditions. Whilst we ensure all physiotherapists are registered with the HCPC and CSP and maintain relevant insurance, Recovero.me Ltd are not responsible for the advice given by the physiotherapists. Recovero.me Ltd conduct random audits to ensure advice given is appropriate and clinically correct.

You are responsible for engaging with the advice provided by the Physiotherapist and completing the exercises provided. Should you not engage with the advice or properly complete your treatment plan, in a timely manor your symptoms may not improve as expected.

The Recovero.me Ltd digital assessment is a tool for the Physiotherapists to use to guide your treatment plan. Whilst there are specific prompts in the assessment for specific answers, you are responsible for contacting or visiting your GP or emergency services, should it be required.

The Recovero.me Ltd Physiopack is intended to be used alongside your treatment plan with guidance from your physiotherapist. Use of the items included is at your sole discretion and it is your responsibility to use the items properly. Recovero.me Ltd are not responsible for any issues, injury, bodily harm, death caused by use of the physiopack and items contained within.



5. Intellectual Property

The Service and its original content, features, and functionality are and will remain the exclusive property of Recovero.me Ltd and its licensors. The Service is protected by copyright, trademark, and other laws of both the United Kingdom and foreign countries. Our trademarks and trade dress may not be used in connection with any product or service without the prior written consent of Recovero.me Ltd.

You acknowledge that all intellectual property rights in and to the content accessible via the Service, including but not limited to text, graphics, images, audio, video, software, and underlying technology, belong to us or our licensors. Nothing in these General Terms grants you any right or license to use any of our intellectual property or the intellectual property of any third party beyond the scope of your permitted use of the Service.

5. Links To Other Web Sites

Our Service may contain links to third-party web sites or services that are not owned or controlled by Recovero.me Ltd.

Recovero.me Ltd has no control over and assumes no responsibility for, the content, privacy policies, or practices of any third-party web sites or services. You further acknowledge and agree that Recovero.me Ltd shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, goods, or services available on or through any such web sites or services.

We strongly advise you to read the terms and conditions and privacy policies of any thirdparty web sites or services that you visit.

7. Termination

We may terminate or suspend your account immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach these General Terms.

Upon termination, your right to use the Service will immediately cease. If you wish to terminate your account, you may simply discontinue using the Service.



All provisions of the General Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity, and limitations of liability.

8. Indemnification

You agree to defend, indemnify, and hold harmless Recovero.me Ltd and its licensee and licensors, and their employees, contractors, agents, officers, and directors, from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, and expenses (including but not limited to attorney's fees), resulting from or arising out of a) your use and access of the Service, by you or any person using your account and password; b) your breach of these General Terms; or c) your violation of any rights of another.

9. Limitation Of Liability

In no event shall Recovero.me Ltd, nor its directors, employees, partners, agents, suppliers, or affiliates, be liable for any indirect, incidental, special, consequential, or punitive damages, including without limitation, loss of profits, data, use, goodwill, or other intangible losses, resulting from (i) your access to or use of or inability to access or use the Service; (ii) any conduct or content of any third party on the Service; (iii) any content obtained from the Service; and (iv) unauthorized access, use or alteration of your transmissions or content, whether based on warranty, contract, tort (including negligence) or any other legal theory, whether or not we have been informed of the possibility of such damage, and even if a remedy set forth herein is found to have failed of its essential purpose.

10. Disclaimer

Your use of the Service is at your sole risk. The Service is provided on an "AS IS" and "AS AVAILABLE" basis. The Service is provided without warranties of any kind, whether express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, non-infringement, or course of performance.



Recovero.me Ltd, its subsidiaries, affiliates, and its licensors do not warrant that a) the Service will function uninterrupted, secure, or available at any particular time or location; b) any errors or defects will be corrected; c) the Service is free of viruses or other harmful components; or d) the results of using the Service will meet your requirements.

11. Governing Law

These General Terms shall be governed and construed in accordance with the laws of the United Kingdom without regard to its conflict of law provisions.

Our failure to enforce any right or provision of these General Terms will not be considered a waiver of those rights. If any provision of these General Terms is held to be invalid or unenforceable by a court, the remaining provisions of these General Terms will remain in effect. These General Terms constitute the entire agreement between us regarding our Service and supersede and replace any prior agreements we might have between us regarding the Service.

12. Changes

We reserve the right, at our sole discretion, to modify or replace these General Terms at any time. If a revision is material, we will try to provide at least 30 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please stop using the Service.

