

# Terms of Service for Patients

## Purpose of this document

This document provides the contractual framework for the provision of services by Rosa to private individuals. “Rosa” is Rosa ASBL, a non-profit organization established at Cantersteen 10, 1000 Brussels, with enterprise number 0745.832.604.

## The patient

The patient, designated “you” in this document, is the private individual who uses the services of Rosa to book health appointments, either for himself or herself, or for a close relative. We use the term “patient” because Rosa is active in the health sector.

## Description of the service

Rosa provides an online appointment booking application, allowing you to book appointments with health professionals who have activated the online booking functionality.

Rosa also provides support services to help you when you experience problems with the applications.

The applications and services provided by Rosa will evolve over time, depending on the choices of the development team and the feedback received from the users. Rosa will communicate these changes at a relevant time.

## Commitments and responsibilities

Rosa develops and provides its applications and services with professional skill and care. Rosa does not warrant that its services are always available or free of errors, but will make its best efforts to correct any identified issue as soon as practicable.

Rosa publishes information about health professionals and their availability for appointments. This information is directly managed by the health professionals and is not controlled by Rosa.

You must use the service reasonably. This includes providing accurate information, booking appointments for your actual needs (or those of a relative, where you have the authority to do so) only and being respectful of the health professionals’ time.

## Personal data

Rosa processes personal information about you (and/or your relatives) on behalf of health professionals with whom you have booked an appointment.

In addition, Rosa processes personal information about you (and/or your relatives) for Rosa's own purposes.

The detailed conditions for processing personal information are described in the [Rosa Privacy Policy](#), which is part of the agreement between you and Rosa.

## Suspension of the service

Rosa may suspend your access to the services immediately in case of suspected fraud, illegal activity, security breach or abnormal activity. Rosa will reactivate your access to the service as soon as practicable when the cause for suspension has been cleared.

Rosa may occasionally suspend the access to the service for maintenance. Rosa will do so during low activity periods as much as practicable.

## Price and payments

The online booking application is offered to the patients for free.

## Duration of the agreement

The agreement between you and Rosa is made for an indefinite duration. You may terminate the agreement at any time by asking Rosa to deactivate your account. Rosa will send you a written confirmation.

Rosa may terminate the agreement immediately if you commit a fraud or if you breach this agreement. Rosa may refuse to contract again with you in the future.

## Communications

You acknowledge that sending emails to the main contact address mentioned in your account is a valid way for communicating with you about this agreement. You must keep that address up to date.

## Modification of the terms of service

This document is valid as of 21 April 2022. Rosa may change these terms of service, but must announce in advance any material changes and the date where they will become effective. The agreement between you and Rosa will be modified accordingly at that date. Any non-material change will be effective upon publication on our website.

## Applicable law and disputes

The agreement between you and Rosa is governed by Belgian law. In the unfortunate case of a dispute between you and Rosa that cannot be solved amicably, the competent courts of your place of residence or the competent courts of Brussels, French or Dutch section, will handle the dispute.