

# ClinicPulse

## Terms & Conditions — Clinic Subscribers

Web Neuro Inc. · webneuro.ca · Calgary, Alberta, Canada

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### 1. Agreement Overview

These Terms and Conditions ('Terms') constitute a legally binding agreement between Web Neuro Inc. ('WebNeuro', 'we', 'us', 'our'), incorporated in Alberta, Canada, and the clinic, medical practice, or healthcare provider ('Clinic', 'you', 'your') subscribing to the ClinicPulse service.

By activating a ClinicPulse account, installing the widget, or using any part of the ClinicPulse platform, you confirm that you have read, understood, and agree to be bound by these Terms.

**ClinicPulse is a B2B software service for healthcare clinic operators. It does not collect, store, or process any patient personal health information.**

### 2. The ClinicPulse Service

#### 2.1 What ClinicPulse Provides

- Live wait time and open/closed status widget for your clinic website
- Embeddable script tag deployable on any website platform
- Admin dashboard to update clinic status in real time
- Google Business Profile hours synchronization (Pro plan)
- TV/Kiosk display mode for waiting rooms
- Bilingual English/French widget support
- SMS and booking quick-action buttons
- 10 customizable widget design variants
- SEO schema.org structured data injection

#### 2.2 What ClinicPulse Does NOT Provide

- ClinicPulse is not a medical device or clinical software
- ClinicPulse does not provide medical advice or clinical decision support
- ClinicPulse does not collect or store patient personal health information
- ClinicPulse does not guarantee patient volume or booking outcomes

### 3. Subscription & Billing

#### 3.1 Plans

ClinicPulse is offered on a month-to-month subscription basis. Pricing is published on [webneuro.ca/clinicpulse](http://webneuro.ca/clinicpulse) and is subject to change with 60 days written notice to your registered email address.

### 3.2 Billing

- Subscription fees are billed monthly in advance
- All prices are in Canadian dollars (CAD)
- Payments are processed securely via Stripe
- We do not store your full payment card details
- Failed payments may result in service suspension after 7 days

### 3.3 Founding Member Pricing

Clinics subscribing during the founding member period are locked at their promotional rate for the lifetime of their continuous subscription. This rate is forfeited upon cancellation and cannot be reinstated.

## 4. Cancellation Policy

ClinicPulse subscriptions are month-to-month with no long-term commitment required. You may cancel at any time from your dashboard. Cancellation takes effect at the end of the current billing period. No partial refunds are issued for unused days.

## 5. API Key & Embed Code Terms

**Your ClinicPulse API key and embed script are exclusive to your registered clinic and domain. Unauthorized sharing or transfer is a material breach of these Terms.**

### 5.1 Your API Key Is

- Licensed exclusively to your registered clinic account
- Valid only for the domain(s) registered at time of signup
- Non-transferable and non-sublicensable
- Revocable immediately upon breach of these Terms

### 5.2 You May Not

- Share your API key with any third party
- Use your embed code on domains not registered to your account
- Resell or sublicense access to the ClinicPulse platform
- Use one subscription to serve multiple clinic locations without a multi-location plan

## 6. Prohibited Use & Non-Compete

**This clause exists to protect WebNeuro's intellectual property. Violation entitles WebNeuro to seek immediate injunctive relief and damages.**

By subscribing to ClinicPulse, you agree that during your subscription and for 24 months following termination, you will not:

- Develop, build, fund, or contribute to any software, application, or service that substantially replicates the core functionality of ClinicPulse
- Use knowledge, technical insights, API structure, or implementation details gained through your use of ClinicPulse to build or assist in building a competing product

- Reverse engineer, decompile, or attempt to extract the source code, CSS architecture, animation system, or API logic of ClinicPulse
- Instruct, employ, or contract any third party to build a competing product using insights gained from your ClinicPulse subscription
- Share your access credentials, API key, or embed code for the purpose of enabling a third party to replicate ClinicPulse functionality

Breach of this clause entitles Web Neuro Inc. to seek injunctive relief without requirement to post bond, in addition to all other remedies available at law.

## 7. Intellectual Property

### 7.1 WebNeuro Owns

- All ClinicPulse source code, PHP plugin, JavaScript widget engine
- All CSS animations, class naming systems, and design systems
- The ClinicPulse API architecture and endpoint structure
- All dashboard UI designs, widget designs, and visual assets
- The ClinicPulse brand name, logo, and associated trademarks
- All documentation, marketing materials, and product copy

### 7.2 You Own

- Your clinic name, logo, and branding assets
- Your clinic operational data (wait times, hours, phone numbers)
- Content you provide for display in the widget

### 7.3 License Granted to You

WebNeuro grants you a limited, non-exclusive, non-transferable, revocable license to use the ClinicPulse widget and dashboard solely for the purpose of displaying live clinic status on your registered clinic website during your active subscription period.

## 8. Data & Privacy

ClinicPulse collects only clinic operational data necessary to provide the service. We do not collect patient personal information or personal health information. All data is stored on Canadian servers. Please review our full ClinicPulse Privacy Policy at [webneuro.ca/clinicpulse/privacy](http://webneuro.ca/clinicpulse/privacy).

**ClinicPulse is NOT subject to PHIPA as we are not a health information custodian. We operate in compliance with Canada's PIPEDA.**

## 9. Service Availability & Uptime

Web Neuro Inc. targets 99.5% uptime for the ClinicPulse API and widget delivery system. However, we do not guarantee uninterrupted service. We shall not be liable for any damages resulting from service interruptions, including patient dissatisfaction, missed bookings, or reputational harm.

Clinics are responsible for maintaining alternative means of communicating their status to patients during any service interruption.

## 10. Google Business Profile Integration

The Google Business Profile sync feature (Pro plan) requires you to connect your Google account and grant necessary permissions. You are responsible for ensuring your Google account remains connected and that the information you enter in ClinicPulse is accurate. WebNeuro is not responsible for errors in Google listing data.

## 11. Limitation of Liability

To the maximum extent permitted by Alberta law, Web Neuro Inc.'s total liability for any claim arising from your use of ClinicPulse shall not exceed the total subscription fees paid by you in the preceding three (3) months.

WebNeuro is not liable for indirect, incidental, special, consequential, or punitive damages including but not limited to lost revenue, lost patients, or reputational damage.

## 12. Indemnification

You agree to indemnify, defend, and hold harmless Web Neuro Inc., its officers, directors, employees, and agents from any claims, damages, or expenses arising from your use of ClinicPulse, your violation of these Terms, or your display of inaccurate clinic information.

## 13. Amendments

We reserve the right to modify these Terms at any time. Material changes will be communicated via email to your registered address with 30 days notice. Continued use of ClinicPulse after the effective date constitutes acceptance.

## 14. Governing Law

These Terms are governed by the laws of the Province of Alberta and the federal laws of Canada applicable therein. Any disputes shall be resolved exclusively in the courts of Calgary, Alberta, Canada.

## 15. Contact

Web Neuro Inc.

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