

Website Terms of Use

NEURICA LTD trading as TheDentalBot

1. Website operator and scope

These Website Terms of Use apply to the public TheDentalBot website at thedentalbot.co.uk, the equivalent website at thedentalbot.com and the public chatbot demonstration. The website is operated by NEURICA LTD trading as TheDentalBot, a company registered in England and Wales under company number 16747562. Our registered office is 20 Maybridge Crescent, Goring By Sea, Worthing, England, BN12 6HQ.

In these terms, 'we', 'us' and 'our' mean NEURICA LTD. 'You' means the person accessing or using the website. Contact us about these terms at enquiries@thedentalbot.co.uk. Please read these terms before using the website or demonstration. If you do not agree to them, do not use those facilities.

The public website is primarily intended for dental practices and people evaluating services on their behalf. These terms govern website use. They do not create a dental care relationship or a paid service contract. Our Privacy Policy and Cookies Policy explain personal information and browser storage; agreement to these terms is not consent to optional cookies, marketing or the use of health information.

2. Enquiries, quotations and client contracts

Submitting an enquiry, viewing a price, trying the demonstration or discussing a proposed service does not by itself purchase a service, reserve an implementation date or start a trial. We will confirm the relevant scope, availability, charges and start arrangements separately.

A client's service is governed by its agreed order or trial documentation, Services Agreement, Data Processing Agreement and any other terms expressly incorporated into that agreement. Those documents govern matters such as service delivery, payment, cancellation, refunds, data processing and provider changes. These Website Terms of Use do not amend those agreed arrangements.

Where you enquire for a dental practice, provide accurate business details and make clear whom you represent. Do not claim authority to commit a practice if you do not have it. The website enquiry form is for business enquiries and should not contain patient records or requests for urgent clinical help.

Website descriptions explain the service generally. Features shown in a demonstration, proposed integrations, future reporting functions and portal access are available to a particular client only where included in its agreed scope and confirmed as available. The client portal is still under development. Reporting timing and the first reporting period are agreed separately; a website description is not a promise of immediate or real time analytics.

3. Purpose and limits of the demonstration

The public demonstration shows an example chatbot and dental practice workflow. Example staff, practice details, prices, availability, reviews and other demonstration content are illustrative. They should not be treated as representations about a real dental practice or a real offer of treatment.

The chatbot is automated and uses artificial intelligence. It is not a human receptionist, dentist or other healthcare professional. Its responses can be incomplete, inaccurate, out of date or unsuitable for an individual's circumstances, even where they appear confident.

The demonstration does not examine patients, provide a diagnosis, prescribe medication, determine whether a treatment is suitable or make a clinical decision. General information displayed by the chatbot is not a substitute for professional advice. Contact an appropriately qualified dental or healthcare professional for advice about an actual condition.

Do not use the demonstration for an emergency or wait for a demonstration response before obtaining urgent help. Contact the appropriate emergency or urgent healthcare service where needed. The demonstration is not continuously monitored by a human team and does not provide a live human handoff.

A simulated appointment request or a message saying that an enquiry has been received does not book or confirm an appointment, consultation or treatment. A simulated review or complaint does not submit a complaint to a real practice, establish that an allegation is true, admit liability or promise an outcome or compensation.

4. Information you enter

Use fictional names, telephone numbers, symptoms, reviews, complaints and other example details when testing the demonstration. Those details must not identify or impersonate a real person. Do not upload or enter genuine patient records, passwords, payment card details or unnecessary sensitive information.

If you deliberately test a confirmation email, use an email address that belongs to you and that you are entitled to use. The test may create a record in connected systems and send an email. Do not use somebody else's address or use the demonstration to send unwanted messages.

You remain responsible for the information you submit and for having authority to disclose it. You retain any rights you hold in your submissions. You permit us and the relevant service providers to process them only as needed to operate the requested function and for the purposes explained in the Privacy Policy, subject to applicable law. This provision does not grant us a general right to publish your personal information or use patient information for unrelated model training.

The public demonstration and business enquiry form are not intended for children to submit personal information. A parent or guardian should contact a real dental practice directly about a child's care. Using this website or accepting these terms does not establish capacity to consent to dental treatment.

5. Acceptable use

Use the website lawfully and in a way that does not harm other people or interfere with the service. You must not use it to submit unlawful, threatening, abusive, defamatory or infringing material; impersonate another person; disclose confidential information without authority; send spam; or conduct deceptive or fraudulent activity.

You must not introduce malware, deliberately overload the website, circumvent security or access controls, attempt to obtain another person's records or credentials, or use automated requests that materially disrupt the site or evade its restrictions. Ordinary authorised testing of the public demonstration is permitted, subject to these terms.

You must not attempt to extract private configuration, confidential material or personal information from the chatbot, or manipulate it into sending data to an unauthorised recipient. If you discover a suspected vulnerability, stop any activity that could expose information and report the issue to enquiries@thedentalbot.co.uk with enough detail for us to investigate. Do not send patient records as proof unless we have arranged a suitable method.

6. Website content and intellectual property

We or our licensors hold the applicable rights in the website's design, text, software, branding and other protected material. Third party names and marks remain the property of their respective owners.

You may view the website and make reasonable copies of its public information for your own use or internal evaluation of TheDentalBot by your practice. Keep relevant ownership notices and do not alter copied material in a misleading way or suggest that we endorse you.

Unless the law permits it or we agree in writing, you must not sell or commercially republish our protected website material, present the website as your own, or use our branding in a way that suggests a partnership or endorsement. These restrictions do not prevent fair quotation, accessibility adaptations or other uses allowed by law.

You may link to our public website fairly and lawfully. Do not frame it in a misleading context or create a link suggesting an association that does not exist. We may ask you to remove a link that infringes rights, misrepresents an association or creates a security risk.

7. Availability, updates and access restrictions

We take reasonable steps to maintain the website, but do not promise that a free public page or demonstration will always be available, uninterrupted or free of errors. Maintenance, faults, provider outages and changes to technology can affect access.

We may update, replace or withdraw public website content or a demonstration feature. We may restrict use where reasonably needed to address a breach of these terms, protect information, prevent misuse or comply with law. These actions do not remove obligations owed under an existing client agreement.

You are responsible for arranging a suitable internet connection and taking reasonable precautions for the device and browser you use. Please tell us if you notice inaccurate website content or a technical issue.

8. Third party websites and services

Links to third party websites, social media or other services are provided for convenience or further information. Their operators control their content and their own terms and privacy arrangements. A link alone does not mean we endorse all of that operator's content or services.

The website and demonstration depend on technical providers described in the Privacy Policy and Cookies Policy. We remain responsible for our own obligations; the use of a provider does not automatically transfer those obligations to the website visitor.

9. Responsibility and liability

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot lawfully be excluded or limited. These terms do not remove mandatory consumer rights or rights and remedies under data protection law.

Website and demonstration content is provided for general information and service evaluation. Subject to the preceding paragraph, we do not promise that it will meet a particular business or clinical need, and you should obtain the relevant professional advice or written service confirmation before relying on it for such a decision.

If you use the website for business purposes, then, to the extent permitted by law and subject to the first paragraph of this section, we are not liable under these website terms for loss of profit, revenue, anticipated savings, business opportunity or goodwill, or indirect or consequential loss arising from your use of the free public website or demonstration. This does not alter liability agreed for a contracted client service.

If you use the website as a consumer, the business loss exclusion above does not apply to your consumer use. Subject to applicable law, we are responsible for loss or damage that is a foreseeable result of our breach of these terms or failure to use reasonable care and skill. We do not exclude responsibility merely because information is processed by a technical provider.

10. Changes to these terms

We may update these terms to reflect changes to the public website, services described or legal requirements. The version and preparation date identify this document. The updated terms apply to use after they are made available, subject to any notice or agreement required by law. Changes do not retrospectively remove accrued rights or amend a client's separate contract.

If a provision is found unlawful or unenforceable, the remaining provisions continue to apply to the extent permitted by law. A delay in enforcing a provision does not by itself waive it.

11. Governing law and contact

These terms are governed by the law of England and Wales. For business use, the courts of England and Wales have exclusive jurisdiction over disputes concerning these website terms, subject to any mandatory legal rule.

If you are a consumer, these terms do not deprive you of mandatory protections that apply where you live. You may bring proceedings in any court available to you under applicable consumer jurisdiction rules, including the courts of the UK country in which you live where those rules allow it.

For a website enquiry, complaint or question about these terms, contact enquiries@thedentalbot.co.uk or write to NEURICA LTD at the registered office in section 1. For a contracted client service, use the contact and notice provisions in your service documents.