

## Terms and Conditions

The purpose of these Terms and agreements is to form an agreement between Rubicon Private GPs and the user of this website. Acknowledgement of these Terms and conditions are a binding agreement between these parties.

Website Terms & Conditions LociOne Ltd. trading as B12 Metabolic clinic is a registered company established under registered by the Care Quality Commission (CQC) and governed by English Law

All material on this website is property of B12 Metabolic clinic and copying and/or distribution of this material is forbidden without the author's consent.

The user of the website agrees to provide accurate, complete information for the purpose of customer relationship management. The website gathering personal data is covered by ICO and complies with GDPR. Clinical data will only be noted on ICO registered clinical reporting software.

Any advice or information on this website is for general purposes only and does not constitute clinical advice and Rubicon Private GPs take no responsibility for any actions taken by the user without formal clinical consultation.

The services offered are a choice of telephone or video calls, face to face consultations and home visits. Pricing is on the website. Payment is prior to the consultation.. Any losses due to non payment will be pursued. Where necessary, payments can be made in stages to assist patients of lower income to make the service more affordable and accessible. If a service has been provided there will be no refunds given unless in extenuating circumstances.

All efforts have been made to keep information accurate. The authors of the website state that there is an express exclusion of limitation of liability for indirect damages or losses and incurred by use of the website

The governing law of the website and private GP service is the United Kingdom.

Any clinical complaints will be dealt with according to CQC compliant complaints policy and they will be stored on file for inspection on demand by the appropriate authorities.



The B12 metabolic clinic reserves the right to change the Terms and conditions as and when necessary.

The B12 metabolic clinic. will retain anonymous data about you which is obtained because of your visit to our website under the Data Protection Act 1998. If you opt in, we may contact you from time to time for marketing purposes. As part of the Terms and conditions, it is requested that you read the privacy policy.

By using the website, users are deemed to agree to the above Terms and Conditions.

#### Contact us

If you have any queries on the above, please contact Dr Asim Naqvi on [asim@b12metabolicclinic.co.uk](mailto:asim@b12metabolicclinic.co.uk) or by post at the Forbury Clinic, 11 Kendrick Road, Reading, RG1 5DU