

TERMS OF SERVICE

Version 2.0

Effective Date: 15 September 2025

Last Updated: 15 September 2025

1. AGREEMENT TO TERMS

These Terms of Service ("Terms") constitute a legally binding agreement between you ("User," "you," or "your") and MedSearch Research Limited ("MedSearch," "we," "us," or "our"), a limited company registered in England and Wales (Company Registration Number: 16608434) with its registered office at St Georges, Cranmer Terrace, London, United Kingdom, SW17 0RE.

By accessing or using the MedSearch platform at www.medsearch.org.uk ("Platform"), you agree to be bound by these Terms. If you do not agree to these Terms, you must not access or use the Platform.

2. PLATFORM DESCRIPTION

2.1 Service Overview

MedSearch provides a completely free online networking platform exclusively for medical and scientific research professionals within the United Kingdom. This is a free service with no paid tiers, subscriptions, or fees of any kind. The Platform facilitates connections between researchers and research opportunities but does not handle the logistics, ethics approvals, or execution of any research projects. As a free service, users accept that the Platform is provided on an "as available" basis without guarantees.

2.2 Service Availability

- **Geographic Restriction:** The Platform is available exclusively to users located in the United Kingdom
- **Target Uptime:** We target 99% platform availability
- **Maintenance:** We will provide at least 24 hours advance notice for planned maintenance via email

2.3 Platform Features

The Platform currently includes:

- Research opportunity posting and discovery

- Application submission system
- Direct messaging between users (via integrated messaging system)
- Document sharing capabilities
- Video call functionality
- Personal data export features

3. ELIGIBILITY AND REGISTRATION

3.1 Eligibility Requirements

To use the Platform, you must:

- Be at least 18 years of age
- Be located in the United Kingdom
- Be involved in medical or scientific research in a professional capacity
- Have the legal capacity to enter into binding contracts

3.2 Account Registration

- You must provide accurate, current, and complete information during registration
- You must verify your email address via the verification link sent to you
- You are responsible for maintaining the confidentiality of your account credentials
- You must notify us immediately of any unauthorized use of your account

3.3 Account Types

All accounts are provided free of charge with equal access to Platform features.

4. FREE SERVICE TERMS

4.1 No Payment Required

The Platform is provided completely free of charge. We will never request payment for any Platform features or services.

4.2 No Warranties for Free Service

As a free service provided for the benefit of the research community:

- We make no guarantees about service quality or availability
- The service may be discontinued at any time with 30 days' notice
- Users acknowledge that free services carry inherent limitations
- No service level agreements or uptime guarantees apply

4.3 Risk Acknowledgment

By using this free Platform, you acknowledge and accept that:

- You use the service entirely at your own risk
- No compensation is available for any service issues
- The Platform is provided as a community service without commercial guarantees

5. USER CONDUCT AND RESPONSIBILITIES

5.1 Acceptable Use

You agree to use the Platform only for lawful purposes related to medical and scientific research networking. You agree to:

- Provide accurate information in all postings and communications
- Respect intellectual property rights
- Maintain professional conduct in all interactions
- Comply with all applicable laws and regulations

5.2 Prohibited Activities

You must not:

- Post false, misleading, or fraudulent information
- Impersonate any person or entity
- Upload content containing viruses or malicious code
- Attempt to gain unauthorized access to the Platform
- Use the Platform for non-medical/scientific research purposes
- Harass, abuse, or harm other users
- Collect user data for unauthorized purposes
- Violate any applicable laws or regulations

5.3 Research Ethics

While we do not verify research ethics approvals, you represent and warrant that any research opportunities you post comply with all applicable ethical standards and regulatory requirements.

6. CONTENT AND INTELLECTUAL PROPERTY

6.1 User Content

- You retain ownership of content you post on the Platform

- By posting content, you grant us a non-exclusive, royalty-free, worldwide license to use, display, and distribute your content solely for Platform operation purposes
- You are solely responsible for your content and its accuracy
- File uploads are limited to 2GB per file

6.2 Content Moderation

Content is primarily moderated through automated systems. We reserve the right to remove content that violates these Terms without prior notice.

6.3 Platform Intellectual Property

All Platform design, features, functionality, and content (excluding user content) are owned by MedSearch and protected by intellectual property laws.

7. DATA PROTECTION AND PRIVACY

7.1 Data Processing

We process personal data in accordance with UK GDPR and our Privacy Policy. By using the Platform, you consent to such processing.

7.2 Data Retention

- User account data: Deleted immediately upon account termination
- Application materials: Deleted immediately upon request
- Research opportunity postings: Deleted immediately upon removal
- Communication logs: Not retained after deletion

7.3 Data Export

Users may export their personal application data and research opportunity data at any time through the Platform's export features.

7.4 Third-Party Integrations

The Platform integrates with the following services, which may process your data:

- WP Job Manager suite
- WP User Registration
- Astra theme framework
- Elementor page builder
- SMTP email services
- Hostinger hosting services

- WP Better Messages plugin

8. SUPPORT AND SERVICE LEVELS

8.1 Support Response Times

We aim to respond to support requests at support@medsearch.org.uk within:

- Critical issues: 12-24 hours
- Account issues: 12-24 hours
- General support: 3-5 business days

8.2 Service Interruptions

While we target 99% uptime, we do not guarantee uninterrupted service. Maximum planned service interruption will not exceed 4 hours for essential maintenance.

9. DISCLAIMERS AND LIMITATIONS OF LIABILITY

9.1 Service Disclaimer

THE PLATFORM IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED. AS A FREE SERVICE:

- We make no guarantees about service availability or functionality
- We provide no warranties regarding the success of research connections
- Users acknowledge they receive the service at no cost and assume all risks
- We do not warrant that the Platform will be uninterrupted, error-free, or free of viruses
- We provide the Platform as a goodwill service to the research community without any service level guarantees

8.2 Research Disclaimer

We are solely a communication platform. We do not:

- Verify research credentials or qualifications
- Validate research ethics approvals
- Guarantee research opportunity legitimacy
- Handle research logistics or execution
- Provide professional research advice

8.3 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW:

- As this is a free service, our total liability to you for all claims shall not exceed the amount you have paid to us (which is £0)
- We shall not be liable for any indirect, incidental, special, or consequential damages
- We shall not be liable for loss of profits, data, business, or opportunities
- You acknowledge that as a free platform, you use the service entirely at your own risk

8.4 Force Majeure

We shall not be liable for failures caused by circumstances beyond our reasonable control, including but not limited to acts of God, natural disasters, pandemic, war, terrorism, riots, embargoes, acts of civil or military authorities, fire, floods, accidents, strikes, or shortages of transportation, facilities, fuel, energy, labor, or materials.

8.5 Indemnification

You agree to indemnify and hold harmless MedSearch and its officers, directors, employees, and agents from any claims, damages, losses, liabilities, and expenses (including legal fees) arising from your use of the Platform or violation of these Terms.

9. ACCOUNT TERMINATION

9.1 Termination by User

You may terminate your account at any time by contacting support@medsearch.org.uk. Upon termination, your data will be immediately deleted as per our retention policy.

9.2 Termination by MedSearch

We reserve the right to:

- Suspend accounts pending investigation of Terms violations
- Terminate accounts that violate these Terms with immediate effect
- Terminate the Platform service with 30 days' notice

9.3 Account Suspension Criteria

Accounts may be suspended for:

- Suspected fraudulent activity
- Multiple user complaints
- Violation of Terms pending investigation

9.4 Effect of Termination

Upon termination:

- Your access to the Platform will cease immediately
- Your data will be deleted per our retention policy
- You may export your data before termination if your account is in good standing

10. MODIFICATIONS TO TERMS

10.1 Changes to Terms

We may modify these Terms at any time. Material changes will be notified via email to registered users at least 14 days before taking effect.

10.2 Continued Use

Your continued use of the Platform after Terms modifications constitutes acceptance of the updated Terms.

10.3 Beta User Transition

Existing beta users are automatically transitioned to these Terms upon the effective date.

11. DISPUTE RESOLUTION

11.1 Informal Resolution

We encourage users to contact us at support@medsearch.org.uk to resolve disputes informally.

11.2 Mediation

If informal resolution fails, parties agree to attempt mediation through a mutually agreed mediator before pursuing litigation.

11.3 Governing Law

These Terms are governed by the laws of England and Wales.

11.4 Jurisdiction

The courts of England and Wales shall have exclusive jurisdiction over any disputes arising from these Terms.

12. COMMUNICATIONS

12.1 Platform Communications

By using the Platform, you consent to receive:

- Service-related emails (account verification, password resets)
- Application status updates
- Important Platform announcements
- Terms of Service updates

12.2 Marketing Communications

We do not send marketing communications. All emails are service-related only.

12.3 Communication Preferences

Users cannot opt out of essential service communications but may manage application notification preferences in account settings.

13. MISCELLANEOUS

13.1 Entire Agreement

These Terms constitute the entire agreement between you and MedSearch regarding the Platform.

13.2 Severability

If any provision of these Terms is found unenforceable, the remaining provisions shall continue in effect.

13.3 Waiver

Our failure to enforce any provision of these Terms shall not constitute a waiver of that provision.

13.4 Assignment

You may not assign or transfer your rights under these Terms. We may assign our rights to any successor or acquirer.

13.5 Notices

Legal notices should be sent to:

- **Email:** support@medsearch.org.uk
- **Post:** MedSearch Research Limited, St Georges, Cranmer Terrace, London, United Kingdom, SW17 0RE

13.6 Survival

Provisions relating to intellectual property, indemnification, disclaimers, limitation of liability, and dispute resolution shall survive termination of these Terms.

14. ACCESSIBILITY

We are committed to making our Platform accessible. If you experience any accessibility issues, please contact us at support@medsearch.org.uk.

15. CONTACT INFORMATION

For questions about these Terms or the Platform, please contact:

MedSearch Research Limited

Email: support@medsearch.org.uk
Registered Address: St Georges, Cranmer Terrace, London, United Kingdom, SW17 0RE
Company Registration Number: 16608434

By using the MedSearch Platform, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.