

Unified Terms and Conditions Document

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1. Introduction

These Terms and Conditions ("Terms") govern your use of the Indentr software and related services (collectively, the "Services") provided by Indentr, a software company specializing in dental practice solutions ("Indentr", "we", "us", or "our"). Your use of the Services constitutes your acceptance of these Terms.

2. Definitions

Client: The dental practice or individual who has entered into a Service Level Agreement (SLA) with Indentr for the provision of IT services.

Generated Content: Letters, notes, documents, or any other outputs generated by the Indentr software.

Intellectual Property Rights: Copyrights, patents, trademarks, trade secrets, and other intellectual property rights.

Personal Information: Any information that identifies or can be used to identify an individual, as defined by applicable data protection laws.

Services: The Indentr software, support services, and any other services provided by Indentr.

SLA: Service Level Agreement between Indentr and the Client for the provision of IT services.

3. Service Level Agreement (SLA)

The SLA outlines the specific IT services provided by Indentr to the Client, including:

- Maintenance and support of Indentr software products
- Monitoring and recovery of applications and databases
- Updates and patches to software
- Customer support and helpdesk services

The SLA details the service level expectations, response times, uptime guarantees, and maintenance procedures.

Unified Terms and Conditions Document

4. Intellectual Property Rights Agreement

Indentr retains all intellectual property rights related to the software and Generated Content. The Client receives a non-exclusive, non-transferable, revocable license to use the Generated Content solely for internal business operations within their dental practice.

The Client is prohibited from:

- Reproducing, distributing, modifying, or creating derivative works of the Generated Content.
- Publicly displaying, performing, republishing, downloading, storing, or transmitting the Generated Content outside the scope of the Agreement.
- Using the Generated Content in a manner that competes with Indentr or for any commercial purposes beyond their dental practice.

5. Privacy Policy

Indentr is committed to protecting the privacy of all individuals. Our Privacy Policy outlines how we collect, use, disclose, and safeguard personal information collected through the Services. The Privacy Policy details the types of information collected, how it is used, and the safeguards implemented to protect it. You have the right to access, correct, and request the deletion of your personal information.

6. Data Processing Agreement (DPA)

The DPA outlines the responsibilities of Indentr as a data processor when handling personal information on behalf of the Client, who acts as the data controller. The DPA ensures compliance with relevant data protection laws, such as the UK GDPR and Data Protection Act 2018. The DPA specifies:

- Definitions of relevant terms
- Processing instructions and limitations
- Security measures

Unified Terms and Conditions Document

- Subprocessing rules
- Data subject rights
- Data breach notification
- Data return and deletion
- Audit rights
- Governing law and jurisdiction

7. Limitation of Liability for AI-Generated Content

Our service employs advanced artificial intelligence (AI) technology to generate dental notes and letters. While we strive for accuracy and reliability in the content produced, we do not guarantee that the generated documents will be error-free or fully accurate. It is the sole responsibility of the dental professional using our service to review and verify the accuracy and appropriateness of the AI-generated content before it is finalized and utilized. Our company shall not be held liable for any errors, inaccuracies, omissions, or any losses or damages arising from the use of the AI-generated content. We strongly advise a thorough examination of all documents generated through our service to ensure they meet the high standards required in dental practice and comply with all relevant regulations and guidelines.

8. Additional Terms

These Terms, the SLA, the Intellectual Property Rights Agreement, the Privacy Policy, and the DPA collectively form the entire agreement between you and Indentr regarding the Services. Indentr reserves the right to modify these Terms at any time. You are responsible for regularly reviewing the Terms for updates. Your continued use of the Services after any changes to the Terms constitutes your acceptance of the updated Terms.

9. Contact Us

If you have any questions about these Terms, please contact us at support@indent.com.