

These Terms of Service ("Terms") govern your access to and use of the CLAVIS Health Technologies Limited platform, including the website at clavishealth.ng and all associated services ("the Platform"). By accessing or using the Platform, you agree to be bound by these Terms. If you do not agree, please do not use the Platform.

1. About CLAVIS

CLAVIS Health Technologies Limited (RC: 9594319) is a health technology company registered in Nigeria, providing a medical result verification platform that enables healthcare providers to issue tamper-proof CLV verification codes and enables third parties to confirm result authenticity. CLAVIS does not provide medical advice, diagnoses, or treatment.

2. User Categories and Eligibility

The Platform serves the following categories of users:

- **Healthcare Providers** — Registered laboratories, hospitals, and clinics that issue medical test results
- **Patients** — Individuals whose medical results are registered on the Platform
- **Third-Party Verifiers** — Employers, HMOs, insurers, embassies, and institutions that verify results

To use the Platform, you must be at least 18 years of age, have legal capacity to enter into a binding agreement, and comply with all applicable Nigerian laws and regulations.

3. Healthcare Provider Obligations

Registered healthcare providers agree to the following:

- Provide accurate and complete information when registering results on the Platform
- Issue CLV codes only for genuine, authenticated medical test results produced by their facility
- Maintain the confidentiality of their account login credentials
- Designate a CLAVIS Administrator responsible for account management
- Notify CLAVIS immediately of any suspected unauthorised access to their account
- Comply with all applicable healthcare regulations including MLSCN, FMOH, and Lagos State MoH requirements
- Not use the Platform to register results from any facility other than their own registered institution

4. Patient Rights and Controls

Patients whose results are registered on CLAVIS have the following rights:

- View all CLV codes issued against their results via the patient portal
- See a complete history of who verified their results, when, and from which organisation
- Set a verification time window — limiting how long a code remains verifiable
- Revoke verification access to any CLV code at any time with immediate effect
- Receive notifications when their result is verified by a third party

CLAVIS will honour patient revocation requests immediately. Once revoked, a code returns REVOKED status to any verifier — the healthcare provider is notified but cannot override the patient's consent decision.

5. Third-Party Verifier Obligations

Third parties using the Platform to verify results agree to the following:

- Use verification results only for lawful purposes consistent with their stated role
- Not attempt to reverse-engineer, circumvent, or abuse the verification system
- Not share or publish individual verification results without appropriate authorisation
- Accept that CLAVIS returns authenticity status only — never clinical content
- Not make employment, insurance, or visa decisions based solely on verification status without appropriate professional assessment

6. What CLAVIS Does Not Do

CLAVIS expressly does not:

- Store or display clinical data — diagnoses, test values, treatment notes, or medical history
- Provide medical advice or clinical interpretation of results
- Guarantee the clinical accuracy of any result — only its authenticity as issued by the named provider
- Act as a medical records system or electronic health record (EHR) provider
- Share patient data with any party not authorised under these Terms and the Privacy Policy

7. Intellectual Property

All content, technology, software, CLV code architecture, verification engine, brand assets, and platform infrastructure are the exclusive intellectual property of CLAVIS Health Technologies Limited. Users are granted a limited, non-exclusive, non-transferable licence to use the Platform for its intended purpose only. No user may copy, modify, reverse-engineer, or create derivative works from any part of the Platform without prior written consent from CLAVIS.

8. Payment Terms

For paid services:

- Healthcare provider SaaS fees are payable monthly in advance by bank transfer or agreed payment method
- Employer annual subscriptions are payable in full upon commencement or renewal
- HMO API usage fees are invoiced monthly based on actual verification volume
- Independent verifier pay-per-use fees are collected via Paystack at point of verification
- All fees are non-refundable unless otherwise agreed in writing
- Accounts more than 30 days in arrears may be suspended without notice until payment is received

9. Limitation of Liability

To the fullest extent permitted by Nigerian law, CLAVIS shall not be liable for any indirect, incidental, consequential, or punitive damages arising from use of the Platform. CLAVIS's total liability to any user shall not exceed the total fees paid by that user in the 3 months preceding the claim. CLAVIS does not guarantee uninterrupted platform availability but commits to maintaining a minimum 99% uptime target for paid accounts.

10. Termination

CLAVIS reserves the right to suspend or terminate any account that violates these Terms, engages in fraudulent activity, or poses a risk to the security or integrity of the Platform. Healthcare providers may terminate their account by providing 30 days written notice to hello@clavishealth.ng. Upon termination, all CLV codes previously issued remain in the system for the benefit of patients who hold those codes.

11. Governing Law and Disputes

These Terms are governed by the laws of the Federal Republic of Nigeria. Any dispute arising from these Terms shall first be subject to good-faith negotiation between the parties. If unresolved within 30 days, disputes shall be referred to arbitration in Lagos, Nigeria, in accordance with the Arbitration and Mediation Act 2023.

12. Changes to These Terms

CLAVIS may update these Terms from time to time. Registered users will be notified of material changes by email at least 14 days before they take effect. Continued use of the Platform after the effective date of any changes constitutes acceptance of the updated Terms.

13. Contact

For questions about these Terms of Service, please contact:

- Email: hello@clavishealth.ng
- Address: CLAVIS Health Technologies Limited, Lekki Phase 1, Lagos State, Nigeria
- Phone: +234 904 275 2015