

GENERAL TERMS AND CONDITIONS for the “Genome Life” and “Genome Life Premium” SERVICES

1.- PREVIEW

www.veritasint.com (hereinafter, the Web) is a website owned by VERITAS INTERCONTINENTAL, SL, hereinafter THE OWNER, with CIF / NIF nº: B-88132907 and registered office in Madrid, Paseo de la Castellana nº 101, Low 1.

Access to and use of the services of "GENOME LIFE" requires prior acceptance of the Conditions of Use in force at all times; THE OWNER reserves the right to modify said Conditions when it deems it appropriate, by publishing the new text on the Web.

It is the responsibility of the user to know the Conditions of Use before accessing the services of "GENOME LIFE"; if you are not satisfied with them, please, refrain from using it.

2.- SERVICE

"MyGenome" is a service for life since your genetic information is unalterable. What does change over time is our knowledge of the genome. Advances in this field are constant, and to be always up to date with all of them and to know how they could influence your health, we have created "Genome Life".

"Genome Life" is a subscription service designed to get even more out of myGenome, with two service options, "Genome Life" and "Genome Life Premium", which allow you, among others, to receive updates with the latest advances in genetics (such advances they must have sufficient scientific endorsement and the support of medical and scientific societies), or partially review your genome in light of new personal and / or family medical circumstances.

3. REGISTRATION AND ACCESS OF USERS

3.1. REGISTRATION PROCEDURE

Any user, as long as he is over 18 years old, can register on our platform.

To do this, you only have to access the form provided for this purpose, enter the requested data and accept the conditions of use and registration, as well as the privacy policy that will govern the relationship between the user and the provider.

Through the username (registration email) and password (automatically generated by the system) entered during the registration process, the user will be able to access their account to contract and manage their services and information, as well as complete their user profile.

3.2. SECURITY AND ACCESS MANAGEMENT

Once registered, the platform will make available to the user a confidential access code (password), the use of which by unauthorized third parties will be the exclusive responsibility of the user. The access password will be personal and non-transferable.

The access password may be renewed at any time at the request of the users, it being enough for the user to show that the integrity and / or confidentiality of the password has been damaged.

In the same way, and without affecting the level of service agreed with the user, we reserve the right to assign a new access code at any time, either because it is considered that it has lost its confidential nature, or because it has knowledge of its improper use, or for any other reason that puts at risk the security and confidentiality of the information being processed under these conditions or of the platform itself, immediately informing the user of this. Therefore, we reserve the right to suspend the use of the access code, as long as the causes that detract from the good and peaceful use that are the object of this contract have not disappeared.

Likewise, we reserve the right to fully prevent access to the platform in the event of detecting that the code is being used incorrectly, abusively or contrary to the principles and purposes set forth in this contract, either by the user or by third parties unrelated to this relationship.

4. ELECTRONIC TRANSACTIONS

4.1. PRIOR INFORMATION APPLICABLE TO ELECTRONIC PROCUREMENT

In accordance with the provisions of article 23 and following of Law 34/2002 on services of the information society and electronic commerce, contracts concluded electronically will produce all the effects provided for by the legal system, provided that the consent of both parties and this can be accredited.

For these purposes, it will be understood that the monitoring of all the phases of the registration process and, where appropriate, the payment of the corresponding economic amount, necessarily implies the provision of the express consent required to contract the service.

In the same way, and in accordance with the provisions of article 27 of Law 34/2002 on services of the information society and electronic commerce, it is made available to users, prior to the start of the contracting procedure, all the information related to it.

The contracting conditions indicated below are directly applicable to contracting the services "Genome Life" and "Genome Life Premium" available through the WWW.VERITASINT.COM portal, unless expressly provided otherwise.

4.2. CONTRACTING PROCEDURE

The service contracting procedure is carried out completely electronically through our platform, without there being at any time the physical presence of the parties and / or external physical transaction.

Anyone with Internet access can carry out the contracting

The phases of the purchase procedure are visible to users throughout the entire contracting procedure. 2 phases can be differentiated:

- Selection of the service and payment method, and next payment (recurring service)
- Confirmation of the order

The user only must select the service they wish to purchase and press the purchase button provided. In this way, the contracting procedure will begin, which will always follow the steps indicated above for all available services.

Once the service, the total price and the terms of payment have been selected, the platform will show the user a summary of the purchase, together with the applicable contracting conditions, which in any case must be expressly accepted by the user in order to follow the process. hiring.

The service has a 12-month annual duration, and will be subject to automatic renewal upon expiration, the user must notify the cancellation of the service within 15 days of the annual subscription renewal.

Once the acceptance box of the contracting conditions has been checked, in case of having selected any of the electronic means as a form of payment, the user will be directly redirected to the corresponding external payment platform to make the corresponding payment, without VERITASINT.COM has the possibility of access at any time to the user's credit card data and / or payment systems. The security of the payment procedure is guaranteed by the financial institution.

Once the purchase is completed, a summary screen of the purchase made will be displayed. The payment platform for the subscription, Stripe, is totally unrelated and independent from the provider.

Within a maximum period of 24 hours, the buyer will receive an email in which all the information regarding their purchase will be displayed. This document is the confirmation that the purchase has been made successfully, being valid as a means of accreditation for any type of claim, as long as the proof of the corresponding payment is attached. If you do not receive such communication, check your "spam" account, as it may have been detected as spam. If it is not in this section, please let us know in the shortest possible time so that we can solve the problem.

The provider informs the user that all the contracts made will be registered in a file for the control and management of contracts, in which they will be reflected along with the information of the contracted services, additional information to guarantee security and evidence of the correct performance of the procedure.

4.3. RIGHT OF WITHDRAWAL OF THE CONTRACT

In accordance with the provisions of Royal Legislative Decree 1/2007, of November 16, which approves the revised text of the General Law for the Defense of Consumers and Users and other complementary laws, and article 45 of the Law 7/1996, on Retail Trade, the user has the right to withdraw from the contract for a period of 14 business days from the moment the service has been contracted, or its renewal, as long as the service has not been used in that period of time.

To exercise the right of withdrawal, the user must only request it in writing to any of the addresses indicated below, expressly indicating their request to exercise the right of withdrawal:

- Postal Address: Madrid, Paseo de la Castellana 101, Bajo1
- Email: info@veritasint.com

In any case, it is up to the consumer and user to prove that they have exercised their right of withdrawal in accordance with the provisions of this section.

Once the cancellation request has been received, we will proceed to refund the financial amount paid within a maximum period of 30 days from the moment of receipt of the withdrawal and always through the means used to pay for the service.

The right to cancel the service is dependent on the user non-utilization of any benefits during the cancellation period. In the event that the user has utilized any of the service benefit, the cancellation request will be denied.

Once the withdrawal period indicated above has elapsed, the user may terminate the contract only in the event of breach by VERITAS, without being able to revoke the payment of the annual subscription.

5. GUARANTEES AND RESPONSIBILITIES

We are deeply committed to ensuring that our services work correctly and in accordance with the conditions agreed with our users. However, on occasions it is possible that, especially due to the intervention of ill-intentioned third parties, situations that could lead to liability.

In this sense, below, we indicate those situations in which we are not responsible for the actions of the users, assuming all the derived responsibilities:

- In the event that information is published on the platform that has not been hosted by us or that, if applicable, has been published by a third party outside the organization.
- In the event that the platform is not operational for technical reasons attributable to third parties or unforeseeable causes and / or force majeure.

6. CONFIDENTIALITY AND DATA PROTECTION

In accordance with the provisions of Organic Law 15/1999, of December 13, on the Protection of Personal Data, all personal data provided during the use of the platform and during the provision of services will be treated in accordance with the provisions of the Privacy Policy, which every user must expressly and previously accept in order to register.

Any user who accepts these conditions of use, accepts in an informed, express and unequivocal way our Privacy Policy, assisting in this sense the rights of access, rectification, cancellation and opposition regarding their personal data, being able to exercise them as reported in the aforementioned Privacy Policy.

7. TEMPORARY CONDITIONS

These conditions will come into force on the date the service is contracted and will last for one year, being tacitly renewed for annual periods.

8. ECONOMIC CONDITIONS

The rates applicable to each of the services offered through the platform will be solely and exclusively those that are published on the online platform, these being the only valid ones, except for typographical or transcription errors, if the provider agrees to modify them immediately.

The provider reserves the right to cancel the contracts made during a period of 7 days from the moment of its execution in case it detects the existence of typographical or transcription errors in the price and / or taxes applied to the transaction.

The provider reserves the right to make any type of modification to the rates of each service, committing itself to publish them on the platform in a visible way for users. Unless otherwise provided, the modification of rates will not be retroactive.

All contracted services will be duly invoiced and paid prior to the provision of the services or at the expiration date, depending on the contracting method used.

The economic amounts can only be paid by credit card, and the provider does not have access to any bank or credit card information at any time.

All rates will be increased with the amount corresponding to the taxes in force on the date of issuance of the invoice, being duly reflected in the summary of each purchase.

9. USER SERVICE AND TECHNICAL SERVICE

The provider makes available to the user a customer service and technical assistance according to the following characteristics:

- Hours: Monday to Thursday 09: 00-14: 00 and from 15: 00-17: 00 (CET) and on Fridays from 9:00 a.m. to 15:00 (CET)
- Media:
 - Telephone: 915 623 675
 - Email: info@veritasint.com

10. TERMINATION OF THE CONTRACT

This contract may be terminated whenever any of the following circumstances occur:

- Breach of the obligations set forth in this contract.
- The declaration of bankruptcy of the other party, or the initiation of any of said procedures or equivalent before the competent authorities, and the obligations are repeatedly breached by the latter, whether presented by any of the parties or by some third party.
- In the event that the corresponding economic amounts are not paid according to the agreed terms and form. The service will be automatically blocked the day after the non-payment occurs. For its reactivation it will only be necessary to make the payment of the corresponding economic amount.
- The dissolution, liquidation, or loss of legal personality of the provider.
- Any substantial change or variation of the essential conditions that were indicated in this contract to carry out the execution of this contract.

Similarly, for the contract to be fully terminated, the user must pay all the remaining economic amounts, without the possibility of full termination without the fulfillment of this obligation considered essential.

In the event that the contract is unilaterally terminated by the user, without duly proven and justified cause, this contract waives any type of claim for the economic amounts paid to date.

11. SAFEGUARD CLAUSE

All the clauses or ends of these conditions of use must be interpreted independently and autonomously, the rest of the stipulations not being affected in the event that one of them has been declared void by a court ruling or final arbitration resolution. The clause or clauses affected will be replaced by another or others that preserve the effects pursued by the conditions of use.

12. RESOLUTION OF DISPUTES

For any litigious issue or that concerns the platform or any of the services that depend on it, Spanish legislation will be applicable, being competent for the resolution of all conflicts derived or related to its use, the Courts and Tribunals of Madrid capital , provided that the applicable legislation does not expressly provide that jurisdiction corresponds to the courts or tribunals of another jurisdiction.