

ALLIANCE HEALTH CHATBOT – TERMS OF SERVICE

Updated: 2025

1. INTRODUCTION

Welcome to the **Alliance Health Chatbot** (“the Chatbot”), a digital communication platform provided by **Alliance Health** (“we”, “us”, “our”).

By using the Chatbot, you agree to these Terms of Service (“Terms”). If you do not agree, please stop using the Chatbot.

These Terms outline how you may interact with the Chatbot, the rules governing its use, and the responsibilities of both you and Alliance Health.

2. PURPOSE OF THE CHATBOT

The Chatbot is designed to help you:

- Access information about Alliance Health products and services
- Receive assistance with medical aid or insurance queries
- Check membership details or claims status
- Get guidance on how to contact support or submit documentation

The Chatbot is intended for **informational and administrative purposes only** and should not replace professional medical advice, diagnosis, or treatment.

3. ACCEPTANCE OF TERMS

By engaging with the Chatbot through any communication platform (e.g., website widget, WhatsApp, or other integrated channels), you confirm that:

- You are at least **18 years old** or have the consent of a parent/guardian
 - You understand and accept these Terms
 - You agree to comply with all applicable laws and regulations when using the Chatbot
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4. YOUR RESPONSIBILITIES

When using the Chatbot, you agree to:

- Provide accurate, truthful, and up-to-date information
- Use the Chatbot only for lawful and intended purposes
- Avoid sharing false, misleading, or offensive content

- Keep sensitive personal data minimal unless necessary for assistance

You are responsible for maintaining the confidentiality of any information shared through your device or account.

5. DATA COLLECTION AND PRIVACY

By using the Chatbot, you acknowledge that some personal data may be collected to deliver services and support.

All personal information is processed in accordance with our **Data Protection and Privacy Policy**, available within the Chatbot or at:

<https://alliancehealth.co.zw>

In summary:

- We only collect data necessary to assist you
- We never sell your information
- Data is protected using encryption and access controls
- You can request deletion or correction of your data anytime

6. CHATBOT LIMITATIONS

While we strive for accuracy, the Chatbot may occasionally:

- Provide incomplete or outdated information
- Be unavailable due to maintenance or connectivity issues
- Misinterpret user input due to language or spelling differences

Alliance Health does **not guarantee uninterrupted or error-free operation** and accepts no liability for any loss or damage arising from reliance on automated responses.

7. SERVICE COMMUNICATIONS

The Chatbot may send you:

- Administrative messages (e.g., confirmation of queries, service updates)
- Reminders or follow-up notifications related to your health plan

You can stop receiving such messages anytime by replying “STOP”, “END”, or contacting dpo@healthzim.com.

8. PROHIBITED USES

You agree not to:

- Use the Chatbot for fraudulent, abusive, or illegal activities
- Attempt to disrupt or compromise the Chatbot's security
- Impersonate any individual or misrepresent your affiliation
- Send viruses, spam, or malicious software through the Chatbot

Violation of these terms may result in suspension or restriction of access.

9. INTELLECTUAL PROPERTY

All Chatbot content—including messages, design, and technology—is the property of **Alliance Health** or its licensors.

You may not copy, reproduce, distribute, or modify any part of the Chatbot's content without prior written permission.

10. DISCLAIMER OF WARRANTIES

The Chatbot is provided “**as is**” and “**as available.**”

Alliance Health makes no express or implied warranties regarding:

- The accuracy, reliability, or completeness of Chatbot responses
- The availability or uninterrupted operation of the Chatbot

Use of the Chatbot is **at your own risk**.

11. LIMITATION OF LIABILITY

To the maximum extent permitted by law, Alliance Health shall not be liable for:

- Any indirect, incidental, or consequential damages arising from Chatbot use
- Misunderstandings or reliance on automated responses
- Loss of data, service interruptions, or technical failures

If you are dissatisfied with the Chatbot, your sole remedy is to stop using it.

12. SERVICE MODIFICATIONS AND TERMINATION

Alliance Health reserves the right to:

- Modify, suspend, or discontinue the Chatbot at any time without prior notice
 - Update these Terms periodically; continued use after updates constitutes acceptance
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13. GOVERNING LAW

These Terms are governed by and interpreted in accordance with the **laws of Zimbabwe**. Any disputes arising from Chatbot use shall be subject to the **exclusive jurisdiction of Zimbabwean courts**.

14. CONTACT INFORMATION

For inquiries, feedback, or complaints regarding these Terms:

Email: dpo@healthzim.com

Website: <https://alliancehealth.co.zw>

Address: 7 Fleetwood, Alexandra Park, Harare, Zimbabwe