



Terms of Service

Effective date: May 24th 2023

1. Acceptance of Terms

By accessing or using our Software, you agree to be bound by these Terms of Service ("Terms"). If you do not agree to these Terms, you may not use the Software.

2. Purpose of the Software

2.1. The Software allows users to access and use the software for answering surveys and other related activities.

2.2. By using the Software, you acknowledge that your use is subject to these Terms and any additional terms or conditions set forth by your healthcare provider or the customer.

3. Data Privacy

3.1. Lime may collect and process certain personal data and responses to surveys as described in our Privacy Policy.

3.2. Your personal data and survey responses will be handled in accordance with applicable data protection laws and the Privacy Policy.

4. Use of the Software

4.1. You may use the Software solely for the purpose of answering surveys and engaging in other activities as intended by your healthcare provider or the customer.

4.2. You agree not to use the Software for any unlawful, fraudulent, or unauthorized purposes.

5. Intellectual Property

5.1. The Software and all its content, including but not limited to text, graphics, logos, and images, are the property of Lime and are protected by intellectual property laws.

5.2. Any content you create or submit through the Software will remain the property of Lime or its licensors.

6. Disclaimer of Warranties

6.1. The Software is provided "as is" without warranties of any kind, whether express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

6.2. Lime does not warrant that the Software will be uninterrupted, error-free, or secure, and your use of the Software is at your own risk.

7. Limitation of Liability

7.1. Lime shall not be liable for any direct, indirect, incidental, special, or consequential damages resulting from your use or inability to use the Software.

7.2. In no event shall Lime's total liability to you exceed the amount paid by your healthcare provider or the customer for your access to the Software.

8. Termination

8.1. Your access to the Software may be terminated or suspended by Lime, your healthcare provider, or the customer at any time, with or without cause.

9. Governing Law

9.1. These Terms shall be governed by and construed in accordance with the laws of Canada, without regard to its conflict of laws principles.

10. Changes to the Terms

10.1. Lime reserves the right to modify these Terms at any time. You will be notified of any material changes, and your continued use of the Software after such changes constitutes your acceptance of the updated Terms.

11. Entire Agreement

11.1. These Terms constitute the entire agreement between you and Lime concerning the Software, superseding any prior or contemporaneous agreements, communications, or understandings.

12. Contact Us

12.1. If you have any questions about these Terms or the Software, please contact us at support@lime.health.

By using the Software, you acknowledge that you have read, understood, and agree to these Terms.