

GLOBAL HEALTH

Master Terms and Conditions

Effective Date: 1 July 2026

Document Summary

Operator	Global Guest s.r.o. trading as Global Health
Czech Company No.	IČO: 19071680
Registered Office	Rybna 24, 110 00 Prague 1
Website	www.myglobalhealth.online
Contact	globalhealth@myglobalhealth.online
Effective Date	1 July 2026
Operating Markets	See www.myglobalhealth.online/markets

These Master Terms govern use of the Global Health platform across all markets in which Global Health operates. They must be read together with the Country Addendum for the specific market in which you are accessing the Services. In the event of any conflict between these Master Terms and a Country Addendum, the Country Addendum prevails.

The full list of markets in which Global Health operates can be seen at www.myglobalhealth.online.

1. About Us

Global Health is a telemedicine platform operated by Global Guest s.r.o., a limited liability company incorporated in the Czech Republic (IČO: 19071680; registered office: Rybna 24, 110-00 Prague 1. Global Health operates in a number of markets, details of which can be found at www.myglobalhealth.online.

Depending on the market in which you access the Services, Global Health operates either as a registered healthcare provider or as a technology platform connecting patients with independently registered Clinicians. The applicable operating model for your market is set out in the Country Addendum.

References in these Terms to "we", "us", or "our" are to Global Guest s.r.o. trading as Global Health. References to "you" or the "Patient" are to any individual who accesses or uses the Platform or Services.

Our primary contact details are:

- Email: globalhealth@myglobalhealth.online
- Website: www.myglobalhealth.online

Country-specific contact details, addresses, and regulatory registration numbers are set out in the applicable Country Addendum.

2. Definitions

In these Master Terms and in any Country Addendum, the following terms have the meanings given below:

- "Platform" means the Global Health website at www.myglobalhealth.online, any associated mobile applications, and any booking, consultation, or patient management systems operated by or on behalf of Global Health.
- "Services" means online medical consultations, specialist referrals, prescription services, home health tests, prescription delivery, Credit Plans, and any other healthcare-related services made available through the Platform.
- "Patient" or "you" means any individual who registers for, books, or uses the Services.
- "Clinician" means a doctor, specialist, nurse, or other regulated healthcare professional who delivers consultations or clinical services through the Platform, registered with the relevant medical regulatory authority in the country in which they practise.
- "Consultation" means a remote medical consultation conducted via video call, telephone, or secure messaging through the Platform.
- "Provider Model" means the operating model applicable in markets where Global Health holds a healthcare provider registration and delivers Services as a regulated healthcare provider. In Provider Model markets, Clinicians practise under Global Health's provider registration.
- "Platform Model" means the operating model applicable in markets where Global Health acts as a technology intermediary connecting patients with independently registered Clinicians. In Platform Model markets, each Clinician holds their own regulatory registration and delivers Services in their own right.
- "Credit Plan" means a recurring monthly subscription through which a Patient receives a defined number of Credits each billing cycle to be used towards Services, as further described in Clause 7.
- "Credit" or "Credits" means the unit of value issued to a Patient under a Credit Plan or purchased on a one-off basis, redeemable against eligible Services on the Platform.
- "Country Addendum" means the country-specific supplement to these Master Terms applicable to the market in which you are accessing the Services, which specifies among other things the applicable operating model, governing law, regulatory registration details, and consumer rights.
- "Applicable Data Protection Law" means the data protection and privacy legislation in force in your jurisdiction, including where applicable: GDPR (Regulation (EU) 2016/679); UK GDPR and the Data Protection Act 2018; and equivalent legislation in non-EU markets as specified in the applicable Country Addendum.
- "Health Data" means any personal data relating to the physical or mental health of an individual, including data about the provision of healthcare services to that individual, which is classified as sensitive or special category data under Applicable Data Protection Law.
- "Consumer Protection Law" means the mandatory consumer protection legislation applicable in your country of residence, which cannot be excluded or limited by these Terms regardless of any choice of law clause.

3. Acceptance of Terms

By accessing or using the Platform or Services, you confirm that you have read, understood, and agree to be bound by these Master Terms, the applicable Country Addendum, our Privacy Policy, and our Cookie Policy.

If you do not agree to these Terms, you must not access or use the Platform or Services.

These Terms are available at all times at www.myglobalhealth.online/terms. We recommend that you save or print a copy for your records.

4. Eligibility and Registration

4.1 Age requirement

You must be at least 18 years of age to register for or use the Services independently. The minimum age may be higher in certain jurisdictions — please refer to your Country Addendum. Patients under the applicable minimum age may only access the Services with the active participation and written consent of a parent or legal guardian, who accepts these Terms on their behalf and takes responsibility for the accuracy of all information provided.

For any consultation involving a minor, the parent or guardian must be present or immediately available during the consultation unless the Clinician determines otherwise in the clinical interest of the patient.

4.2 Accuracy of information

You must provide accurate, complete, and current information during registration and throughout your use of the Services. Providing false or misleading medical information to a Clinician may compromise the quality of care you receive and may constitute an offence under applicable law.

4.3 Account security

You are responsible for maintaining the confidentiality of your account login credentials. You must notify us immediately at globalhealth@myglobalhealth.online if you become aware of or suspect any unauthorised access to your account.

4.4 One account per patient

Each patient may hold one active account. Creating multiple accounts to circumvent any restriction, suspension, or ban is prohibited and may result in termination of all associated accounts.

5. Nature of the Services and Clinical Limitations

5.1 Operating models

The way in which Global Health delivers Services differs by market. In some markets Global Health operates as a registered healthcare provider. In others it operates as a technology platform connecting patients with independently registered Clinicians. The model applicable to your market, and its implications for regulatory oversight, complaints, and liability, is set out in the applicable Country Addendum. These Master Terms apply in full regardless of the operating model.

5.2 Telemedicine limitations

Our Services provide remote medical consultations and are not a substitute for in-person care where that is clinically appropriate. A Clinician conducting a remote consultation has limited ability to perform physical examinations. Diagnosis and clinical advice are based on the information you provide, your medical history as recorded on the Platform, and clinically appropriate remote assessment techniques.

You acknowledge that the quality and accuracy of clinical advice may be affected by the completeness and accuracy of the information you provide.

5.3 Emergency situations

IMPORTANT: Our Services are not suitable for medical emergencies. If you or someone else is experiencing a medical emergency, call emergency services immediately and attend your nearest emergency department. Do not use this Platform in a medical emergency.

Emergency contact numbers for each market are listed in the applicable Country Addendum and on the relevant country page of the Platform.

5.4 Prescriptions

Prescriptions are only issued where clinically appropriate and where permitted under the law of the country in which the patient is located at the time of consultation. Prescriptions are issued by Clinicians who hold current registration with the relevant medical regulatory authority in their country of practice. The name, registration number, and regulatory body of the prescribing Clinician are available on request and disclosed in your consultation record.

Prescriptions for controlled or restricted substances are not issued through the Platform. Country-specific prescription rules — including the regulatory frameworks governing digital prescriptions, applicable formularies, and cross-border validity — are set out in the applicable Country Addendum.

5.5 Cross-border prescription validity

A prescription issued by a Clinician in one country may not be valid or accepted by pharmacies in another country. It is the patient's responsibility to verify the validity of any prescription in the country where they intend to use it. Global Health does not guarantee that prescriptions issued through the Platform will be accepted outside the country of issue.

5.6 Referrals

Where clinically indicated, a Clinician may recommend referral to an in-person specialist or emergency facility. Global Health does not guarantee the availability, cost, waiting time, or clinical outcome of any third-party referral or in-person service.

5.7 No guaranteed outcomes

We cannot and do not guarantee specific clinical outcomes. Services are provided on the basis of professional clinical judgment applied to information available at the time. Individual results will vary.

5.8 Service availability

We aim to maintain platform availability at all times but do not guarantee uninterrupted access. Scheduled maintenance, technical issues, or circumstances beyond our control may result in temporary unavailability. Where a consultation cannot proceed due to platform unavailability, any Credits used to book that consultation will be reinstated to your account, and you will be offered a rescheduled appointment.

5.9 Clinical governance

Regardless of the operating model applicable in your market, Global Health maintains a clinical governance framework covering the quality and safety of Services delivered through the Platform. All Clinicians operating through the Platform are required to hold current registration with the relevant medical regulatory authority in their country of practice and to maintain appropriate professional indemnity or liability insurance.

The scope of Global Health's governance responsibilities and the applicable regulatory oversight in your market are set out in the Country Addendum.

5.10 Geographic restrictions

Services are only available in markets where Global Health operates. The current list of markets is seen at www.myglobalhealth.online. Accessing the Platform from a country in which Global Health does not operate does not entitle you to receive Services in that country.

5.11 Third-party technology

The Platform uses third-party technology providers for booking, payment processing, video consultation, and data storage. Whilst we take reasonable steps to select reliable providers, we are not liable for disruption or failure caused by third-party systems beyond our reasonable control.

6. Booking, Payment, and Pricing

6.1 Booking

Consultations may be booked through the Platform using Credits or by direct payment where applicable. A booking is confirmed when you receive an email confirmation from us. Booking confirmation does not guarantee a specific Clinician unless expressly stated at the time of booking.

6.2 Pricing and currency

All prices and Credit values are displayed in the currency applicable to your market, inclusive of any applicable taxes or levies. Current pricing for all Services and Credit Plans is published on the Platform's Pricing page and on each individual service page. The price applicable to your booking or Credit purchase is the price confirmed at the time you complete the transaction.

Where you access Services in a currency different from that of your payment card, your bank or card provider may apply exchange rate charges. Global Health is not responsible for any such charges.

We reserve the right to amend pricing at any time with reasonable notice. Price changes will not affect Credit Plans already active at the time of the change until the next billing cycle, and will not affect individual bookings already confirmed.

6.3 Payment

Payment is required in full at the time of booking or Credit purchase. We accept the payment methods displayed on the Platform at the time of transaction. All payments are processed securely by our payment provider. We do not store full payment card details on our systems.

6.4 Taxes

Prices displayed are inclusive of applicable local taxes where we are required to charge them. In certain jurisdictions, local taxes or levies applicable to digital health services may vary. Please refer to your Country Addendum for details.

7. Credits and Credit Plans

7.1 How Credits work

Credits are the unit of value used to book and access Services on the Platform. Credits may be obtained by: (a) subscribing to a Credit Plan, under which a defined number of Credits is issued to your account at the start of each monthly billing cycle; or (b) purchasing Credits on a one-off basis at the prices published on the Platform.

The Credit value of each Service is displayed on the relevant service page and at the time of booking. Credit values may be updated from time to time; the Credit value applicable to your booking is the value confirmed at the time you complete the booking.

7.2 Credit Plan subscriptions

Credit Plans are billed monthly on a rolling basis. There is no minimum contract term and no lock-in period. You may cancel your Credit Plan at any time — see Clause 7.5.

Credits issued under a Credit Plan are allocated to your account at the start of each billing cycle. Unused Credits roll over to the next cycle, subject to a maximum carry-forward limit published on the Platform. Credits do not expire whilst your Credit Plan remains active.

7.3 One-off Credit purchases

Credits purchased on a one-off basis outside of a Credit Plan do not expire and may be used at any time. One-off Credits are consumed before Credit Plan Credits when booking Services.

7.4 Non-refundable Credits

Credits are generally non-refundable once purchased, except as set out in these Terms or as required by applicable Consumer Protection Law in your jurisdiction. Credits have no cash value and may not be transferred to another patient account.

7.5 Credit Plan cancellation

You may cancel your Credit Plan at any time through your account settings or by contacting us at globalhealth@myglobalhealth.online. Cancellation takes effect at the end of the current monthly billing cycle. You will retain access to your allocated Credits and Plan benefits until the end of the paid period. No partial refund is issued for any unused portion of the current billing cycle, unless required by applicable Consumer Protection Law.

Following cancellation, Credits already allocated under the cancelled Plan remain available in your account for 12 months from the cancellation date, after which unused Plan Credits expire. One-off Credits are unaffected by Plan cancellation.

7.6 Cancellations, rescheduling, and Credit reinstatement

If you cancel a confirmed booking at least 24 hours before the scheduled appointment time, any Credits used to make that booking will be reinstated to your account in full.

Cancellations made less than 24 hours before the appointment will result in the Credits being forfeited, except where the cancellation is due to a documented medical emergency or a platform-side failure, in which case Credits will be reinstated.

You may reschedule a confirmed appointment up to 12 hours before the scheduled time, subject to Clinician availability, without incurring any Credit charge. Each booking may be rescheduled once without charge. Further rescheduling requests may be treated as a cancellation under this clause.

7.7 No-show

If you fail to attend a scheduled consultation without prior cancellation or rescheduling notice, the Credits used to book that consultation are forfeited. No reinstatement will be made for a no-show.

7.8 Cancellation by Global Health

If we are unable to provide a booked consultation within 2 hours of the scheduled time for reasons attributable to us, any Credits used will be reinstated in full. You may alternatively request a cash refund of the monetary value of the Credits used, processed within 5-10 business days to your original payment method.

7.9 Statutory cancellation and cooling-off rights

Depending on the country in which you are located, you may have statutory rights to cancel a distance contract within a defined cooling-off period. These rights vary by jurisdiction and are set out in full in the applicable Country Addendum. Your statutory rights are not affected by these Terms.

Where a statutory cooling-off period applies and you expressly request that a consultation take place within that period, you may waive your right to cancel that specific consultation upon completion. Country-specific details are in your Country Addendum.

8. Health Data, Medical Records, and Data Protection

8.1 Commitment to data protection

We are committed to protecting your personal data and Health Data in accordance with Applicable Data Protection Law in each market in which we operate. The specific data protection framework that applies to you depends on your country of residence and is set out in the applicable Country Addendum.

8.2 Health Data processing

Health Data is classified as sensitive personal data in all markets in which we operate and requires a higher standard of protection. We process your Health Data only on lawful bases as required by Applicable Data Protection Law in your jurisdiction. These bases are specified in the applicable Country Addendum and in our Privacy Policy.

8.3 Data Protection Officer

Global Health has appointed a Data Protection Officer (DPO) for the purposes of GDPR and applicable data protection legislation in EU markets. The DPO's contact details are published in our Privacy Policy at www.myglobalhealth.online/privacy.

8.4 Data retention

We retain clinical records for the minimum periods required by the law and professional regulatory guidance of each country in which we operate. Specific retention periods are set out in the applicable Country Addendum and in our Privacy Policy.

8.5 Your data rights

Depending on Applicable Data Protection Law in your jurisdiction, you may have some or all of the following rights: access; rectification; erasure (subject to legal retention obligations); restriction of processing; data portability; objection to processing; and the right not to be subject to solely automated decision-making.

To exercise any of these rights or to request a copy of your medical records, please contact globalhealth@myglobalhealth.online. We will respond within the timeframe required by Applicable Data Protection Law in your jurisdiction, and in any event within 30 days.

8.6 International data transfers

As a multi-market operator, personal data may be transferred between countries in which Global Health operates. Where data is transferred internationally, we ensure appropriate safeguards are in place as required by Applicable Data Protection Law, including EU Standard Contractual Clauses or equivalent mechanisms. Full details are set out in our Privacy Policy.

8.7 Data breach notification

In the event of a personal data breach likely to result in a high risk to your rights and freedoms, we will notify you without undue delay in accordance with our obligations under Applicable Data Protection Law in your jurisdiction.

8.8 Privacy Policy

Our Privacy Policy at www.myglobalhealth.online/privacy contains full details of how we collect, use, store, share, and protect your personal and Health Data across all markets, including our sub-processor register as required under applicable data protection law.

9. User Responsibilities and Prohibited Conduct

In accessing and using the Services, you agree to:

- Provide accurate, honest, and complete information to Clinicians and on the Platform at all times.
- Not provide false medical history, symptoms, or information that could mislead a Clinician.
- Not use the Platform for any unlawful purpose or in any way that violates applicable law or regulation.
- Not attempt to gain unauthorised access to the Platform, its systems, or any other user's account.
- Not use automated tools, bots, or scripts to access or interact with the Platform without our prior written consent.
- Not impersonate any person, including any Clinician or Global Health employee.
- Not upload or transmit any content that is unlawful, harmful, defamatory, or that infringes the intellectual property rights of any third party.
- Comply with all applicable laws and regulations in your country of residence when using the Services.

Breach of any of the above obligations may result in immediate suspension or termination of your account and, where appropriate, referral to law enforcement authorities.

10. Intellectual Property

All content on the Platform, including but not limited to text, graphics, logos, images, audio, video, and software, is owned by or licensed to Global Guest s.r.o. and is protected by applicable copyright, trademark, and other intellectual property laws.

You are granted a limited, non-exclusive, non-transferable, revocable licence to access and use the Platform and its content for your personal, non-commercial use only. You may not reproduce, distribute, modify, create derivative works from, publicly display, or otherwise exploit any content from the Platform without our prior written consent, except as expressly permitted by applicable law.

11. Limitation of Liability

Nothing in these Terms excludes or limits our liability for: death or personal injury caused by our negligence or the negligence of our Clinicians; fraud or fraudulent misrepresentation; or any other liability that cannot lawfully be excluded or limited under the applicable law of your jurisdiction.

Subject to the above, and to the fullest extent permitted by law in your jurisdiction, our total aggregate liability to you arising out of or in connection with your use of the Services shall not exceed the total fees paid by you to us in the 12 months immediately preceding the event giving rise to the claim.

We are not liable for any indirect, incidental, special, consequential, or punitive losses or damages, including loss of data, loss of revenue, or loss of profits, arising from your use of the Platform or Services.

The allocation of liability between Global Health and individual Clinicians for clinical acts and omissions depends on the operating model applicable in your market and is set out in detail in the applicable Country Addendum.

We are not liable for the availability, content, or services of any third-party website linked from the Platform, or for third-party service providers to whom you are referred.

Where Consumer Protection Law in your jurisdiction imposes mandatory terms or remedies more favourable to you than the above, those mandatory terms apply and cannot be excluded.

12. Complaints and Regulatory Bodies

If you have a complaint about our Services, please contact us in the first instance at globalhealth@myglobalhealth.online with the subject line "Formal Complaint". We will acknowledge your complaint within 2 business days and aim to resolve it within 14 business days.

In addition to contacting us directly, you may have the right to refer concerns to a relevant regulatory body depending on the market in which you accessed the Services and whether Global Health is operating as a healthcare provider or as a platform in that market. Applicable regulatory bodies, complaints procedures, and alternative dispute resolution options for each market are set out in the applicable Country Addendum.

13. Changes to These Terms

We may update these Master Terms or any Country Addendum from time to time to reflect changes in our services, applicable law, regulatory requirements, or the markets in which we operate.

For material changes that adversely affect your rights, we will notify you by email to the address associated with your account at least 30 days before the changes take effect and will display a prominent notice on the Platform.

If you do not accept the updated Terms, you may close your account before the changes take effect without penalty. Any Credits remaining in your account at closure will be refunded at their monetary value within 10 business days. Continued use of the Platform after the effective date constitutes acceptance of the updated Terms.

Minor changes, such as corrections of typographical errors or clarifications that do not affect your substantive rights, may be made without advance notice.

14. Governing Law and Dispute Resolution

14.1 Default governing law

These Master Terms are governed by the laws of the Czech Republic, being the jurisdiction of incorporation of Global Guest s.r.o. Where the mandatory Consumer Protection Law of your country of residence provides greater protection than Czech law, those mandatory protections apply and cannot be excluded by this clause.

14.2 Country-specific governing law

Each Country Addendum specifies the governing law and jurisdiction applicable to patients in that market. Where a Country Addendum specifies a governing law, that law governs your use of the Services in that market and takes precedence over Clause 14.1.

14.3 Complaints procedure

Please refer to Clause 12 for our complaints procedure. If we cannot resolve your complaint, you have the right to refer the matter to the relevant alternative dispute resolution body in your country, as specified in the applicable Country Addendum.

14.4 Online dispute resolution — EU patients

For patients in EU member states, the European Commission provides an Online Dispute Resolution platform at <https://ec.europa.eu/consumers/odr>. You may use this platform to submit a complaint if you are unable to resolve a dispute with us directly.

14.5 Non-EU patients

For patients in non-EU markets, applicable dispute resolution mechanisms are specified in the relevant Country Addendum.

15. General Provisions

15.1 Entire agreement

These Master Terms, together with the applicable Country Addendum, our Privacy Policy, Cookie Policy, and where applicable the Credit Plan terms, constitute the entire agreement between you and us relating to your use of the Platform and Services.

15.2 Severability

If any provision of these Terms is found to be invalid, unlawful, or unenforceable by a court of competent jurisdiction, that provision shall be deemed severed and the remaining provisions shall continue in full force and effect.

15.3 Waiver

Our failure to enforce any right or provision of these Terms shall not constitute a waiver of that right or provision.

15.4 Assignment

You may not assign or transfer any of your rights or obligations under these Terms without our prior written consent. We may assign our rights and obligations to a successor entity in the event of a merger, acquisition, or sale of substantially all of our assets, provided your rights are not materially diminished.

15.5 Force majeure

We shall not be liable for any failure or delay in performance of our obligations arising from causes beyond our reasonable control, including acts of God, pandemic, war, civil unrest, government action, power failure, or internet disruption. We will notify you as soon as practicable and take reasonable steps to minimise the impact on you.

15.6 Language

These Terms are drafted in English. Where a translation is provided for convenience, the English language version prevails in the event of any conflict or ambiguity.

15.7 New markets

When Global Health begins operating in a new market, the applicable Country Addendum will be published at www.myglobalhealth.online/terms before Services are made available in that market. The Master Terms apply in all markets from the date of first availability.

16. Contact Us

For questions about these Master Terms or about the Platform generally:

Global Health (Global Guest s.r.o.)

IČO: 19071680

Registered Office: Rybna 24, 110 00 Prague 1

Email: globalhealth@myglobalhealth.online

Website: www.myglobalhealth.online

GLOBAL HEALTH

Country Addendum — Czech Republic

Provider Model | Czech Law Governed

Version 1.2 | Effective Date: 1 July 2026

Czech Republic Addendum — Summary

Operating Entity	Global Guest s.r.o. trading as Global Health
IČO	19071680
IČPE (Healthcare Provider)	11116233
SÚKL eRecept	AMBSUKL216453413G
Registered Office	Rybná 24, 110 00 Praha 1, Czech Republic
Clinical Director	Dr. Vojtech Cerny
Email	globalhealth@myglobalhealth.online
Phone	+420 776 713 197
Website	www.myglobalhealth.online
Operating Model	Provider Model (registered healthcare provider)
Governing Law	Czech Republic
DPO	Dr Ahmed Maklad (dpo@myglobalhealth.online)
Lead Supervisory Authority	ÚOÚ — Czech Republic (DPO notified 21 Jun 2026, msg ID: 1718793255)
Effective Date	1 July 2026

This Country Addendum supplements the Global Health Master Terms and Conditions v2.2 for patients accessing Services in the Czech Republic. In the event of any conflict between this Addendum and the Master Terms, this Addendum prevails for Czech patients.

Operating Model: Global Health operates in the Czech Republic as a registered healthcare provider (žadatel o registraci poskytovatele zdravotních služeb) under the Act on Health Services (Zákon č. 372/2011 Sb.). Services are delivered by ČLČ-registered Clinicians under Global Health's clinical governance framework.

Governing Law: Czech Republic | **Languages:** English and Czech

CZ-1. Operating Entity and Regulatory Registration

In the Czech Republic, Global Health is operated by Global Guest s.r.o. (IČO: 19071680), a limited liability company incorporated in the Czech Republic, with registered office at Rybná 24, 110 00 Praha 1. Global Guest s.r.o. trades as Global Health and provides telemedicine clinic services directly to patients in the Czech Republic.

Global Health is registered as a healthcare provider (poskytovatel zdravotních služeb) under Zákon č. 372/2011 Sb. (Act on Health Services and Conditions of their Provision), with IČPE registration number 11116233. Electronic prescriptions are issued through the SÚKL eRecept system under certificate AMBSUKL216453413G.

Contact details:

- Email: globalhealth@myglobalhealth.online
- Phone: +420 776 713 197
- Address: Rybná 24, 110 00 Praha 1, Czech Republic
- Website: www.myglobalhealth.online

Global Health operates in the Czech Republic under the Provider Model as the registered healthcare entity. Global Health is the contracting party for all medical services provided to patients in the Czech Republic. All Clinicians practice under Global Health's healthcare provider registration (IČPE: 11116233) and clinical governance framework.

CZ-2. Medical Regulation in the Czech Republic

Medical practice in the Czech Republic is regulated by the Česká lékařská komora (ČLČ) under Zákon č. 220/1991 Sb. All Clinicians providing consultations to patients in the Czech Republic through the Platform hold current registration with the ČLČ.

Each Clinician's ČLČ registration number is displayed on their individual profile page on the Platform. Patients may verify a Clinician's registration via the ČLČ online register at www.lkcr.cz.

Clinicians registered in other EU member states who provide services to Czech patients do so under the mutual recognition provisions of EU Directive 2005/36/EC on the recognition of professional qualifications, subject to any applicable notification requirements under Czech law.

All Clinicians practising under the Global Health IČPE registration comply with the ethical and professional standards of the ČLČ and with the clinical governance framework of Global Health, including applicable guidance on telemedicine and remote clinical practice issued by the Ministerstvo zdravotnictví ČR (MZČR).

Global Health maintains a clinical governance framework that includes: ongoing verification of Clinician ČLČ registration status; compliance monitoring; clinical audit; and a formal complaints and clinical incident review procedure in accordance with Zákon č. 372/2011 Sb.

CZ-3. Prescription Services in the Czech Republic

CZ-3.1 Electronic prescriptions

Prescriptions in the Czech Republic are issued electronically through the SÚKL eRecept system, in compliance with Zákon č. 378/2007 Sb. (Pharmacy Act, as amended) and applicable SÚKL regulations. Prescriptions are issued under Global Health's eRecept certificate (AMBSUKL216453413G) by individually credentialled Clinicians holding their own SÚKL zdravotník registration.

Following a consultation, the electronic prescription reference is transmitted to the patient via the eRecept system. Patients may collect their medication at any participating pharmacy in the Czech Republic using their national identification number (rodné číslo) or prescription identifier.

CZ-3.2 Prescription validity

Electronic prescriptions issued through the Platform are valid for dispensing at pharmacies across the Czech Republic in accordance with SÚKL regulations. Prescription validity periods are determined by the prescribing Clinician in accordance with applicable clinical and regulatory guidelines.

CZ-3.3 Controlled substances

Prescriptions for narcotic and psychotropic substances (omamné a psychotropní látky) in Lists I and II under Zákon č. 167/1998 Sb. (as amended), which require special prescription formalities, are not issued through the Platform. Prescriptions for substances in Lists III and IV, including benzodiazepines and other medications routinely prescribed in general practice, may be issued where clinically appropriate following a full consultation and in accordance with the prescribing Clinician's professional judgment and applicable ČLČ guidance.

CZ-3.4 Cross-border prescription validity

Prescriptions issued through the eRecept system are valid in the Czech Republic. Cross-border recognition within the EU is subject to EU Directive 2011/24/EU on patients' rights in cross-border healthcare and the national implementation of that Directive in the receiving country. Patients intending to use a Czech prescription outside the Czech Republic should verify its acceptance in advance. Global Health does not guarantee acceptance of Czech prescriptions by pharmacies or health systems outside the Czech Republic.

CZ-4. Consumer Rights in the Czech Republic

CZ-4.1 Applicable consumer legislation

Your rights as a consumer in the Czech Republic are protected by the following legislation and cannot be excluded or limited by the Master Terms or this Addendum:

- Občanský zákoník — Zákon č. 89/2012 Sb. (New Civil Code) — governing distance contracts, consumer rights, and contractual obligations.
- Zákon č. 634/1992 Sb. (Consumer Protection Act, as amended) — general consumer protection obligations.
- Zákon č. 378/2007 Sb. (Pharmacy Act) — applicable to prescription and pharmaceutical services.
- Zákon č. 372/2011 Sb. (Act on Health Services) — patient rights in the context of healthcare provision.
- EU Consumer Rights Directive 2011/83/EU — implemented in Czech law through the Civil Code.
- EU Directive 2011/24/EU — patient rights in cross-border healthcare.

CZ-4.2 Patient rights under the Act on Health Services

As a patient receiving healthcare services in the Czech Republic, you have specific rights under Zákon č. 372/2011 Sb., including the right to: be informed about your health condition and proposed treatment; give or withhold consent to treatment; access your medical records; and have your dignity and privacy respected during the provision of healthcare services.

CZ-4.3 Statutory 14-day cooling-off period

For services booked online (distance contracts), you have a statutory 14-day right of withdrawal from the date of entering the contract, under the Občanský zákoník (§1829 et seq.). You are not required to give any reason for withdrawal within this period.

If you expressly request that a consultation take place within the 14-day cooling-off period and the consultation is completed, you waive your right to cancel that specific consultation. By booking a consultation to occur within 14 days of the contract date, you expressly acknowledge and consent to this waiver.

This cooling-off right applies to individual consultation bookings and to Credit Plan subscriptions. For Credit Plans, the 14-day cooling-off period runs from the date of first subscription. If no Credits have been used during the cooling-off period, you are entitled to a full refund. If Credits have been used, a proportionate deduction reflecting the value of Credits used will apply.

CZ-4.4 Credit Plan — no minimum term

Credit Plans available in the Czech Republic operate on a monthly rolling basis with no minimum contract term and no cancellation fee. You may cancel at any time in accordance with Clause 7.5 of the Master Terms. Your statutory rights under Czech law apply in addition to these contractual rights.

CZ-4.5 Refunds

Refunds to which you are entitled under the Master Terms, this Addendum, or Czech consumer law will be processed to your original payment method within 14 days of the refund decision being confirmed.

CZ-4.6 Emergency services

POZOR / EMERGENCY: In the Czech Republic, call 155 for medical emergency services or 112 for general emergency services. Do not use the Global Health Platform in a medical emergency.

CZ-5. Data Protection in the Czech Republic

CZ-5.1 Applicable law and supervisory authority

Data processing for patients in the Czech Republic is governed by GDPR (Regulation (EU) 2016/679) and Zákon č. 110/2019 Sb. (Act on Personal Data Processing), which implements GDPR in the Czech Republic.

As Global Guest s.r.o. is incorporated in the Czech Republic, the Úřad pro ochranu osobních údajů (ÚOÚ) is the lead supervisory authority for Global Health under GDPR's one-stop-shop mechanism. Note: under GDPR, controller registration with ÚOÚ is not required — this obligation was abolished with the introduction of GDPR in May 2018. The sole obligation is to notify the DPO's contact details under Article 37(7) GDPR.

You have the right to lodge a complaint with the ÚOÚ at any time: Pplk. Sochora 27, 170 00 Praha 7. Website: www.uouu.cz.

CZ-5.2 Data Protection Officer

Global Health has appointed Dr Ahmed Maklad as Data Protection Officer (DPO) for all markets in which Global Health operates, including the Czech Republic. The DPO can be contacted at dpo@myglobalhealth.online. Full DPO contact details are published in the Privacy Policy at www.myglobalhealth.online/privacy.

CZ-5.3 Legal bases for processing Health Data

As a registered healthcare provider in the Czech Republic, Global Health processes patient Health Data as a data controller on the following legal bases:

- Article 9(2)(a) GDPR — your explicit consent, obtained at registration and reaffirmed before each consultation.
- Article 9(2)(h) GDPR — processing necessary for the purposes of preventive medicine, medical diagnosis, the provision of health or social care or treatment, carried out by a health professional subject to professional secrecy obligations under Czech law.
- Zákon č. 372/2011 Sb. — processing of patient health data by a registered healthcare provider as required for the delivery of health services.

CZ-5.4 Clinical records retention

Clinical records for patients in the Czech Republic are retained for a minimum of 10 years from the date of the last consultation, in accordance with Vyhláška č. 98/2012 Sb. (Decree on Medical Documentation) and applicable MZČR guidance.

Records relating to patients who were under 18 at the time of treatment are retained until the patient's 28th birthday or for 10 years from the last date of treatment, whichever is the longer.

CZ-5.5 Financial records retention

Financial and billing records are retained for 10 years in accordance with Czech tax legislation (Zákon č. 563/1991 Sb., Accounting Act, and Zákon č. 235/2004 Sb., VAT Act).

CZ-5.6 Language of processing notices

Data processing notices, consent requests, and privacy communications are provided to patients in both English and Czech. Where any discrepancy exists between the English and Czech versions of such notices, the English version prevails.

CZ-6. Regulatory Framework in the Czech Republic

Global Health operates in the Czech Republic in compliance with the following regulatory framework:

Body	Role	Website
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Česká lékařská komora (ČLČ)	Regulation of medical practitioners	www.lkcr.cz
SÚKL — Státní ústav pro kontrolu léčiv	Medicines, eRecept system, pharmacy regulation	www.sukl.cz
Ministerstvo zdravotnictví ČR (MZČR)	Healthcare provider registration and oversight	www.mzcr.cz
Úřad pro ochranu osobních údajů (ÚOÚ)	GDPR and data protection enforcement — lead supervisory authority	www.uouu.cz
Česká obchodní inspekce (ČOI)	Consumer protection and enforcement	www.coi.cz
Czech Trade Inspection Authority	Alternative dispute resolution for consumers	www.coi.cz

CZ-7. Liability — Czech Republic (Provider Model)

As Global Health operates in the Czech Republic under the Provider Model as a registered healthcare provider (IČPE: 11116233), Global Health accepts institutional responsibility for the clinical governance framework under which Services are delivered. This means:

- Global Health is responsible for verifying and maintaining the ČLČ registration status of all Clinicians delivering services to Czech patients through the Platform.
- Global Health maintains professional indemnity cover appropriate to its role as the registered healthcare provider in the Czech Republic, in accordance with Zákon č. 372/2011 Sb.
- Individual Clinicians also maintain their own professional indemnity insurance as required by their ČLČ registration obligations.
- Liability for individual clinical decisions rests with the treating Clinician, who exercises independent professional judgment. Global Health's institutional liability relates to governance, systems, and oversight.

Nothing in this clause limits or excludes any liability that cannot be excluded under Czech law or EU consumer law, including liability for death or personal injury caused by negligence.

Patient rights under Zákon č. 372/2011 Sb. (Act on Health Services) are not affected by the limitation of liability provisions in Clause 11 of the Master Terms.

CZ-8. Complaints and Dispute Resolution in the Czech Republic

CZ-8.1 Internal complaints procedure

If you have a complaint about any aspect of the Services you received in the Czech Republic, please contact us at globalhealth@myglobalhealth.online with the subject line “Formal Complaint — Czech Republic”. Include your full name, booking reference, date of consultation, and a description of your complaint. We accept complaints in both English and Czech.

As a registered healthcare provider, Global Health is responsible for all complaints relating to services provided in the Czech Republic, whether they concern platform matters or clinical matters.

- Acknowledgement: within 2 business days of receipt.
- Resolution: within 14 business days of receipt.
- Refund (where applicable): within 14 days of the refund decision being confirmed.

CZ-8.2 Česká lékařská komora (ČLČ)

For complaints concerning the professional conduct of a Clinician, you may refer your complaint to the ČLČ:

- Website: www.lkcr.cz
- Address: Lekarska 2, 150 00 Praha 5
- Email: lkcr@lkcr.cz

CZ-8.3 Ministerstvo zdravotnictví ČR (MZČR)

For complaints about the quality of healthcare services provided by a registered healthcare provider, you may contact the MZČR or the relevant regional health authority (krajský úřad):

- Website: www.mzcr.cz

- Address: Palackého nám. 375/4, 128 01 Praha 2

CZ-8.4 Česká obchodní inspekce (ČOI)

For consumer disputes, you may contact the Czech Trade Inspection Authority (ČOI), which provides an alternative dispute resolution service for consumers:

- Website: www.coi.cz
- ADR portal: adr.coi.cz
- Address: Štěpánská 567/15, 120 00 Praha 2

CZ-8.5 Úřad pro ochranu osobních údajů (ÚOÚ)

For data protection complaints, you may contact the ÚOÚ:

- Website: www.uoou.cz
- Address: Pplk. Sochora 27, 170 00 Praha 7
- Email: posta@uoou.cz

CZ-8.6 Online Dispute Resolution

As an EU-based service, Global Health participates in the European Commission's Online Dispute Resolution platform, available at <https://ec.europa.eu/consumers/odr>.

CZ-8.7 Governing law and jurisdiction

This Addendum and any dispute arising from your use of Services in the Czech Republic are governed by the laws of the Czech Republic. Subject to your statutory rights as a consumer and as a patient under Zákon č. 372/2011 Sb., the courts of the Czech Republic have jurisdiction over any such dispute. Under Czech consumer protection law, you may bring proceedings in the courts of your place of residence in the Czech Republic.

CZ-9. Contact Details for the Czech Republic

Global Health — Czech Republic

Global Guest s.r.o. | IČO: 19071680 | IČPE: 11116233

Rybná 24, 110 00 Praha 1, Czech Republic

Email: globalhealth@myglobalhealth.online

Phone: +420 776 713 197

Website: www.myglobalhealth.online