

# D DOT TERMS OF USE

## TERMS OF USE AND USER AGREEMENT

Effective Date: 26-June-2026| Last Updated: 26-June-2026

THESE D DOT TERMS OF USE ARE EFFECTIVE AS OF 26-June-2026.

These Terms of Use and User Agreement constitute a legally binding agreement made between Dexvia Healthcare Private Limited, a company incorporated in India ("Dexvia", "D DOT", "DDOT", "we", "us" or "our"), and you, whether personally or on behalf of another person or entity for whose use you access, purchase, register, install or use any D DOT Product or Service ("you", "your" or "User").

By accessing, downloading, installing, registering for, purchasing, activating, pairing, connecting to, or using any D DOT Website, D DOT App, D DOT Product or D DOT Service, you confirm that you have read, understood and agree to be legally bound by these Terms. You are entitled to use the D DOT Websites, Apps, Products and Services only after you agree to these Terms.

If you do not agree to these Terms, you must not access or use the D DOT Websites, Apps, Products or Services.

## 1. Scope of These Terms

These Terms apply to your use of, including any access to, the following:

Term	Meaning
<b>D DOT Websites</b>	The website located at www.ddot.health and any other website, landing page or web portal operated by or for Dexvia in connection with D DOT.
<b>D DOT Apps</b>	The D DOT mobile applications, web applications, software applications, firmware, dashboards, reports, and related software made available by Dexvia or through app stores or approved distribution channels.
<b>D DOT Products</b>	D DOT CGM, sensors, transmitters, receivers, accessories, packaging, labeling, and any connected or related medical device, wellness device, software-enabled product or future D DOT-branded product made available by Dexvia. Certain products may be manufactured by an OEM or contract manufacturer and imported, distributed, marketed, sold or supported in India by Dexvia.
<b>D DOT Services</b>	Data services, cloud services, app services, connected device services, customer support, reports, AI-generated summaries, wellness features, family sharing, caregiver sharing, doctor collaboration features, notifications, and any other service provided in connection with D DOT Products or Apps.
<b>User Data</b>	Data, content, readings, records, documents, images, reports, health information, wellness entries, device data, account data, feedback and other information submitted, uploaded, generated, collected, stored, processed, analyzed, transmitted or shared through D DOT Websites, Apps, Products or Services.

All of the terms below are part of a single legal agreement between you and Dexvia. Supplemental terms, product labeling, instructions for use, warranty documents, consent forms, privacy notices, safety notices or feature-specific terms may also apply. If there is a conflict between these Terms and product safety labeling or instructions for use, the product safety labeling and instructions for use will control for product safety matters.

## 2. Company Information

D DOT is owned and operated in India by:

Dexvia Healthcare Private Limited

Registered Office: 3rd Floor, Sreshta Primus, Road No. 36, Jubilee Hills, Hyderabad, Telangana 500033, India

Email: support@ddot.health

Website: www.ddot.health

Phone: +91 800 800 2041

Manufacturer and importer details for a specific D DOT Product may be stated on the applicable product labeling, packaging, instructions for use, invoice, warranty card or regulatory documentation. You should retain the product packaging, batch details and purchase proof for warranty, support, regulatory traceability and safety purposes.

## 3. Local Law and Availability

The information and services provided through D DOT Websites, Apps, Products and Services are not intended for distribution to or use by any person or entity in any location where such distribution or use would be contrary to applicable law or regulation, or would subject Dexvia to any registration requirement that has not been satisfied. Users who access D DOT Websites, Apps, Products or Services from outside India do so on their own initiative and are solely responsible for compliance with local laws, if and to the extent local laws apply.

D DOT Products and Services may not be available in all locations, devices, operating systems, languages or clinical settings. Dexvia may restrict access where required by law, safety considerations, regulatory limitations, technical limitations or business reasons.

## 4. Purpose of D DOT Products and Services

D DOT is a digital health and connected monitoring platform designed to assist users in monitoring, organizing, understanding and sharing health-related and wellness-related information. Depending on the product, subscription, region, device compatibility and feature availability, D DOT may include:

- Continuous Glucose Monitoring (CGM)
- Blood glucose tracking
- Medication and insulin tracking
- Activity, exercise, hydration, sleep, mood, stress and energy tracking
- Symptom, menstrual health, bowel movement and urinary health tracking
- Medical record storage and medical report uploads
- AI-generated summaries and reports
- AGP reports, health reports and wellness reports
- Family, caregiver and doctor sharing features

- Notifications, reminders and connected care features

The D DOT Products and Services are intended to support awareness, organization, tracking and communication of information. They do not replace professional medical care, medical judgment, diagnosis, treatment or emergency services.

## 5. D DOT Products and Services Are Not for Medical Decisions

You understand and agree that Dexvia is not a hospital, clinic, healthcare professional, pharmacy, diagnostic laboratory, emergency medical service or provider of professional medical advice. Dexvia does not provide medical diagnosis, medical treatment, clinical interpretation, emergency medical services, professional healthcare services, medication advice, insulin dosing advice or disease management decisions.

Information you read or receive through D DOT Websites, Apps, Products or Services is for general education, information, organization and tracking only. It cannot replace the relationship between a qualified healthcare professional and a patient.

Do NOT use or rely on D DOT Products, Apps, Services, reports, alerts, summaries, dashboards or associated materials for any medical purpose or medical decision without consulting a qualified healthcare professional.

Do NOT rely on D DOT Products, Apps or Services for real-time alarms, time-critical data, emergency detection or emergency response.

Do NOT use or rely on D DOT Products, Apps or Services for treatment decisions, medication changes, insulin dosing, diagnosis, emergency action or as a substitute for professional healthcare judgment.

Any part of the system can fail at any time, including sensors, transmitters, mobile devices, apps, notifications, internet connections, Bluetooth connections, cloud services, app stores, operating systems and third-party services. Always seek the advice of a qualified healthcare professional for medical questions. In a medical emergency, immediately contact local emergency services or go to the nearest emergency department.

## 6. Continuous Glucose Monitoring and Glucose Information

D DOT may support compatible Continuous Glucose Monitoring systems. Depending on product configuration and app availability, the CGM system may provide real-time glucose readings, historical glucose information, glucose trends, AGP reports, high glucose alerts, low glucose alerts, urgent low glucose alerts and calibration functionality.

Current device information, unless changed by applicable product labeling or future product versions:

- Sensor wear duration: 14 days.

- Warm-up period: approximately 60 minutes.

CGM readings may vary from blood glucose meter measurements, laboratory results and symptoms. You must independently verify glucose information using an appropriate blood glucose meter or other method recommended by your healthcare professional whenever readings do not match symptoms, when the app indicates that confirmation is required, when readings appear inaccurate, when the sensor may have failed, or before making any decision that may have significant medical consequences.

Dexvia does not guarantee uninterrupted glucose monitoring, continuous connectivity, uninterrupted sensor performance, uninterrupted app access, uninterrupted cloud sync, exact alert timing, or that every high, low or urgent event will be detected or delivered to you or your selected contacts.

## 7. AI-Generated Content and Reports

D DOT Products and Services may generate automated content using artificial intelligence, machine learning, optical character recognition, rules-based software, algorithms or other automated technologies. Examples may include medical report summaries, health report summaries, weekly reports, monthly reports, AGP summaries, medication adherence reports, wellness reports, visual reports, infographics and explanations based on information uploaded or entered by users.

AI-generated outputs are automatically generated and are not reviewed, validated, approved, supervised, endorsed or verified by physicians, clinicians, nurses, pharmacists or other healthcare professionals before being delivered to users.

AI-generated outputs may be inaccurate, incomplete, outdated, misleading, irrelevant, inappropriate, or based on incomplete or incorrect User Data. They may omit important information, misunderstand uploaded documents, incorrectly extract values, or present information in a way that is not clinically appropriate for your situation.

D DOT AI features are not intended to answer personal health questions, provide medical advice, diagnose conditions, recommend food choices, recommend medication changes, recommend insulin doses, provide treatment plans, or replace healthcare professionals. Where D DOT explains a user-uploaded report, the explanation is informational and should be verified with a qualified healthcare professional.

You must not rely solely on AI-generated outputs for medical, treatment, medication, insulin, diet, exercise, emergency or safety decisions.

## 8. Medical Record Uploads, OCR and Document Processing

D DOT may allow users to upload or store health-related records, including PDF, JPG, PNG, HEIC and other supported formats. The maximum upload size may be limited, including a limit of 20 MB per file unless otherwise changed by Dexvia.

Users may upload laboratory reports, prescriptions, discharge summaries, medical records, diagnostic reports and other documents. D DOT may use OCR and AI technologies to process uploaded documents.

Dexvia does not guarantee OCR accuracy, extraction accuracy, interpretation accuracy, completeness of extracted information, clinical accuracy of summaries, or that uploaded records will be stored, retrieved, displayed or processed without error.

Imaging reports or related files may be stored and viewed through D DOT where supported. Unless expressly stated in a separate product-specific written notice, D DOT does not provide AI-based interpretation of imaging studies or clinical diagnosis based on imaging records.

## 9. Wellness Tracking Features and Health Scores

D DOT may allow users to record and track wellness information such as sleep, stress, mood, energy, hydration, symptoms, menstrual information, activity, exercise, bowel movements and urinary health. This information is for personal tracking, educational purposes and self-awareness only. It does not constitute medical advice, diagnosis, treatment, clinical assessment or risk prediction.

D DOT may generate proprietary health, wellness, adherence or performance scores based on information entered by users or collected through compatible devices. The methodology used to calculate any such score is proprietary to Dexvia and may be modified at any time without notice.

Health scores are intended solely for educational, informational and motivational purposes. You should not make healthcare decisions solely based on any health score, wellness score, adherence score or performance score.

## 10. Eligibility and Account Registration

By using D DOT Websites, Apps, Products or Services, you represent and warrant that:

- you have the legal capacity and authority to agree to these Terms;
- you are at least eighteen (18) years old or have legal authority under applicable law to enter into these Terms;
- if you use D DOT for another person, you have lawful authority to do so and to provide, access and share that person's information;
- all information provided during registration and use is accurate, current and complete;
- you will not access D DOT Websites, Apps, Products or Services through unauthorized automated or non-human means, including bots, scripts, scraping tools or other automated processes;
- you will not use D DOT Websites, Apps, Products or Services for any illegal, unauthorized, harmful or unsafe purpose;
- your use of D DOT Websites, Apps, Products and Services will not violate any applicable law or regulation.

To access certain Services, you may be required to create an account and provide information such as mobile number, OTP verification, name, email address, date of birth, gender, blood group, location information, device details and other information reasonably required for the Services.

You are responsible for maintaining the confidentiality of your account credentials, devices and OTPs. You are responsible for all activity conducted through your account. You must immediately notify Dexvia of any unauthorized use, suspected breach or security concern relating to your account.

## **11. User Data, Privacy and Data Processing**

You agree that Dexvia may collect, access, store, process, analyze, use, transmit and share User Data as necessary to provide, operate, improve, secure, support and comply with legal obligations relating to D DOT Websites, Apps, Products and Services, subject to the D DOT Privacy Policy, consent forms, settings and applicable law.

User Data may include personal information, health information, device data, glucose readings, wellness entries, uploaded documents, report data, account details, support communications, payment or transaction records, consent records, access logs, audit logs and technical information.

User information is intended to be stored on servers controlled by Dexvia and located within India, including primary and backup storage in Hyderabad, Telangana, India, unless otherwise disclosed in the applicable Privacy Policy or required for specific service providers, legal compliance, security, backup, support or continuity purposes.

While Dexvia implements commercially reasonable technical, administrative and organizational safeguards designed to protect User Data, no electronic storage system, software system, cloud service, mobile device, communication channel or internet-based transmission can be guaranteed to be absolutely secure. You acknowledge and accept the inherent risks associated with electronic storage and internet-based transmission of information.

## **12. Data Retention**

Users may delete certain health records, wellness records, uploaded documents and related information through the D DOT Services where such deletion functionality is available. However, Dexvia may retain certain information as required or permitted by applicable law, regulatory obligations, accounting obligations, tax obligations, product traceability requirements, warranty requirements, audit requirements, security requirements, dispute resolution, government requests, court orders or legal proceedings.

Retained information may include name, mobile number, email address, payment records, transaction records, device registration information, warranty records, regulatory traceability records, consent records, access logs, audit logs, legal compliance records and records necessary to protect Dexvia, users or third parties.

Unless a longer retention period is required or permitted by law, Dexvia may retain such records for up to eight (8) years from the date of account closure, final transaction, final device use, final support interaction or other relevant event, whichever is later.

## **13. Sharing With Family, Caregivers, Doctors and Third Parties**

D DOT may allow you to share selected health information with third parties selected by you, including family members, caregivers, friends, physicians, healthcare providers or other authorized individuals. You are solely responsible for deciding who receives access, what information is shared, the duration of access and whether access should be modified or revoked.

Depending on permissions and feature availability, shared information may include live glucose readings, historical glucose data, glucose trends, alerts, medication information, wellness information, health reports, medical records, uploaded documents and AI-generated reports.

By granting access, you expressly authorize Dexvia to share such information with your selected recipients. Dexvia is not responsible for the actions, decisions, disclosures, interpretations, reliance, omissions or conduct of individuals or healthcare professionals to whom you grant access.

D DOT functions solely as a technology platform for information sharing. Dexvia does not provide clinical review, does not verify physician qualifications unless expressly stated, does not supervise treatment and does not guarantee healthcare outcomes. Users remain responsible for healthcare decisions made in consultation with qualified healthcare professionals.

## **14. Notifications, Alerts and Reminders**

D DOT may generate notifications, alerts and reminders, including high glucose alerts, low glucose alerts, urgent low glucose alerts, medication reminders, exercise reminders, hydration reminders, sleep reminders and other notifications.

Notification delivery depends on sensor function, device settings, operating system permissions, app settings, Bluetooth connectivity, internet access, network availability, cloud services, app stores, third-party infrastructure and user configuration. Dexvia does not guarantee delivery, timing, accuracy, receipt or visibility of any notification, alert or reminder.

You remain responsible for monitoring your own health status and seeking medical care when appropriate. You must not rely on D DOT notifications, alerts or reminders as your only method of monitoring, safety management or emergency response.

## **15. Intellectual Property Rights**

Unless otherwise indicated, D DOT Websites, Apps, Products and Services, including all source code, databases, functionality, software, firmware, website designs, app designs, audio, video, text, photographs, graphics, content, reports, templates, algorithms, workflows, visual designs,

user interfaces, trademarks, service marks, trade names, logos and brand elements, are owned or controlled by Dexvia or licensed to Dexvia, and are protected by copyright, trademark and other intellectual property laws.

The D DOT Websites, Apps, Products and Services, content and marks are provided on an "AS IS" and "AS AVAILABLE" basis for your permitted use only. Except as expressly provided in these Terms, no part of D DOT Websites, Apps, Products or Services and no content or marks may be copied, reproduced, aggregated, republished, uploaded, posted, publicly displayed, encoded, translated, distributed, sold, licensed, scraped, reverse engineered, modified, used to train competing systems, or otherwise exploited for any commercial purpose without Dexvia's prior written permission.

Provided that you are eligible to use D DOT Websites, Apps, Products and Services, Dexvia grants you a limited, personal, non-exclusive, non-transferable, non-sublicensable, revocable license to access and use them solely for your personal, lawful, non-commercial use or for the lawful care of a person for whom you are authorized to act. Dexvia reserves all rights not expressly granted.

All trademarks are the property of their respective owners. Use of any trademark, logo or brand element not clearly allowed by these Terms may violate intellectual property laws and automatically revokes your permission to use D DOT Websites, Apps, Products and Services.

## **16. User Contributions and Uploaded Content**

D DOT may allow you to create, submit, upload, transmit, store, process, share or display content and materials, including text, health records, medical reports, prescriptions, images, files, device data, wellness entries, comments, suggestions, feedback, personal information, health information or other material (collectively, "Contributions").

You represent and warrant that you have all rights, permissions, consents and authority necessary to submit, upload, transmit, store, process and share your Contributions through D DOT Websites, Apps, Products and Services. You must not upload unlawful, false, misleading, infringing, harmful, offensive, malicious or unauthorized content.

You retain ownership of your Contributions, subject to the rights granted to Dexvia under these Terms, the Privacy Policy and applicable consent choices. You grant Dexvia a worldwide, non-exclusive, royalty-free license to host, access, store, reproduce, process, analyze, transmit, display, format and use your Contributions as necessary to provide, support, secure, improve and comply with legal obligations relating to D DOT Websites, Apps, Products and Services.

Dexvia is not liable for statements, representations, errors, inaccuracies or omissions in Contributions provided by you or by persons acting through your account or permissions.

## **17. Submissions and Feedback**

Any questions, comments, ideas, suggestions, feedback, feature requests, business proposals or other information regarding D DOT Websites, Apps, Products or Services that you provide to

Dexvia ("Submissions") may be treated as non-confidential unless expressly agreed otherwise in writing by Dexvia.

You agree that Dexvia may use, reproduce, develop, publish, distribute, commercialize and share Submissions for any lawful purpose without acknowledgment, restriction or compensation to you. You warrant that you have the right to provide such Submissions and that they do not infringe the rights of any person.

## **18. Management of D DOT Websites, Apps, Products and Services**

Dexvia reserves the right, but has no obligation, to:

- Monitor D DOT Websites, Apps, Products and Services for violations of these Terms, security risks, misuse, fraud, safety concerns or legal compliance;
- Take appropriate legal, technical or operational action against anyone who violates these Terms or applicable law;
- Restrict access to, limit availability of, disable, remove or refuse any Contributions or account activity where Dexvia reasonably determines that such action is necessary;
- Change, improve, update, patch, replace, suspend, withdraw or discontinue any feature, functionality, integration, report, notification, dashboard, AI tool, app version, firmware version, product support or service;
- Introduce new features or services for which payment, subscription, separate consent or separate terms may be required.

Dexvia may notify users of material changes by any reasonable means, including app notice, website notice, email, SMS, push notification, updated terms, product documentation or support communication. Subject to applicable law, your continued use of the applicable D DOT Product or Service after such change will constitute acceptance of the change. If you do not agree with a change, your remedy is to discontinue use of the applicable D DOT Product or Service.

## **19. Prohibited Activities**

You may not access or use D DOT Websites, Apps, Products or Services for any purpose other than the purpose for which Dexvia makes them available. You will not, and will not permit anyone under your control to, do or attempt to do any of the following:

- Use D DOT Websites, Apps, Products or Services to harm, threaten, abuse, mislead, exploit, stalk, harass or endanger any person or organization;
- Use D DOT Websites, Apps, Products or Services for illegal, unauthorized, unsafe, deceptive, fraudulent or harmful purposes;
- Use D DOT Websites, Apps, Products or Services for commercial purposes, resale, data brokerage, competitive analysis, benchmarking, model training or to benefit any third party without Dexvia's written approval;

- Modify, reroute, bypass, disable or attempt to gain unauthorized access to D DOT Websites, Apps, Products, Services, accounts, systems, servers, APIs, networks or security controls;
- Damage, disable, overburden, interfere with, impair or disrupt D DOT Websites, Apps, Products or Services, or any network, server, device or system connected to them;
- Enable unauthorized third-party applications, devices, software, scripts, bots, plugins, APIs or integrations to access, scrape, copy, modify or interface with D DOT Websites, Apps, Products or Services;
- Share your password, OTP, account credentials or device access in an unauthorized manner, or authorize third-party access unless D DOT provides an approved mechanism;
- Sublicense, sell, rent, lease, assign, transfer or distribute any rights granted under these Terms;
- Modify, copy, adapt, translate, reproduce, make derivative works from, reverse engineer, decompile, disassemble or derive source code from any component of D DOT Websites, Apps, Products or Services, except where such restriction is expressly prohibited by applicable law;
- Frame, mirror, deep-link, scrape, crawl, cache, index, copy or aggregate D DOT content, app screens, reports, databases or user interfaces without Dexvia's written approval;
- Upload viruses, malware, ransomware, spyware, harmful code, unauthorized tracking technologies or content intended to compromise security or privacy;
- Impersonate any person, misrepresent affiliation, create fake accounts, submit false health information, or use another person's data without lawful authority;
- Tamper with sensors, transmitters, apps, firmware, calibration, packaging, batch information, safety labeling, warranty records, regulatory traceability information or product authentication features;
- Use unauthorized software, hardware, repairs, upgrades, downloads, accessories, patches or modifications with D DOT Products or Services;
- Use D DOT Products or Services in any high-risk environment where failure could lead to death, personal injury, medical emergency, property damage or environmental damage.

## 20. Third-Party Devices, Platforms and Services

D DOT Products and Services may depend on or interact with third-party devices, mobile phones, operating systems, app stores, internet service providers, cloud service providers, payment processors, Bluetooth services, wearable devices, health platforms, notification services, email/SMS providers or healthcare systems. Dexvia does not control and is not responsible for third-party products, services, networks, permissions, availability, updates, security, privacy practices, data accuracy, outages or failures.

You are responsible for maintaining compatible devices, operating systems, app versions, connectivity, permissions, security settings and backups. Dexvia does not guarantee compatibility with every mobile device, smartwatch, wearable, browser, operating system, app version or third-party platform.

## **21. Purchases, Fees, Subscriptions, Warranty and Support**

Certain D DOT Products or Services may require payment, subscription, activation, renewal, consumables, accessories or separate support plans. Prices, taxes, shipping, replacement terms, refund terms, subscription terms and cancellation terms may be described at the point of purchase, in invoices, warranty documents, product labeling, support pages, app notices or separate written terms.

Except for any limited warranty expressly included in applicable product labeling, warranty card or written warranty terms, D DOT Products and Services are provided subject to the disclaimers in these Terms. Warranty rights may depend on proof of purchase, batch details, serial number, proper storage, proper use, applicable product labeling, and compliance with instructions for use.

Dexvia may refuse warranty, replacement or support where a product has been misused, tampered with, damaged, used beyond the stated period, stored incorrectly, used with unauthorized accessories or software, used after expiry, used contrary to labeling, or where required information is missing or falsified.

## **22. Changes to These Terms**

Dexvia may update, change or modify these Terms at any time and for any reason. Dexvia may alert users about changes by updating the "Last Updated" date, posting the revised Terms on the D DOT Website or App, or by any other reasonable means. It is your responsibility to periodically review these Terms to stay informed of updates.

Subject to applicable law, you will be deemed to have accepted the revised Terms by continuing to access or use D DOT Websites, Apps, Products or Services after the revised Terms are posted or otherwise made available. If you do not agree to revised Terms, you must discontinue use of D DOT Websites, Apps, Products and Services.

## **23. Modifications, Interruptions and Availability**

Dexvia reserves the right to change, revise, update, patch, suspend, discontinue, remove or otherwise modify all or part of D DOT Websites, Apps, Products or Services at any time, with or without notice, subject to applicable law and safety requirements.

D DOT Websites, Apps, Products and Services may not be available at all times. Dexvia may experience hardware, software, network, cloud, security, regulatory, operational, maintenance or other issues resulting in interruptions, delays, inaccurate data, loss of data, temporary unavailability or errors.

Dexvia will not be liable to you or any third party for any modification, price change, suspension, outage, delay, discontinuance, downtime, error, maintenance activity, incompatibility, data sync

issue, delayed notification or inability to access or use D DOT Websites, Apps, Products or Services, except to the extent liability cannot be excluded under applicable law.

## 24. Term and Termination

These Terms remain in full force and effect while you access or use D DOT Websites, Apps, Products or Services.

To the extent permitted by applicable law, Dexvia may suspend, restrict or terminate your account, access or right to use any D DOT Website, App, Product or Service if Dexvia determines that:

- You have violated these Terms or applicable law;
- Fraudulent, abusive, unsafe or unauthorized activity is suspected;
- Security risks, product safety concerns or privacy risks are identified;
- Continued access may create legal, regulatory, safety, operational or reputational risk;
- Termination or restriction is required by law, court order, regulator, government authority or product safety action.

If you materially violate these Terms, Dexvia may immediately suspend or terminate your access. If your account is terminated or suspended, you may not create another account using your name, a false name, a borrowed name, another person's name, or by acting on behalf of a third party without Dexvia's written consent.

You may discontinue use of D DOT Websites, Apps, Products and Services at any time. Termination does not affect obligations that by their nature should survive, including intellectual property rights, data retention, payment obligations, warranty limitations, disclaimers, limitation of liability, indemnity, dispute resolution and governing law.

## 25. No Warranties

Except to the extent required by applicable law and except for any limited warranty expressly included in applicable product labeling or written warranty terms, D DOT Websites, Apps, Products and Services are provided "AS IS" and "AS AVAILABLE" without warranty of any kind, express, implied or statutory. You use them at your own risk.

- Dexvia disclaims all implied warranties or conditions, including implied warranties of merchantability, fitness for a particular purpose, accuracy, uninterrupted operation, quiet enjoyment, non-infringement, data availability, compatibility and compliance with documentation.
- Dexvia does not warrant that D DOT Websites, Apps, Products, Services, data, reports, AI outputs, OCR outputs, alerts or notifications will meet your requirements, be accurate, be complete, be retrievable, be uninterrupted, be timely, be secure, be error-free, detect all events, or that all errors will be corrected.
- Dexvia does not warrant any third-party device, smart device, wearable, software, service, cloud platform, network, operating system, app store, payment processor, healthcare provider system or third-party data source that you may use in connection with D DOT Products or Services.

- No information or communication, whether oral or written, obtained by you from or through Dexvia, D DOT Products, Apps, Websites or Services will create any warranty not expressly stated in these Terms or applicable written product warranty terms.
- If you are dissatisfied with any portion of D DOT Websites, Apps, Products or Services, your sole remedy, except to the extent required by applicable law, is to discontinue use of that portion.

## 26. Corrections

There may be information on D DOT Websites, Apps, Products or Services that contains typographical errors, inaccuracies or omissions, including descriptions, features, pricing, availability, compatibility, health information, reports, data displays, instructions, support information and other information. Dexvia reserves the right to correct errors, inaccuracies or omissions and to change or update information at any time without prior notice, subject to applicable law and product safety requirements.

## 27. Limitation of Liability

To the maximum extent permitted under applicable law, Dexvia, its affiliates, licensors, suppliers, OEM manufacturers, distributors, service providers, officers, directors, employees, consultants and agents will not be liable for any damages, losses, claims, costs or expenses arising from or relating to D DOT Websites, Apps, Products, Services or these Terms, whether based on warranty, contract, tort, negligence, strict liability, statute or any other legal theory, except where such liability cannot be excluded under applicable law.

Without limiting the above, Dexvia will not be liable for:

- Medical decisions, treatment decisions, medication decisions, insulin decisions, diet decisions, exercise decisions or emergency decisions made by users or third parties;
- Misinterpretation of information, glucose readings, trends, reports, alerts, notifications, AI outputs, OCR outputs, uploaded documents or health scores;
- Sensor errors, device errors, app errors, cloud errors, network failures, Bluetooth failures, notification failures, delayed alerts, missed alerts, operating system issues, third-party failures or data sync issues;
- Data loss caused by user actions, unauthorized access resulting from user credential sharing, account misuse, device loss, device compromise or third-party actions;
- Actions, omissions, advice, diagnosis, treatment, disclosures or reliance by family members, caregivers, friends, healthcare professionals, laboratories, pharmacies, hospitals, third-party platforms or other persons selected or contacted by you;
- Consequential, indirect, incidental, special, punitive, exemplary, unforeseeable or business damages, including loss of data, loss of profits, loss of goodwill, business interruption or loss of opportunity.

Except to the extent prohibited by applicable law, Dexvia's total aggregate liability for all claims arising from or relating to these Terms, D DOT Websites, Apps, Products or Services will not exceed the amount actually paid by you to Dexvia for the specific D DOT Product or Service

giving rise to the claim during the twelve (12) months immediately preceding the event giving rise to liability, or INR 5,000, whichever is higher.

Nothing in these Terms is intended to exclude or limit liability where such exclusion or limitation is not permitted under applicable law, including liability arising directly from fraud, fraudulent misrepresentation, willful misconduct, or any other liability that cannot legally be excluded or limited.

## 28. Your Responsibility and Indemnity

Except to the extent prohibited by applicable law, you agree to indemnify, defend and hold harmless Dexvia, its affiliates, licensors, suppliers, OEM manufacturers, distributors, service providers, officers, directors, employees, consultants and agents from and against any third-party claims, liabilities, damages, losses, costs, expenses and fees, including reasonable attorneys' fees and court costs, arising from or relating to:

- Your Contributions or User Data;
- Your use or misuse of D DOT Websites, Apps, Products or Services;
- Your violation of these Terms;
- Your violation of applicable law;
- Your violation of another person's rights, including privacy, confidentiality, health data, intellectual property or consent rights;
- Your sharing of information with family, caregivers, doctors or other third parties;
- Your unauthorized use of another person's information or account.

## 29. Notices, Questions and Complaints

Except as expressly provided elsewhere in these Terms, Dexvia may provide notices under these Terms by email, SMS, push notification, app notice, website notice, product notice, support communication or other reasonable means. You may provide notices, questions or complaints to Dexvia using the contact details below:

Dexvia Healthcare Private Limited

3rd Floor, Sreshta Primus, Road No. 36, Jubilee Hills, Hyderabad, Telangana 500033, India

Email: [support@ddot.health](mailto:support@ddot.health)

Phone: +91 800 800 2041

Website: [www.ddot.health](http://www.ddot.health)

For product safety concerns, adverse events, suspected device malfunction, warranty questions or regulatory traceability matters, you should retain and provide your invoice, batch number, serial number, sensor details, app version, device model and any relevant screenshots or records.

## 30. Governing Law and Dispute Resolution

These Terms and any dispute, claim, controversy or proceeding arising out of or relating to these Terms, D DOT Websites, Apps, Products or Services, or your relationship with Dexvia, will

be governed by and interpreted in accordance with the laws of India, without regard to conflict of law principles.

Subject to applicable law, the courts located in Hyderabad, Telangana, India will have exclusive jurisdiction over any dispute, claim, controversy or proceeding arising out of or relating to these Terms, D DOT Websites, Apps, Products or Services, or your relationship with Dexvia.

Nothing in this section prevents Dexvia from seeking urgent injunctive, equitable, regulatory, security or product safety relief in any competent jurisdiction where such relief is necessary.

## **31. Severability**

If any provision of these Terms is held to be void, invalid, illegal or unenforceable, that provision will be modified to the minimum extent necessary to make it valid and enforceable while preserving the original intention of the parties to the greatest extent possible. The remaining provisions will remain in full force and effect.

## **32. Assignment**

Dexvia may assign, transfer, subcontract or delegate these Terms, in whole or in part, at any time, including in connection with a merger, acquisition, restructuring, financing, sale of assets, business transfer, product transfer, regulatory requirement or corporate transaction, subject to applicable law. You may not assign or transfer these Terms or any rights or obligations under them without Dexvia's prior written consent.

## **33. Apple App Store and Google Play Terms**

If you download or use any D DOT App from the Apple App Store, Google Play Store or another app distribution platform, you must also comply with the applicable platform terms, usage rules and policies.

For iOS applications, Apple Inc. and its subsidiaries are not parties to these Terms and are not responsible for the D DOT App, its content, maintenance, support, warranty, product claims, regulatory claims or intellectual property claims, except to the extent required by Apple's applicable app store terms. Apple and its subsidiaries may be third-party beneficiaries of these Terms solely to the extent required by applicable Apple terms.

For Android applications, Google LLC and its affiliates are not parties to these Terms and are not responsible for the D DOT App, its content, maintenance, support, warranty, product claims, regulatory claims or intellectual property claims, except to the extent required by Google Play terms.

## **34. Relationship and No Third-Party Beneficiaries**

Your relationship with Dexvia under these Terms is that of an independent user and service provider. Nothing in these Terms creates an agency, employment, partnership, joint venture, fiduciary relationship, doctor-patient relationship, pharmacist-patient relationship or healthcare provider-patient relationship between you and Dexvia.

Except for Dexvia's affiliates, licensors, OEM manufacturers, suppliers, app store operators and service providers where expressly stated or where required by applicable platform terms, there are no third-party beneficiaries to these Terms.

## **35. Entire Agreement**

These Terms, together with the Privacy Policy, applicable consent forms, product labeling, instructions for use, warranty terms, safety notices, purchase terms and any supplemental terms expressly incorporated by reference, constitute the entire agreement between you and Dexvia regarding your use of D DOT Websites, Apps, Products and Services and supersede prior or contemporaneous understandings relating to the same subject matter.

## **36. Acceptance**

By clicking "I Agree", creating an account, activating a device, pairing a sensor, accessing a report, uploading a record, sharing data, purchasing, installing, downloading or using any D DOT Website, App, Product or Service, you acknowledge that you have read, understood and agreed to these Terms.

## **Contact Information**

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