



Terms of Use for the Hands Safe Application

Terms and Conditions

1. GENERAL

1.1. By downloading the Hands Safe application, you agree to be bound by these terms of use. Please review them carefully before use and/or acceptance. We reserve the right to change these app terms at any time by posting a new version on the website.

2. DEFINITIONS

2.1. The Hands Safe application is software provided by Comercial Nacional de Productos Hospitalares (CNPH) and can be used on devices with Apple iOS, Android OS, or computers.

3. DATA PROTECTION AND PRIVACY POLICY

3.1. Any personal information you provide when using the Hands Safe application will not be used by CNPH. All data is protected under the General Data Protection Law (LGPD).

4. BILLING AND CANCELLATION

4.1. The Hands Safe application offers different access options, including paid subscriptions that provide access to all app features.

4.2. Billing Cycle: The Hands Safe application subscription and other charges, such as taxes and transaction fees, are billed according to the chosen payment method. The billing cycle is monthly and is automatically recurring, always on the same date as the plan subscription.

4.2.1. Changing the subscribed plan will not alter the due date.

4.2.2. Payment will only stop upon subscription cancellation by the customer in the application.

4.3. Payment Methods and Charges

4.3.1. Processing: Subscription payment will be processed through the international gateway of Stripe. To use Hands Safe, at least one payment method must be associated with your account.

4.3.2. Payment Failure: If, for any reason, the primary payment method you provided is declined, Hands Safe reserves the right to retry 24 to 72 hours after the initial payment refusal, using the same previously chosen method.

4.3.3. Responsibility: Ensure your payment details are always up-to-date and valid. You are responsible for any unpaid amounts. If a payment fails, your access to Hands Safe may be suspended until you provide a valid payment method.

4.4. Cancellation: Subscription cancellation can be done at any time, with access to the service until the end of the billing period. Payments are non-refundable, even if the subscription is partially used. Hands Safe does not issue refunds for unused content. To cancel, follow the instructions on the My Plan page.



4.5. Price and Subscription Plan Changes: Hands Safe reserves the right to change prices and subscription plans. Changes in subscription fees may occur periodically to enhance the service. Hands Safe can adjust annual subscription fees based on specific indexes. Any changes will be communicated 30 days in advance. If you disagree with the changes, you can cancel the subscription before they take effect.

4.6. Free 7-Day Trial Period: Hands Safe offers new subscribers a 7-day free trial period. During this time, you can explore all app features without financial commitment. After this period, you can choose the plan that best suits your needs and proceed with payment for the selected subscription.

5. USER/SUBSCRIBER/BENEFICIARY RESPONSIBILITIES

5.1. As a User/Subscriber/Beneficiary, you agree that:

5.1.1. You will use the Contents, Services, Products, and Information provided by the Hands Safe application in a manner consistent with all applicable laws and regulations, as well as ethics, morals, and principles of good faith.

5.1.2. You will not post, copy, reproduce, publish, and/or transmit, in whole or in part, any of the Contents, Services, Products, and Information of the application without express consent from CNPH, except for shared content.

5.1.3. You will not defame, abuse, harass, stalk, threaten, or violate the legal rights of other Users/ Subscribers/Beneficiaries.

5.1.4. You will not impersonate any person or entity other than your own identity.

5.1.5. You will not post messages containing illegal, improper, profane, defamatory, obscene, or indecent material.

5.1.6. You will not upload or transmit files that contain viruses, corrupted files, or any other software that may adversely affect the operation of another device.

5.1.7. You will not conduct contests, distribute chain messages, or engage in marketing schemes.

5.1.8. You will not violate any applicable norm, whether local, state, national, or international.

6. USAGE CONDITIONS

6.1. Except for public domain material under Brazilian copyright laws, all material contained in this application is protected by Brazilian copyright laws. You will not reproduce, distribute, copy, modify, reverse engineer, or create derivative works from the application.

6.2. If the application is available to you free of charge, we reserve the right to change or withdraw the application or charge for it according to these app terms.

6.3. You acknowledge that the terms of your contract with your mobile network provider will continue to apply when using the application and that you may be charged by the mobile provider for accessing network connection services.

6.4. If you are not the payer of the mobile phone or portable device account used to access the application, it will be considered that you have received permission from the payer to use the application.



7. AVAILABILITY

7.1. This application is available for mobile devices and personal computers. We will make reasonable efforts to make the application available at all times, but its quality and availability may be affected by factors beyond our reasonable control.

7.2. We do not accept responsibility for the unavailability of the application or for any difficulty in downloading or accessing content due to communication system failures.

8. SYSTEM REQUIREMENTS

8.1. To use the application, you need a compatible mobile phone, portable device, or personal computer, as well as internet access. The application may be updated to add support for new functions and services.

9. TERMINATION

9.1. CNPH may terminate the use of the application at any time by notifying you.

9.2. After termination, you must cease all use of the application.

10. LIMITATION OF LIABILITY

10.1. We are not responsible for losses or damages arising from the use or access to the application, including loss of profits or similar, whether based on contract breach, tort, or other form.

10.2. We are not responsible for damage or changes to your equipment resulting from the installation or use of the application.

11. DISCLAIMER OF WARRANTIES

11.1. The application and software are provided "as is" and "as available" without any warranties.

12. COMPLIANCE WITH APPLICABLE PRIVACY LAWS

12.1. The application complies with Brazil's General Data Protection Law (LGPD – Law No. 13.709/2018).

13. MISCELLANEOUS

13.1. If any provision of these terms is found to be illegal or unenforceable, the other provisions will remain in full force and effect.



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