

Cohort Science Ltd

SMS Terms & Conditions

Effective Date: 23 July 2026

1. Your Consent to Receive SMS Messages

By providing your mobile phone number and opting in, you give your consent to receive informational SMS (text) messages from Cohort Science Ltd (“Cohort Science”, “we”, “us” or “our”), or from service providers acting on our behalf or on behalf of your healthcare provider or research study.

Messages may relate to your care, appointments, services, programme participation, research activities, questionnaires, or other related communications. Messages may be sent using automated technology.

For recipients in the United States: This constitutes your prior express written consent as required under the US Telephone Consumer Protection Act (TCPA) and other applicable US laws.

For recipients in the United Kingdom: These terms are issued in accordance with the Privacy and Electronic Communications Regulations 2003 (PECR) and the UK GDPR. Your consent to receive SMS messages is obtained and recorded in accordance with these regulations.

2. What Messages May Include

Text messages may include:

- Appointment reminders and follow-up communications
- Health questionnaires or surveys
- Information related to your care, services, or research study participation
- Invitations to participate in additional healthcare or research opportunities
- Administrative or support-related communications

Important for US recipients: The majority of these messages are healthcare-related and informational. Any promotional or marketing content will be clearly labelled and requires your separate consent.

Important for UK recipients: Messages are sent on the basis of your consent or as part of a legitimate research programme in which you have agreed to participate. Any marketing messages require your separate prior consent under PECR.

3. Consent and Mobile Number Ownership

By opting in to receive SMS messages, you confirm that:

- The mobile phone number provided belongs to you, or you are authorised to use it
- You consent to receive SMS messages at that number
- You will notify us promptly if your mobile number changes or if you no longer have permission to use the number

4. Message Frequency and Charges

Message frequency may vary depending on your interactions with us and the studies or programmes you are involved in. Message and data rates may apply. Please contact your mobile carrier for details regarding your messaging or data plan.

5. Privacy and Security

SMS messages may not be encrypted and could potentially be accessed by others who have access to your mobile device or mobile service. To help protect your privacy, you should:

- Keep your mobile device secure
- Use password or biometric protection where available
- Avoid sharing messages that contain personal or health information

By opting in, you acknowledge and accept these risks. For full information about how we collect, use and protect personal data, please review our Privacy Notice.

For patients in the United States: This also supports compliance with HIPAA transparency requirements regarding unencrypted SMS communications.

For patients in the United Kingdom: Personal data processed in connection with SMS communications is handled in accordance with the UK GDPR and Data Protection Act 2018.

6. Opting Out

You may opt out of all SMS communications at any time by replying **STOP** to any message. After you send STOP, you may receive one final confirmation message confirming your opt-out status. You will no longer receive any SMS messages from us unless you choose to opt back in by replying **START**.

For assistance, reply **HELP** or contact us using the details below.

7. Carrier Disclaimer

Mobile carriers are not liable for delayed or undelivered messages. SMS delivery is subject to effective transmission by your mobile carrier and network provider.

8. Changes to These Terms

We may update these SMS Terms & Conditions periodically. Updated versions will be available on our website or in our programme materials. Continued opt-in after changes become effective constitutes acceptance of the updated terms.

9. Governing Law

For recipients in the United Kingdom, these terms are governed by the laws of England and Wales and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

For recipients in the United States, these terms are governed by the laws of the State of Delaware and any disputes will be subject to the exclusive jurisdiction of the courts of that state.

10. Issuer and Contact

These SMS Terms & Conditions are issued by:

Cohort Science Ltd (Company No. 13780369)

Registered office: 15 Stukeley Street, London, WC2B 5LT, United Kingdom

uMed Technologies Inc (Delaware, USA) provides certain operational and technical support services in the United States. Both companies are subsidiaries of Umedeor Ltd.

Questions or support:

Email: privacy@cohortscience.org

For full details of how we handle personal data, please see our Privacy Notice at <https://cohortscience.org>