



Terms and Conditions

Last updated: 08/14/2025

1. Identification and Scope of Application

AIM LIFE, LDA. (hereinafter referred to as “AIM Life” or “AIM Cancer Center”), with NIPC 516817930, and headquartered at Start Esposende, Largo Rodrigues Sampaio, N° 37, 4740-218 Esposende, establishes these General Terms and Conditions.

These Terms and Conditions apply to the use of the website. aim.clinic and all services provided by AIM Life, including (but not limited to) consultations and clinical procedures, ESLO training (professional training in oncology), corporate programs within the scope of AIM Corporate Health and scientific research activities conducted by AIM Life.

By using the AIM Life website or any service, the user, patient, trainee, or partner entity (hereinafter referred to as “User”) declares that they have read, understood, and agree to comply with these Terms and Conditions, as well as all applicable laws and regulations. If the User does not agree with any of these conditions, they should refrain from using the AIM Life website or services.

2. Acceptance and Changes to Terms

Acceptance: Access and use of the website aim.clinic or AIM Life services imply the User’s acceptance of these Terms and Conditions. This acceptance constitutes a binding agreement between the User and AIM Life.

Changes: AIM Life reserves the right to change, add to, update, or delete, in whole or in part, these Terms and Conditions at any time and without prior notice. Any changes will take effect immediately upon their online posting. AIM Life will make reasonable efforts

to notify all users of any material changes to these Terms and Conditions. However, the User should periodically check this page for any updates. If the User does not agree with any modification to the Terms, they must cease using the website and services. Continued use of the services after the posting of changes constitutes acceptance of those changes.

3. Services Provided by AIM Life

AIM Life offers a variety of healthcare services, including:

- **Website and Online Portal:** Through the website aim.clinic, users can obtain information about AIM Life's activities and services, schedule medical appointments, schedule video consultations (teleconsultations), and access information about professional training and events. Some areas of the website may require User registration and login.
- **Consultations and Clinical Procedures:** Specialized clinical services (particularly in oncology and integrative health) provided by qualified healthcare professionals, including remote consultations (telemedicine), and occasional clinical interventions or treatments. These services are provided in accordance with applicable clinical and ethical standards.
- **ESLO Training:** Professional training, continuing education, and e-learning programs in oncology (and other healthcare fields) provided by AIM Life (known as ESLO – European School of Lifestyle Oncology). These include online courses, in-person sessions, conferences, workshops, and other training events for healthcare professionals and the general public.
- **AIM Corporate Health Programs:** Occupational health and corporate wellness programs offered to companies, including services such as health screenings, employee assessment consultations, health and lifestyle workshops, ongoing medical monitoring, and more. These programs are contractually agreed upon between AIM Life and the client company, benefiting the company's employees.
- **Scientific Research:** Research activities and clinical trials in the field of oncology and health sciences, promoted or co-organized by AIM Life, in which patients or volunteers may participate voluntarily and subject to appropriate informed consent and approval by an Ethics Committee.

These Terms are intended to comprehensively regulate all the situations described above. However, certain services may be governed by specific conditions or additional agreements (e.g., contracts entered into with companies within the scope of corporate programs, informed consent forms for clinical procedures, or specific terms for participation in scientific studies). In such situations, these Terms apply subsidiarily and in addition to the specific conditions agreed upon.

4. Access to the Website and Digital Platform

Access to the website aim.clinic is generally free and does not require prior registration for basic navigation. However, certain features (such as booking services, accessing a reserved customer area, or accessing online course content) may require user registration and authentication using their own credentials.

AIM Life may suspend or restrict access to the website, in whole or in part, at any time, in particular for maintenance, updates, or security reasons. AIM Life reserves the exclusive right to temporarily or permanently close the website or any functionality thereof at any time, at its sole discretion, without prior notice.

The User is responsible for ensuring the technical conditions necessary to access the website and online services (computer equipment, internet connection, updated software, etc.). AIM Life makes every effort to ensure that the website operates continuously and securely, but does not guarantee that there will be no interruptions or operating errors, nor that the website will be permanently and infallibly available.

Use of Cookies and Session Data: The website may use cookies or similar technologies to improve the browsing experience, in accordance with the AIM Life Privacy and Cookies Policy.

5. Website Usage Rules

When using the website aim.clinic and other AIM Life digital platforms, the User undertakes to:

- **Proper use:** Do not use the website for illegal, fraudulent, false, threatening, abusive, defamatory, obscene, or discriminatory purposes or content. In particular,

the User must not introduce content that violates third-party rights, including intellectual property rights, privacy, or other personal rights.

- **System integrity:** Refrain from inserting or spreading computer viruses, worms, malware, Trojan horses, or any other malicious code or programs that may damage or interfere with the normal functioning of the AIM Life website or systems. Any attempted attack or misuse of the system will result in suspension of access and the offender's liability.
- **Veracity of data:** Provide true, up-to-date, and complete information on registration forms, service booking forms, or other forms available on the website. Users must not falsely assume the identity of another person or use third-party personal data without authorization.
- **Respect for AIM Life and third parties:** Refrain from engaging in any acts that could harm the image, reputation, or rights of AIM Life, its employees, partners, or other Users. This includes refraining from any use of the website that intentionally overloads the infrastructure or interferes with other Users' access.

In case of violation of these rules, AIM Life reserves the right to suspend or block the offending User's access to the website and services, as well as to take appropriate legal action.

6. Scheduling, Cancellation and Refund Policy

This section establishes the booking and cancellation conditions applicable to the different services provided by AIM Life:

6.1 Consultations and Clinical Services

- All medical appointments must be scheduled in advance through the website or by telephone or other channels provided for this purpose. After the appointment request, AIM Life will confirm the date, time, and other details of the appointment to the User.
- AIM Life confirms each scheduled appointment in advance and may request additional information or relevant clinical documentation from the User before the appointment takes place.
- **Cancellations by the User:** Appointment cancellations are accepted free of charge up to 24 hours before the scheduled date/time. Cancellations must be

communicated through the available means (cancellation option on the portal, phone, or email).

- Cancellations communicated less than 24 hours in advance, as well as the User's failure to appear for the appointment without prior notice, give AIM Life the right to charge the full amount of the consultation not carried out, unless the User demonstrates just cause for failure to appear (for example, proven medical emergency).
- **Cancellations by AIM Life:** If AIM Life (or the healthcare professional) needs to cancel or postpone an appointment (for example, due to force majeure, doctor unavailability, technical issues with a teleconsultation, etc.), the User will be informed as soon as possible. In such cases, a rescheduling for a new convenient date/time will be offered; if this is not possible or the User prefers, a full refund of any amounts already paid for the canceled appointment will be issued.
- **Delays and waiting times:** AIM Life makes every effort to meet scheduled appointment times. For remote consultations, the User must connect at the scheduled time, tolerating a reasonable delay on both sides. If technical issues prevent the teleconsultation from taking place, the parties will agree to retry or reschedule at no additional cost.
- **Payment:** Unless otherwise agreed, consultations must be paid for by the User or responsible entity in accordance with the current price list. AIM Life may require prepayment at the time of booking or guarantee payment through a convention/insurer, where applicable. Payment information provided will be treated in accordance with the Privacy Policy.

6.2 Vocational Training (ESLO)

- Participation in AIM Life courses, e-learning modules or other training activities requires prior registration and, where applicable, payment of the respective tuition or registration fees in accordance with the conditions announced for each training course.
- **Registration Confirmation:** After enrollment, AIM Life will confirm acceptance to the student. If a candidate selection process is conducted and the student is not selected, 100% of the tuition fee will be refunded.

- **Cancellation by the trainee/client (withdrawal):** The trainee (or the entity funding the training) may cancel their enrollment without penalty up to 14 days after signing the training contract (enrollment), by clearly communicating their decision in writing (letter or email), indicating their full name and the course in question. In this case, AIM Life will refund 100% of the amount paid for the course, provided the trainee has not started the training or accessed the online content during this 14-day period.
- During the period between registration and the end of the free cancellation period (14 days), the trainee must not access the training sessions or content (if already available) if they wish to cancel. If they do so and subsequently request cancellation within the 14 days, they will lose the right to a refund, as they have already received the training service.
- **Late cancellations:** After the 14-day period or outside the above conditions, no refunds will be made in the event of withdrawal by the trainee. If the trainee decides to withdraw or suspend the training after the indicated deadlines, they are responsible for paying the full amount due until the end of the current contract period. No refunds will be made, and if there are any monthly fees due until the end of the training or the actual withdrawal date, these must be settled by the trainee or client entity.
- **Cancellation by AIM Life:** AIM Life reserves the right to cancel or move a training session forward if a minimum number of participants is not reached or for organizational reasons (e.g., trainer unavailability, logistical issues). In these cases, registrants will be informed and refunded 100% of the amount paid, unless they choose to keep the credit for a new date or another equivalent training session. AIM Life is not responsible for other costs incurred by the trainee (such as transportation and accommodation) in the event of a training cancellation, but undertakes to provide as much advance notice as possible.
- **Frequency and access:** The student undertakes not to share their access credentials to the e-learning platform or course materials with third parties. Access to digital content is personal and non-transferable, and its unauthorized reproduction or distribution is prohibited (see also Intellectual Property Rights below).

- **Absence or abandonment:** Failure by the trainee to attend training sessions (in person or remotely) or abandoning the training course without prior notice does not confer the right to a refund of the amounts paid.

6.3 Congresses, Events and Workshops

- For in-person events (such as congresses, conferences, and workshops) organized by AIM Life, registration is typically required and may be paid in advance. Due to logistical planning, cancellations with refunds for in-person events are not accepted after registration has been completed, unless the event is canceled by the organizer.
- If, due to force majeure, the User is unable to attend an in-person event for which they have registered, they must contact AIM Life as soon as possible. AIM Life may consider replacing the participant with another participant indicated by the User, or other specific solutions at its discretion, but there is no obligation to provide a refund in this case.
- If an event is cancelled or postponed by AIM Life (for organisational reasons, unavailability of speakers, etc.), registrants will be informed and will be entitled to a full refund of the registration fees paid, unless they agree to transfer their registration to a new event date.

6.4 AIM Corporate Health Programs

- In partnerships with companies for corporate health programs, the conditions for scheduling and canceling services will be established in the specific contract with the client company.
- In general, the client company must centralize appointment requests or provide employees with access to scheduling platforms as agreed. Employees must provide at least 24 (twenty-four) hours' notice of cancellations or rescheduling through designated channels, with the same no-show policies as those for individual appointments applying in principle (the company may bear the cost of appointments not canceled in a timely manner).
- AIM Life is committed to making every effort to accommodate rescheduling requests made by the company or employees, within operational limits.

- If an employee benefiting from a corporate program fails to attend a scheduled appointment or examination without prior notice within the required timeframe, AIM Life will inform the client company for internal management purposes (e.g., possibly charging the company for unjustified absences, as per the contract). The employee's specific health data will not be shared with the company without their consent, respecting clinical confidentiality (see Data Protection section).
- **Program Cancellation:** If a company wishes to cancel or suspend an ongoing corporate program, it should review the applicable contractual terms (there will typically be notice periods and settlement of accounts for services already provided). Similarly, AIM Life reserves the right to terminate a corporate contract early due to the other party's breach of contract or for justified reasons, upon adequate written notice as provided in the contract.

7. Informed Consent and Clinical Procedures

AIM Life adheres to the legal and ethical principles regarding informed consent in healthcare provision. Specifically:

- **Mandatory consent:** No medical procedure or clinical treatment will be performed without the free and informed consent of the patient (or their legal representative, in the case of incapacity or minors), except in exceptional circumstances provided for by law (e.g., life-threatening emergencies in which the patient is unable to express consent). AIM Life healthcare professionals are obliged to provide patients with adequate, clear, and understandable information about the diagnosis, treatment options, and the risks and benefits involved, so that they can make an informed decision.
- **Form of consent:** Informed consent may be obtained in writing whenever required, using specific forms that detail the procedure and collect the patient's signature. In routine consultations or low-risk procedures, consent may be verbal, but must still be preceded by the necessary explanation. AIM Life maintains a record of the informed consents provided, in compliance with legal regulations.
- **Telemedicine:** In the case of remote consultations (teleconsultations) or telemonitoring, by accepting a remote consultation, the User also consents to this healthcare model. AIM Life guarantees that teleconsultations comply with the guidelines of the Portuguese Medical Association and other authorities for

telemedicine. The User will be informed of the limitations inherent in a remote consultation (e.g., the impossibility of a complete physical examination) and must follow the healthcare professional's instructions during the call. At any time, if the physician deems an in-person examination or referral necessary, they will explain this to the patient and may recommend an in-person consultation.

- **Right of refusal or second opinion:** The patient/user has the right to refuse a proposed treatment or procedure, as well as to seek a second medical opinion. AIM Life will seek to clarify any questions the patient may have, but will respect their choices and preferences in line with the user's right to self-determination.
- **Minors and incapacitated persons:** In the case of minors or patients incapable of expressing their will, authorization from their legal guardians will be requested in accordance with the law. AIM Life strictly adheres to legal standards regarding consent in pediatric patients and the protection of incapacitated adults.
- **Physical exercise/Pilates:** Within the scope of physical exercise, Pilates, functional rehabilitation or other physical activity programmes, including when carried out remotely, the User acknowledges that remote supervision entails inherent limitations when compared to in-person observation, namely with regard to the assessment of movement execution, posture, the physical condition of the location where the session is held, and other circumstances liable to influence the practice of the activity.

The User is responsible for ensuring that they have an adequate and safe space for carrying out remote sessions, free from obstacles or other factors liable to compromise their safety.

The User is responsible for ensuring that they are in adequate physical and health condition for the practice of the proposed activity.

The User undertakes to inform the professional in advance, and in any event before the start of each session, of any contraindication, pain, discomfort, functional limitation, worsening of symptoms or change in their state of health liable to influence their participation, and must further report immediately any symptom or discomfort that arises during the session. The User is responsible for the accuracy, completeness and updating of the information they provide.

Without prejudice to the User's duty to provide information, whenever, in accordance with their technical and professional judgement and the available information, the professional considers that conditions exist which may compromise the safety of the practice, the professional may adapt, interrupt, suspend or refuse to carry out the session, as well as recommend a medical assessment or in-person observation.

AIM is liable solely for damages resulting from facts legally attributable to it, including cases of proven professional negligence, in accordance with the applicable legislation and civil liability coverage. Excluded from the scope of AIM's liability are events arising from pre-existing health conditions, from failure to comply with the guidance provided by the professionals, from improper use of equipment, from the unsuitability of the space, or from the risks normally associated with the practice of exercise.

8. Participation in Scientific Research

As part of its mission, AIM Life may engage in research projects, clinical studies, or scientific trials. Patient participation in these activities is governed by the following principles:

- **Voluntariness:** Participation in any scientific study or research project is entirely voluntary. No user is forced or automatically included in research without their explicit consent. Refusal to participate in no way affects the quality of clinical care provided by AIM Life outside of the study.
- **Specific Informed Consent:** In addition to the general health care consent, the potential participant will be presented with a study-specific Informed Consent Form, explaining in accessible language the research objectives, procedures involved, potential benefits, risks, and discomforts, as well as the participant's rights. Only after all questions have been clarified and signed consent has been obtained will the participant be formally included in the study.
- **Ethics Approval:** All studies involving human subjects promoted by AIM Life will be conducted within the strictest limits of the law. AIM Life complies with national and international ethical guidelines for good clinical practice in research.
- **Confidentiality of Research Data:** Personal and clinical data collected for research purposes will be treated with strict confidentiality and in compliance with

the GDPR and other applicable legislation. Whenever possible, data will be anonymized or pseudonymized to protect the privacy of participants. Study results may be published in scientific journals or at conferences, but under no circumstances will the identity of participants be revealed unless they expressly consent to the contrary.

- **No cost for participants:** Unless otherwise specified in the informed consent, participation in studies will not entail any additional costs for the participant, nor will they normally be entitled to financial compensation (except for reimbursement of expenses such as travel, where provided). If any incentive or compensation is provided, this will be clarified in advance during the consent process.
- **Right of withdrawal:** Participants may withdraw from the study at any time, even after giving consent, simply by expressing their desire to do so. This withdrawal does not require justification and will not affect the participant's regular clinical follow-up. AIM Life will ensure that there are no negative repercussions on the therapeutic relationship or continuity of care for those who choose not to participate or withdraw from a study.

9. Personal Data Protection and Privacy (GDPR)

AIM Life places great importance on protecting Users' personal data, especially when dealing with health data, which is considered a special category of sensitive data under Article 9 of the General Data Protection Regulation (GDPR). The following principles apply in this regard:

- **Data Controller:** AIM Life, LDA. is the entity responsible for processing the personal data provided by Users within the scope of the services provided. All AIM Life information and contact details for privacy matters are available in the Privacy Policy, available at [website](#).
- **Purposes of Collection:** The personal data collected serves legitimate and explicit purposes, such as: scheduling and providing healthcare, maintaining the patient's clinical record, billing and collecting for services, enrolling and attending training courses, managing participation in corporate programs or scientific studies, communicating with the User for appointments or sending results, and complying with legal obligations.

- **Health Data:** Any information relating to a person's physical or mental health, past, present, or future—including diagnoses, treatments, medical history, and test results—is treated with the utmost confidentiality, in accordance with the duty of professional medical secrecy and the GDPR regulations. This data will only be used for purposes directly related to the provision of healthcare to the data subject (or for research purposes, if consented to) and will never be disclosed to third parties without the data subject's consent, except as required by law or by order of a competent authority.
- **Legal Basis for Processing:** Most data processing by AIM Life is based on the need to perform a contract (e.g., providing a consultation service requested by the patient) or to comply with legal obligations in the healthcare field. Where applicable, the data subject's consent will be obtained – for example, for marketing purposes (sending newsletters) or to participate in scientific research. The User has the right to withdraw optional consent at any time, without prejudice to any processing already carried out.
- **Conservation:** Personal data will be retained only for the period strictly necessary. Clinical data may have legal retention periods. Training or customer data will be retained for the duration of the contractual relationship and subsequent obligations (billing, warranties, etc.), or as per current consent for optional purposes.
- **Rights of Holders:** AIM Life is committed to respecting the rights of data subjects under the GDPR. For more information about your rights regarding your data, please consult the AIM Life Privacy Policy on the AIM website. Please note that, due to the nature of healthcare services, some requests (such as deletion of clinical data) may not be fully complied with due to legal retention obligations or public health interests (you will be informed in these cases).
- **Security Measures:** AIM Life implements appropriate technical and organizational measures to protect personal data against destruction, loss, alteration, disclosure, or unauthorized access. This includes secure storage of clinical data in computer systems with access controls, encryption of sensitive information whenever possible, secure protocols (HTTPS) on the website, confidentiality guaranteed by all employees, and ongoing data protection training. In the event of a security breach that seriously compromises personal data, AIM

Life undertakes to report the incident to the competent authorities (CNPD) and the data subjects, as required by the GDPR.

- **Privacy Policy:** More detailed information about AIM Life's processing of personal data is described in the Privacy Policy and Cookie Policy available on the website. We recommend reading this supplementary document. For anything not described in these Terms, the provisions of AIM Life's Privacy Policy apply, which is considered an integral part of these Terms by reference.

10. Intellectual Property Rights

All content made available by AIM Life – whether on the website, in training materials, scientific publications or any other media – is protected by intellectual property rights (copyright, related rights, trademark, design, etc.) and is owned by AIM Life, LDA. or third parties who have licensed its use to AIM Life.

In particular:

- The design of the aim.clinic website, texts, images, graphics, logos, icons, audio/video clips, software and database, as well as the selection and organization of such content, are the property of AIM Life (or partner entities) and are protected by applicable copyright and industrial property laws.
- **Teaching and scientific materials:** ESLO courses and training provide trainees with materials that, unless otherwise indicated, are prepared by AIM Life and its trainers. These materials are made available exclusively for the personal and educational use of those enrolled, and no ownership or commercial exploitation license is transferred to them. Users are prohibited from copying, reproducing, distributing, publishing, or making these contents available to third parties without AIM Life's prior written authorization. Recording classes or sessions is also prohibited without consent.
- The User is not authorized to modify, rent, lend, sell, assign, or create derivative works from any content obtained from AIM Life without authorization. Mere use of the services or access to the materials does not grant the User any rights over them, other than the right to use them under the contracted terms.
- **Distinctive marks and signs:** “AIM Life,” “AIM Cancer Center,” its logo, and other trademarks or trade names displayed on the website or in communications

are the property of AIM Life (or third parties, where indicated). Nothing in these Terms shall be construed as granting you permission to use any AIM Life trademarks, logos, or names, except as necessary to identify AIM Life services during your legitimate use of them. Any misuse or unauthorized use of trademarks or content may result in civil and/or criminal liability.

- **User Contributions:** If you submit content to the AIM Life website or platforms (comments, feedback, suggestions, testimonials, or other content), you warrant that such content does not violate third-party rights or is unlawful. You grant AIM Life a non-exclusive, royalty-free, universal, and transferable license to use, reproduce, or adapt such content within the scope of AIM Life's activities. AIM Life reserves the right to remove any User content that violates these Terms or third-party rights.

11. AIM Life's Liability and Limitation of Warranties

AIM Life adheres to the highest quality standards in the provision of its services. However, in legal terms, and within the limits permitted by law, the following is established regarding liability:

- **Website information:** The informational content available on the website (e.g., health articles, service descriptions) is primarily intended to clarify and inform Users about AIM Life's activities and services. While we strive to keep the information accurate, up-to-date, and complete, this content does not constitute personalized medical advice nor does it establish a doctor-patient relationship. For specific medical advice tailored to your individual situation, you should always consult a qualified healthcare professional directly. AIM Life assumes no responsibility for actions taken based on generic information on the website without professional consultation.
- **Efforts and quality of services:** AIM Life ensures that clinical services will be provided by duly qualified professionals registered with the relevant professional associations (Ordem dos Médicos, Ordem dos Enfermeiros, or others, as applicable), in compliance with current legal and ethical obligations. However, AIM Life does not guarantee specific results in medical or therapeutic procedures — for example, it does not guarantee the cure of a disease or the absolute success of a given treatment — but it does guarantee that care will be provided diligently

and in accordance with best practices. When providing educational services, AIM Life is committed to providing quality content, but it does not guarantee that trainees will achieve certain results or certifications simply by attending the training courses.

- **Limitation of liability for damages:** To the maximum extent permitted by law, AIM Life shall not be liable for any indirect, incidental, special, or consequential damages suffered by the User or third parties as a result of the use of its services or the website. This includes, for example, loss of data, lost profits, loss of business opportunities, or loss of reputation, which are not directly the result of gross negligence or willful misconduct on the part of AIM Life.
- **Medical liability:** Civil liability for any errors or omissions in the provision of healthcare will be determined under applicable Portuguese law. AIM Life and its professionals hold professional liability insurance as required by the Statute of the Portuguese Medical Association and related legislation. However, and without prejudice to patients' legal rights, any compensation due due to AIM Life's liability will not exceed the legally established limits and/or the maximum amounts covered by mandatory insurance.
- **Specific exclusions:** AIM Life cannot be held liable for: (a) technical failures of the website or teleconsultation platforms that temporarily prevent the use of the services (although we will make efforts to promptly resolve any failures); (b) acts or omissions of the User, including incorrect or incomplete clinical information provided by the patient, or failure to comply with medical recommendations; (c) damages resulting from force majeure or events beyond the control of AIM Life, such as natural disasters, telecommunications interruptions, sophisticated cyber attacks despite security measures, etc.
- **Products and third parties:** If AIM Life, as part of training or clinical recommendations, recommends third-party products, medications, devices, or services, this information is for informational purposes only. AIM Life assumes no responsibility for third-party products purchased by the User, nor for the content of third-party websites to which it may provide links (see the Links to Third Parties section below). The User must follow the instructions of the manufacturer or supplier of the products; AIM Life is not responsible for any defects or damage resulting from the use of these products.

- **Maximum liability amount:** Without prejudice to mandatory legal provisions to the contrary, AIM Life's overall liability to the User for events arising from the performance or use of the services covered by these Terms will be limited to the amount actually paid by the User for the service giving rise to the claim for compensation. This clause applies to contractual and non-contractual liabilities, to the extent permitted by law, and does not affect the consumer's non-transferable rights.

Nothing in these Terms is intended to exclude or limit AIM Life's liability in the event of willful misconduct or other situations where such limitation is prohibited by law. In short, AIM Life will be liable under general law, but will benefit from all permitted limitations of liability, as outlined above and in applicable special legislation.

12. Links to Third Party Websites

The website aim.clinic may include hyperlinks to external websites belonging to other entities. These links are provided solely for the User's convenience or information. AIM Life has no control over the content of these third-party websites, nor does it operate them, nor does it necessarily endorse the information, products, or services described therein.

Therefore, AIM Life assumes no responsibility for the content, policies, practices, or performance of third-party websites accessible through links on its website. Use of these links is at the sole risk and responsibility of the User. We recommend that the User read the terms of use and privacy policies of any other websites visited through links provided on the website aim.clinic.

AIM Life reserves the right to request the removal of unauthorized links to its website, created by third parties, which may, in its opinion, harm its image or activity.

13. Suspension and Termination of Services

AIM Life may temporarily suspend the provision of a specific service, or terminate (end) the contractual relationship with the User, in the following circumstances, with adequate notice where possible:

- **Failure to comply with the Terms:** If the User seriously or repeatedly violates these Terms and Conditions (e.g., abusive use of the platform, persistent failure to pay for services due, or improper disclosure of confidential or proprietary materials), AIM Life may suspend the User's access to the services or even terminate the contract, where applicable, for just cause. Prior to termination, AIM Life will make efforts to notify the User and allow for correction (“warning letter”), unless the severity of the violation justifies immediate termination.
- **Security or Legal Reasons:** A service may be suspended immediately (e.g., access to ESLO Courses may be interrupted) if security vulnerabilities or unauthorized access are detected, or if an order is issued by a competent authority. In such cases, AIM Life will attempt to restore the service as soon as security is guaranteed or the legal order is complied with.
- **Discontinuation of services:** AIM Life reserves the right, for business management reasons, to discontinue the provision of certain services or close certain units/activities. If, for example, it decides to close a recurring training program or stop offering teleconsultations for a specialty, and if the User has ongoing contracts involving such services, AIM Life will inform you as far in advance as possible, proposing alternative solutions (such as transfer to another equivalent program or refund of amounts paid for future services not provided).
- **Effects of termination:** If the contractual relationship is terminated, the User's rights to use the corresponding services will cease. The User remains obligated to pay any amounts due for services already used. The clauses of these Terms that, by their nature, should continue to be effective after termination (confidentiality obligations, limitations of liability, dispute resolution agreements, among others) will remain in effect.

14. General Provisions

14.1 Partial Validity

If any provision of these Terms and Conditions is found to be invalid, illegal, or unenforceable by a competent authority (such as a court), such invalidity will not affect the validity of the remaining provisions. The affected clause will be enforced to the maximum extent permissible, reflecting the original intention of the parties, and the remaining conditions will remain in full force and effect.

14.2 Communications

For contractual and legal purposes, the User agrees that AIM Life's communications will preferably be made electronically (to the email address provided, through notifications in the reserved area of the website, or other digital channels). Whenever these Terms or the law require "written form," this requirement is deemed satisfied by electronic communication. However, other means may be used where appropriate. The User must keep the contact information provided to AIM Life up to date.

14.3 Applicable Law

The formation, validity, execution and interpretation of these Terms and Conditions, as well as all relationships arising therefrom, are governed by Portuguese Law, in particular by the legislation applicable to contracts for the provision of health and consumer services in force.

14.4 Alternative Dispute Resolution

In the event of a dispute arising from the provision of AIM Life services or the interpretation of these Terms, the parties undertake to make efforts to reach an amicable resolution. The User may submit any complaint through AIM Life's contacts or through the following: [form](#). AIM Life will seek to respond and resolve the complaint internally within a reasonable timeframe.

If a satisfactory solution is not obtained, the User (if he/she legally qualifies as a consumer, in the context of the dispute) has the right to resort to Alternative Consumer Dispute Resolution (ADR) mechanisms, such as mediation, conciliation or arbitration, in accordance with the Law.

AIM Life will inform the User, at their request or whenever legally required, about the available RAL entity(ies) competent to assess the conflict, indicating their name, contact details and website.

In any case, the possibility of appealing to the judicial courts remains, but the parties recognize that prior mediation can lead to a faster and less costly resolution.

For issues arising from the provision of healthcare, the User also has the right to file a complaint with the Health Regulatory Authority (ERS) or the corresponding professional association. These mechanisms do not exclude legal action, but can be used in a complementary manner.

14.5 Competent Forum

In the absence of a resolution through amicable means or ADR, the jurisdiction of the District of Braga, Portugal, shall be competent to resolve any disputes arising from the validity, interpretation, or execution of these Terms and Conditions, with express waiver of any other jurisdiction. This choice of jurisdiction shall not prejudice the application of mandatory rules of territorial jurisdiction resulting from consumer protection law, should the User have that status and choose to sue in another legally admissible jurisdiction.

14.6 Last Update

These Terms and Conditions were last reviewed and updated on August 14, 2025 (fully replacing previous versions). The current version is always available on the AIM Life website. In case of doubt regarding the interpretation of these Terms, the version written in Portuguese (Portuguese) will prevail.

For any questions or requests for clarification regarding these Terms and Conditions, the User may contact AIM Life via email geral@aim.clinicor or of the [contact form](#). AIM Life thanks you for your trust in our services and remains at your disposal for any further clarification.