

Blood Spot Ltd — Terms & Conditions

1. Who We Are

1.1 **Blood Spot Ltd** is a private company limited by shares, registered in Ireland under company number **789736**, with its registered office at **Unit 3, The Green Shopping Center, Dunboyne, County Meath, A86RX48, Ireland**. Blood Spot Ltd provides blood sample collection and health screening services to customers.

1.2 Blood Spot Ltd works in partnership with **Randox Laboratories Limited** (trading as **RCLS**), a company registered in Northern Ireland under company number **NI015738**, with its registered office at Ardmore, 55 Diamond Road, Crumlin, Co. Antrim, BT29 4QY. Randox Laboratories Limited is appointed as our partner laboratory to process samples and deliver laboratory analysis services. Randox Laboratories Limited is solely responsible for conducting laboratory testing and for the accuracy and validity of the test results provided.

2. Our Engagement

2.1 Service Contract

The contract relates to the blood sample collection and health screening facilitation service provided by Blood Spot Ltd to you, the customer, in exchange for the price paid by you. The laboratory analysis of your blood sample is conducted by our appointed partner, Randox Laboratories Limited.

2.2 “You”

“You” means the customer who accesses our website, attends a scheduled blood draw appointment at one of our approved locations, or contacts us through any official channel and intends to place or has placed an order for our phlebotomy services and associated laboratory test results supply (“Service”).

2.3 Non-Emergency Use

You should not use our Service in any medical emergency, or if you have a health condition that you know requires a physical examination, urgent care, or in-person medical diagnosis. Blood Spot Ltd specialises in preventative wellbeing and screening support — it is not an acute medical or emergency service.

2.4 Not a Substitute for Primary Care

Blood Spot Ltd does not operate as an acute primary care or diagnostic medical practice and should not be used as a replacement for professional medical advice, diagnosis, or treatment provided by qualified healthcare professionals. You accept and consent that the information you provide to Blood Spot Ltd may be shared securely with Randox Laboratories Limited to facilitate the preparation and delivery of your test results.

3. Refund Policy

3.1 Right to Cancel

You have the right to cancel your appointment with Blood Spot Ltd. A full refund, including any deposit paid, will only be issued where the patient cancels the appointment at least 24 hours prior to the scheduled appointment time.

Where cancellation is made less than 24 hours before the scheduled appointment time, and the full service amount has been paid, only the remaining balance excluding the deposit will be refunded. The deposit in such cases is non-refundable.

If Blood Spot Ltd has already begun providing part of the service — including but not limited to the blood draw appointment or associated preparation — the refund amount may be reduced to account for the value of services already supplied to you up to the point of cancellation. This amount will be calculated proportionally based on the total price paid for the full service.

3.2 Consumer Rights

You are also entitled to request a refund under applicable consumer law if Blood Spot Ltd does not perform the phlebotomy service with reasonable care and skill, or within the agreed timeframes.

3.3 Statutory Rights

The rights described in this agreement do not affect your statutory rights or other legal rights under consumer law or common law. These include, for example, your right to seek damages for foreseeable loss resulting from negligence or breach of contract by Blood Spot Ltd.

3.4 How to Request a Refund

To request a refund, please send the following information by email to info@bloodspot.org:

I/We* hereby give notice that I/We* cancel my/our* contract for the supply of the following service:

Order number:

Ordered on: [DD/MM/YYYY]

4. Privacy Policy

Name:

4.1 Commitment to Data Protection

Blood Spot Ltd takes its data protection obligations extremely seriously. We apply the principles of data protection by design and by default to all our systems and processes. We collect only the personal information necessary to deliver our services to you, and we are committed to transparency and data minimisation. Personally identifiable information is deleted as soon as reasonably practicable after it is no longer required for the original purpose to which you consented, and in any event, no later than 30 days from completion of processing. Any biological samples collected by Blood Spot are securely passed to our partner laboratory for analysis and are disposed of responsibly after testing. They are not retained or used for any other purpose without your explicit consent.

4.2 Personal Data We Collect or Hold About You

We collect personal data as part of our online booking and testing process. Registration is essential for all testing and for the reporting of results. You must complete these details and confirm your acceptance of this Privacy Policy.

The information we collect during registration may include:

- The unique registration number (URN) on your test kit
- Your full name
- Your date of birth
- Biological sex
- Your email address
- Your country or nationality
- Your telephone number
- The date your sample was collected
- Your full home address (including postcode)

We will not collect any information that we, or our relevant third-party partners, do not need. Any third parties engaged by Blood Spot Ltd to assist in providing our services are bound by the same data protection obligations.

4.3 How We Use Your Information

We will only use your personal data when the law allows us to do so. Most commonly, we use your personal data on one or more of the following grounds:

- To perform the contract we have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- To comply with a legal obligation, such as reporting requirements to public health agencies or other authorities as required by law.

Where we process your health data, we do so on the basis of your explicit consent, your vital interests, public interest, medical diagnostic reasons, or preventative or occupational health purposes.

If you wish, you may withdraw your consent to our processing at any time by contacting us at **info@bloodspot.org**.

After your sample has been sent to us, please check your email (including junk/spam) regularly for your test report. Blood Spot Ltd is not responsible for the security of any third-party email domains you provide.

Personal data and test results are held securely on controlled computer systems. Our booking and registration system is managed using the **LatePoint** platform on our secure WordPress hosting infrastructure.

We may also create aggregated, anonymised data for research or service improvement purposes, but such data does not identify you personally. We do not use your personal data for marketing unless you have separately opted in.

5. Governing Law and Jurisdiction

5.1 These terms and conditions — and any disputes, controversies, claims, or legal proceedings arising out of or in connection with them, or with the use of this website and our services — shall be governed by and construed in accordance with the laws of **Ireland**.

5.2 The courts of **Ireland** shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these terms and conditions, their subject matter, or formation.

6. Payment Terms

6.1 Payments for our services can be made either in full through our secure online booking system (powered by Stripe) **or** by paying a **€25 deposit** at the time of booking, with the remaining balance due at the time of your appointment.

6.2 The full service price must be paid in full before any laboratory processing is carried out, but the remaining balance may be settled at the appointment after the blood draw has been performed.

6.3 The prices displayed on our website are the final prices payable by you and include all applicable taxes and charges.

6.4 We accept major credit and debit cards for online payments, and we also accept cash payments for any balance due at the time of your appointment.

6.5 If you believe you have been incorrectly charged or wish to dispute a payment, please contact us directly at **info@bloodspot.org** before contacting your card provider or bank. We will aim to resolve any payment disputes promptly and fairly.

7. Other Limitations

7.1 Medical professionals or practitioners may hold differing but reasonable clinical opinions regarding the same medical conditions, symptoms, or test results. The fact that two or more practitioners may provide different interpretations does not mean that our services, or those of our laboratory partner, are defective. Blood Spot Ltd is not liable for any medical information, opinions, or advice provided by independent medical practitioners or third-party healthcare providers.

7.2 We do not tolerate any abusive, threatening, or offensive behaviour towards our staff, representatives, or partner practitioners. We reserve the right to refuse service or communication with any customer who engages in such behaviour.

7.3 To the fullest extent permitted by applicable law, Blood Spot Ltd shall not be liable for any indirect, consequential, special, or incidental losses or damages arising out of or in connection with the use of our services, except where liability cannot be lawfully excluded.
