



Zapped limited (Zapped.org.uk) also known as ZappedSkin is an online dermatology service that aims to provide easy access to specialist care for patients suffering from a variety of skin conditions.

Our services are provided by consultant dermatologists who are on the general medical council specialist register. By using our services, you commission our dermatologists to deliver Zapped services to you in line with these terms and conditions.

Zapped is not intended for use in emergency situations. IF YOU BELIEVE THAT YOU OR THE PERSON YOU ARE ASSISTING IS IN AN EMERGENCY SITUATION YOU SHOULD IMMEDIATELY DIAL 999 OR SEEK ALTERNATIVE EMERGENCY MEDICAL SERVICES.

YOU SHOULD CALL 999 in a critical or life-threatening situation, for example:

Difficulty breathing

Severe bleeding which can't be stopped
Severe chest pain

Loss of consciousness
Acute confused state or fit

If you believe someone may be having a heart attack or stroke.

These Terms

- a. These terms and the documents referenced in them create a legal agreement between you ("you") and Zapped Ltd, a company registered in England and Wales under company number 12121415, whose registered office is at 85 Great Portland Street, First floor, London, HA8 8BN ("we", "us" or "our") in relation to the Zapped website at Zapped.org.uk. The healthcare professional listing and payment

collection services made available in the site are referred together in these terms as the "Service".

- b. **You agree that you are a private individual at least 18 years old and are present in the UK at the time you use the Service. Use of the Service by anyone under the age of 18 requires a guardian to be present.**

- c. We reserve the right to update these terms from time to time by posting the updated version at that Zapped.org.uk. We may do so because we change the nature of our products or services, for technical or legal reasons, or because the needs of our business have changed. You agree that if you do not accept any amendment to our terms then you shall immediately stop accessing and/or using the Service.

- d. **The medical services in respect of which details are listed on the Service are promoted and provided by Zapped limited and the relevant healthcare professional you book a consultation with.** Our role and responsibility are to ensure that all registered dermatologists meet Zapped recruitment process to ensure safe and efficient delivery of care and to ensure that infrastructure to deliver such services is maintained to meet the relevant regulatory and legislative requirements.

- e. **All Zapped services are delivered remotely Online through a secure video link. Zapped does not offer face to face in person consultations. By agreeing to these terms and conditions, you consent to have our services delivered to you remotely and not in person.**

- f. Zapped is an Online dermatology service. You should not use Zapped service for any other conditions not related to skin.

- g. To ensure that we deliver a safe remote service to you, Zapped limited might need to contact your registered GP to get information about your past medical history, your current medications, and your

allergies. This is a prerequisite to register to use Zapped services and by agreeing to these terms and conditions you provide a consent for Zapped to contact your GP when needed.

- h. Zapped limited needs to collect certain information about you to ensure that the service we provide is safe and efficient. This includes some personal information about you, your health conditions, your medications, and any other relevant information needed to provide our services to you. Zapped limited will ensure that all this information is stored securely and not shared with anyone without your authorisation. Our healthcare professional might share this information without your consent ONLY if they have serious concerns about you or the public.
- i. Currently our services are intended for patients with a registered address in the UK only. You might use our services from outside the UK ONLY if you normally reside in the UK and the address you used to register with us is in the UK. Zapped limited cannot take responsibility for any laws outside the UK regarding access to our services.
- j. Upon registering to use our services, Zapped limited will verify your ID and your address. This is to ensure that our healthcare professionals are treating the right person and that we meet the regulation of our regulatory body. Zapped limited reserve the right not to provide access to the platform if the service user ID and address cannot be verified.

Meaning of Particular Terms

For ease of reference the following terms shall have the following meanings in these Service Terms of Use:

- a. "Booking" means a contract for the provision of a Consultation entered into between you and Zapped limited by means of the Service;
- b. "Consultation" means remote online consultation with a healthcare professional registered with Zapped limited;

- c. "Healthcare professional Listing" means a listing in the Service setting out a description of the Healthcare professional, the price for the Consultation;
- d. "Minimum System Requirements" means a stable broadband or 4G internet connection and any further requirements notified to you during the registration process;
- e. "you" and "your" means any person who browses our Zapped website or uses the Service.

Services provided

The services provided by Zapped limited and what you need to check before using them.

1. Our services are provided via remote and online communication methods such as video consultations.
Our services include:
 - A. Online consultations with consultant dermatologists
 - B. Blood tests
 - C. Prescriptions
2. Our services are for patients with skin conditions that are deemed safe to treat online by the treating consultant dermatologist. The dermatologist reserves the right not to treat if the skin condition is deemed not safe to treat online. The dermatologist will guide you regarding the safe options and where to seek the appropriate medical help.
3. Our services are primarily provided in English but we will always try to help you to see a dermatologist who suits your particular needs, however, we can only provide a closest match and cannot promise that you will be able to see a healthcare professional who can speak your native language or who has direct experience of the culture or country in which you live or have grown up.
4. We will try our best to provide our services with the reasonable skill and care of qualified and experienced professionals. If you believe that our services have not met this standard, then please contact us to let us

know. We will treat your concerns seriously. Should we agree that standards are not being met, we will be happy to fix, refund or re-perform the service we have provided.

5. All of our practitioners are consultant dermatologists registered in the UK, in good standing with the professional associations to which they belong and who have committed to provide services in accordance with clinical best practice and applicable professional standards.
6. Zapped limited place emphasis on linking back to your local primary care services to ensure that your GP is updated with any treatment you are receiving and to collect clinical information needed to provide a safe service to you.

Zapped limited reserve the right to deny access to its platform for service users who do not wish to consent for Zapped to contact their GP. Zapped limited can refuse to provide a service if we choose, without any further reason other than you refusing to provide us with details of a local medical primary care service.

7. Zapped Dermatologists will not prescribe medicines unless it is, in their professional opinion, in the best interests of their patient. Certain medications can only be prescribed if you can commit to having the right monitoring and follow ups. Zapped dermatologists reserve the right NOT to prescribe medications if you cannot commit to Zapped monitoring and follow up programmes.
8. We protect your personal healthcare information in accordance with our privacy policy and applicable standards on the handling of personal data in the UK.

Bookings

1. Healthcare professionals working with Zapped limited will schedule the duration of each booking which is usually 15 or 25 min. The Healthcare professional may request that you book a further consultation if it appears that is necessary for him or her to give a medical opinion.
2. You are responsible for ensuring that the premises in respect of which you book the Consultation are suitable, safe and lawful for

the purposes of the Consultation. If they are not then, among any other rights or remedies of us, the Healthcare professional will be entitled to refuse to provide the Consultation and you will not be refunded the Consultation charge.

3. Once you book a Consultation through the Service in accordance with these Service Terms of Use and the Healthcare professional Listing, we will take payment for it on behalf of the Healthcare professional.
4. We require our Healthcare professionals to ensure that all information provided by them in a Healthcare professional Listing is accurate, complete and not misleading in any way.
5. As a consumer, you may have legal rights against the Healthcare professional in relation to any Consultation that is not provided in accordance with reasonable skill and care, or his/her medical professional obligations, or if the Consultation is not as described in the Healthcare professional Listing. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office. Nothing in these Service Terms of Use will affect your statutory rights.
6. You are not under any obligation to purchase any ongoing goods or services by virtue of booking a consultation however certain medications require monitoring, investigations and follow up and the healthcare professional reserves the right not to treat or prescribe if you cannot commit to the required monitoring programme.

Cancellations

- 1- Where you cancel a booking within 10 minutes of you and the Healthcare professional agreeing a Booking, you will receive a full refund of the agreed charges.
- 2- Additionally, if you are a consumer, you have the right under consumer legislation to cancel Bookings which are not SAME DAY Bookings up until 6 hours before the scheduled time of the Consultation (but no later in

any event than 14 days from the date the Booking was agreed). You acknowledge that this right to cancel does not apply to SAME DAY Bookings, as by making a SAME DAY booking you have asked the Healthcare professional for Online Consultation for the purposes of urgent health maintenance.

- 3- In exceptional circumstances the Healthcare professional may need to cancel the Booking due to unforeseen circumstances, you will be notified and refunded the Consultation charge as quickly as possible in the event of cancellation by a Healthcare professional.

Online Consultations

1. In place of a physical in-person Consultation, you and the Healthcare professional may agree to the Healthcare professional's providing an Online Consultation.
2. We require Healthcare professionals not proceed with any Online Consultation in the absence of your clear, informed, explicit consent to the conducting of an Online Consultation in place of an in-person Consultation.
3. We require healthcare professionals not proceed with any online consultation in the absence of your clear, informed, explicit consent to contact your primary healthcare provider (your registered GP)
4. In the event that the Healthcare professional considers that an Online Consultation is not sufficient or suitable in light of the Patient's reported medical issue, we require that the Healthcare professional recommend to you that a physical in-person consultation should be arranged either with the Healthcare professional or another medical professional.
5. As with all Consultations, do not request an Online Consultation if you are in an emergency, critical or life-threatening situation.
6. In addition to the Minimum System Requirements, use of Zapped platform may require additional system requirements in respect of the device used to receive the Online Consultation. Zapped limited will

inform you if such additional requirements are needed through email prior to your consultation.

Request for another person to attend the consultation with you:

We understand that some people might find receiving care quite distressing and that they might need the support from family members, friends or carers when receiving care. You can request for another person to attend the consultation with you, however you need to inform Zapped limited in advance that you will not be attending the consultation alone and you should give details of the person who will be attending with you.

Zapped limited reserve the right not to proceed with the consultation if another person is attending without previously informing Zapped upon booking of your consultation.

You can request for a chaperone to attend your consultation as well and this will be arranged by Zapped limited. You need to inform Zapped in advance if you require a chaperone and Zapped limited will try its best to accommodate such a request. Occasionally Zapped limited might not be able to arrange for a chaperone to attend the consultation, in such case, Zapped limited will inform you before your consultation take place and will offer to rebook the consultation on a later date.

Payment for Consultations.

1. When you agree a Booking with Zapped limited by means of clicking 'Book', you have created a binding contract with Zapped for delivery of the Consultation in exchange for payment of the agreed charges.
2. You are responsible for ensuring that you are available to meet the Healthcare professional Online at the time specified in the Booking. To

be clear, if you are unavailable to meet with the Healthcare professional at the agreed time, you will not be entitled to a refund of the charges paid in respect of the Booking.

3. Payments are taken by means of our payment service provider (currently PayPal). By making a Booking you agree to us and our payment service provider to authorise or reserve a charge on your payment card or other payment method for the charges agreed in respect of any Booking, immediately for collection of the funds. Our payment processor is solely responsible for its performance of card processing and their related services. The processing of any such payments will be subject to that third-party's terms of service and privacy policies. We cannot accept any liability for any damages (whether direct or indirect) caused as a result of any act or omission of our payment service provider. Our payment processor may not support all payment methods, currencies or locations.
4. By agreeing to these Terms, you agree to be bound by PayPal Terms of Service. Their terms of service are here <https://www.paypal.com/uk/webapps/mpp/ua/useragreement-full>. Any breach of those terms will be treated as a breach of these Terms.
5. When making a Booking you will have access to the Healthcare professional's charges for the duration of the Consultation. The duration of the Consultation is measured from the time that the Healthcare professional arrives at the premises you specify in the Booking or the time of commencement of the Online Consultation which is usually 15 or 25 min.
6. We do not accept insurance or other health coverage as payment and the charges for a Consultation may not be covered under any health benefit plan or insurance coverage plan. You will be fully responsible for all fees incurred by you through your use of the Service. You are solely responsible for all Consultations.

Use of the Service.

1. Whilst you are in compliance with these terms, we grant you a non-exclusive, non-transferable, personal, revocable limited licence to access and use the Service (but not the related object and source code) for your own personal private use, in each case provided that such use is in accordance with these terms. You agree not to use the Service for anything else.
2. You are responsible for the internet connection and/or mobile charges that you may incur for using the Service. You must ask your internet access provider or mobile operator if you don't know what these charges will be, before you use the Service.
3. We have the right to suspend, withdraw or modify the Service (in whole or in part) without liability to you in the following circumstances:
for technical reasons (such as maintenance, or technical difficulties experienced by us or on the internet); to allow us to improve the usability or functionality of the Service; where we have legal reasons for doing so (including privacy or other legal objections to the content or functionality of the Service); because it is no longer economically viable or efficient to provide the Service.
4. You acknowledge that the healthcare professional is obliged to make notes of any Consultation. These notes will be accessible through your Zapped platform account.
5. You agree that you will (and you will take full responsibility to ensure that no other person present at the Consultation will):
 - a. not use any abusive language to any healthcare professional;
 - b. not request any other service from the healthcare professional other than that specified by or related to the Booking;
 - c. provide the healthcare professional with a safe Online working environment and not act in any manner which is or which could reasonably be considered by the healthcare professional to be sexual, threatening, harassing, intimidating, or aggressive, or which might make the healthcare professional uncomfortable;

- d. ensure that you are not intoxicated at the time of the Consultation; and
 - e. Not attempt to make any payment (in cash or otherwise) to the healthcare professional other than through the Service.
6. Without limiting the rights of us, if you do not abide by the terms of this Section, the healthcare professional will be entitled to cancel or end the Consultation and not refund any charges to you.
 7. To use the Service, you will need to use a computer which meets the Minimum System Requirement.

Accounts

1. If you set up a user account with us, you agree that you shall take all steps necessary to protect your log in details and keep them secret. You agree that you shall not give your log in details to anyone else or allow anyone else to use your log in details or account.
2. If you fail to keep your login details confidential, or if you deliberately or unintentionally share your login details or account with someone else, you accept full responsibility for the consequences of this and agree to fully compensate us for any losses or harm that may result.
3. We will not be responsible to you for any loss that you suffer as a result of an unauthorised person accessing your account and using the Service and we accept no responsibility for any losses or harm resulting from its unauthorised use, whether fraudulently or otherwise.
4. If you notice an unauthorised use or breach of your user account, you must notify us immediately at support@zapped.org.uk.

DISCLAIMER - No Warranty regarding the Service

1. Your rights as a consumer are unaffected by these terms. You acknowledge that we cannot reasonably guarantee, and do not guarantee, that the Service will always work properly.
2. If you are not a consumer, the Service is provided "as is" and without warranty of any kind. To the maximum extent permitted by law, we disclaim any and all warranties, express or implied, in relation to

satisfactory quality or fitness for a particular purpose.

Your conduct in relation to the Service

- I. You must comply with all laws in your use of the Service.
- II. You must at all times abide by Zapped limited Privacy policy.

Your breach of these terms

- I. We reserve the right to suspend or terminate your access to the Service(including by deleting your account) if we reasonably believe that you are in material breach of these terms (including by repeated minor breaches). Any significant breach, including any breach which is likely to be considered a material breach.
- II. You agree to compensate us, according to law, for all losses, harm, claims and expenses that may arise from any breach of these terms by you.

LIMITATION OF LIABILITY - IMPORTANT – PLEASE READ CAREFULLY

- a. We accept liability for death or personal injury resulting from our negligence or that of our employees or agents, and for losses or harm caused by fraud by us or our agents, or any other liability which may not by law be excluded.
- b. We only supply the Service for your own private use. You agree not to use the Service in the course of any business or for any commercial, business or re-sale purpose. We therefore have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- c. We are not responsible for:

- I. Any losses in relation to your receiving or not receiving the Consultation (including the Doctor not attending the Consultation);
 - II. losses or harm not caused by our breach of these terms or negligence; or
 - III. losses or harm which are not reasonably foreseeable by you and us at the time of you agreeing to these terms including those losses which happen as a side effect of foreseeable losses. This could include loss of data, loss of opportunity, service interruption, mobile device failure or financial loss; or
 - IV. Technical failures or the lack of availability of the Service, and/or social media channels linked to the Service.
- d. We will provide the Service with the same skill and care as other similar service providers, but you acknowledge that your only right with respect to any problems or dissatisfaction with any of the Service is to discontinue your use of that Service and we are not responsible or liable for any interruptions or errors that you may experience while using the Service.

Intellectual property

- a. You acknowledge that all copyright, trademarks (including 'Zapped' and the Zapped logo), and other intellectual property rights in and relating to the Service are owned by us or licensed to us by our partners.
- b. You must not copy, distribute, make available to the public or create any derivative work from the Service or any part of the Service unless we have first agreed to this in writing. You must not use any Zapped trademarks (including 'Zapped' and the Zapped logo), or other

intellectual property rights in and relating to the Service without our prior written consent.

- c. If you submit comments, ideas, or feedback to us, you agree that we can use them without any restriction or compensation to you. If we accept your submission, we do not waive any rights to use similar or related ideas or feedback previously known to us, developed by our employees, or obtained from sources other than you.

To help us provide the best possible service, Zapped limited needs to gather some information from you. You must ensure that:

1. any information you give to us is accurate and in comprehensible English or in the language that it has been agreed that the consultation will take place;
2. if you have any concerns about the services, we provide you or any information on the website, you seek further medical advice from your GP or another medical professional;
3. you follow any instructions you are given by our consultants;
4. you follow any instructions regarding the use of any medicines or other health care products we recommend or prescribe
5. You follow our monitoring programme and commit for follow ups recommended by your treating dermatologist;
6. you report any adverse or unexpected effects of treatments, that we have recommended, to us;
7. you keep any medicines prescribed out of the reach of children and in a secure environment;
8. you inform us if any information that you have given to us becomes incomplete or false;
9. you use our services only for yourself.
10. Our services and consultations are conducted according to your specific needs, as such please do not register multiple times for our services.

Prescribing medicines

How medicines are prescribed to you

1. Our services are provided by qualified dermatologists registered with the UK's General Medical Council who are permitted to prescribe medicines without meeting the patient face to face. If we provide you with prescriptions, they will be private prescriptions unless otherwise stated during your consultation with the consultant. You will incur the cost of the medicine(s) prescribed. This price is set independently by the pharmacy and not by Zapped. The patient is in no way obliged to get the prescribed medicine from a particular pharmacy. The General Medical Council registration numbers of all Zapped dermatologists are available upon request. All practitioners who dispense medicine have signed up to the General Medical Council's policies on remote medical prescriptions and the standards of quality and safety as laid out by the Care Quality Commission, copies of which can be found at [here](#) and [here](#).
2. Should you choose to collect your own prescribed medication and have the prescription sent to your address, we shall make reasonable effort to send a prescription acceptable to a recognised pharmacy close to your address.
3. Should you choose to have us send a prescription directly to a pharmacy, we will use reasonable efforts to deliver the prescription to the pharmacy of your choice promptly but we are not connected with and have no control over or responsibility for any individual pharmacy, their policies in relation to acceptance or otherwise of prescriptions, opening hours, cost or availability of medicines prescribed.
4. The dispensing chemists are independent of our organisation and, to the extent permitted by law, we disclaim responsibility for their acts and omissions.
5. You may be asked to show photo ID during a video consultation to enable our dermatologists to confirm your identity before prescribing certain medication. ID we are able to accept:
 1. UK passport
 2. Current EU/EEA passport, photo driving licence or identity card.
 3. All other current signed passports, with a valid UK Visa where applicable.

4. UK Armed Forces ID Card.
 5. Biometric Residence Permit.
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6. We will be unable to offer a private prescription to any patient who has not given consent to share information with their GP. This includes your consent for Zapped to obtain a copy of your health summary.

Price and payment

1. We make an initial fee of £125 for all of our adult consultation services. This pays for up to 25 minutes with a consultant dermatologist and 40 minutes with a clinical psychologist or a nutritionist and a resultant letter to you and/or your primary medical health provider (GP).
2. Initial appointments can be made automatically, via the website
3. After your initial appointment, you may need a follow up appointment. You will always be required to have a follow up appointment if the consultant agrees to prescribe medication for you.
4. The consultant will then agree the follow up appointment time and date with you at the end of your consultation and you will receive an invoice for the appointment by email.
5. Follow up appointments cost £99 and take up to 15 minutes with a consultant dermatologist and 25 minutes with a clinical psychologist or a nutritionist. A follow up letter is included in this fee.
6. The payment for any consultation is always payable prior to the appointment. If we do not receive payment before the time of the appointment, with funds cleared into our bank, the appointment will be cancelled or postponed.

7. Should there be a charge for extra time or for other items such as a private prescription, you will receive an invoice and be asked to make the payment via our admin service.
8. If your appointment lasts longer than the allotted time, you will be liable for a charge of £3 per minute for the extra time taken, however, it is at the discretion of the consultant as to whether they seek to collect this fee.
9. If you opt to take one of our treatment packages, a separate agreement needs to be signed before the services included in the package can be delivered to you.

Complaints and Disputes

What to do if you have a complaint with regards to our services or disagree with us about anything in these terms

You can always give us feedback on our services by contacting us at support@zapped.org.uk.

Please tell us about any complaints you might have as soon as possible, so we are able to resolve it as soon as possible.

If you have a complaint, we may ask you for certain details about you and your complaint in order to address it. Please provide these as soon as possible so that we can handle your complaint quickly.

Our consultants are registered healthcare professionals and so shall deal with any complaints appropriately as per our complaint procedure.

We will investigate any complaint and keep you updated on the results of the investigation.

We shall also discuss the investigation with you. If we are in the wrong, we shall apologise to you.

If the subject of your complaint is to do with the professional standards or behaviour of one of our consultants and we are unable to satisfy you that we have dealt with it appropriately, you can report your concerns or make a complaint to the GMC [here](#).

If any disagreement between you and us arises in connection with these terms, we will attempt to resolve it by discussing it with you.

You may also submit a disagreement with us for online resolution to the European Online Dispute Resolution platform [here](#).

These Terms are governed by English law. This means that any dispute or claim arising out of it will be governed by English law and the courts in England and Wales will have exclusive jurisdiction over it.

Other terms

Other provisions explaining how we may exercise our rights under these terms

1. We may transfer our rights and obligations under these terms to another organisation, but we will always notify you in writing if this happens, and this will not affect your rights under these terms.
2. Our services are personalised and so you may only transfer your rights or obligations to another person if we agree to it.
3. Only you can enforce the agreement between you and us.

Privacy

We are registered with the Information Commissioners as a data controller in the United Kingdom.

We will only collect, process, use and share your personal information in accordance with our Privacy Policy and as set out in these terms. By using the Service, you give your consent to us collecting, processing, using and sharing your personal data in this way. If you do not agree to **our privacy policy**, you should not access and/or use the Service.

We may use any feedback or comments you make in respect of the Service or any Doctor in our marketing material. We will not use your name unless we get your prior consent to do so.

Links

We may link to third party products or services from the Service, including to other healthcare or skin product websites. You understand that we make no promises regarding any content, goods or services provided by such third parties. We are also not responsible to you in relation to any losses or harm caused by such third parties. You understand that when you provide data to such third parties you are providing it in accordance with their privacy policy (if

any) and our **own privacy policy** does not apply in relation to that data.

Questions about these terms

- k. If you have any questions about these terms or the Service, you may contact us by email at Support@zapped.org.uk

Zapped Acceptable Use Policy

You agree that you will not:

1. use the Service to harm anyone or to cause offence to or harass any person;
2. use another person or entity's email address in order to sign up to use the Service;
3. use the Service for fraudulent or abusive purposes (including, without limitation, by using the Service to impersonate any person or entity, or otherwise misrepresent your affiliation with a person, entity or the Service);
4. use the Service for any commercial or business purpose or for the benefit of any third party or to send unsolicited communications;
5. remove or amend any proprietary notices or other ownership information from the Service;
6. interfere with or disrupt the Service or servers or networks that provide the Service;
7. except as permitted by law, attempt to decompile, reverse engineer, disassemble or hack any of the Service, or to defeat or overcome any of our encryption technologies or security measures or data transmitted, processed or stored by us;
8. 'spider', 'harvest', 'scrape' or collect any information about or regarding other people that use the Service, including, but not limited to any personal data or information (including by uploading anything that collects information such as 'spyware');

9. disrupt the normal operation of the Service or do anything which is likely to have a negative effect on other users' ability to use the Service;
10. disobey any requirements or regulations of mobile networks connected to the Service;
11. use the Service in violation of any applicable law or regulatory requirement;
12. attempt to get around technological measures designed to control access to, or elements of, the Service;
13. claim that you are associated with or endorsed by Zapped unless you have entered into a written agreement with Zapped to that effect;
14. republish in bulk any information derived from use of Zapped;
15. "White-label" or otherwise hold yourself out as the originating provider of Zapped or any material or processes contained in it;
16. tamper with, disable or override (or attempt to do any of those things) any security component or process of Zapped;
17. use any technical or other means or process means to "mirror", "frame", "scrape," "crawl" or "spider" any web pages or other services contained in the Zapped service;
18. attempt to or actually access the healthcare professional Listings by any means other than through the Service. An example of such other means is attempting to access Zapped via software-as-a-service platforms that aggregate access to multiple services, which include Zapped; or
19. use the Service in any other way not permitted by these terms.