GENERAL TERMS AND CONDITIONS OF USE

Effective as of: 1 April 2026
Service Provider: Soteosaajat Oy (Business ID 3470845-3)
Service: Arwia, hereinafter referred to as the "Service"

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1. General

These Terms of Use apply to the use of the Service and are binding on all users. The Service may be used by:

- **Social and healthcare service providers** (hereinafter referred to as the "Service Producer")
- **Purchasers of services provided by Service Producers and persons making appointments** (hereinafter referred to as the "Customer")

By using the Service, the user accepts these Terms of Use.

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2. Description of the Service

The Service operates as a platform where:

- Service Producers may offer their social and healthcare services to customers
- Customers may book service appointments, compare service providers and later pay for services
- The Service Provider acts solely as a technical platform and **is not a provider of care or services, nor an assessor of service needs**

Any agreement made through the Service is concluded **between the Service Producer and the Customer.**

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3. Role of the Service

The Service Provider:

- provides a technical platform (Arwia) for appointment bookings
- is not responsible for the qualifications, legality or content of services provided by Service Producers. The registration of the Service Producer as a healthcare service provider is verified when the Service Producer begins using the Service. If the Service Producer's education, qualifications or service content change, the Service

Producer is obligated to notify the Service Provider and update this information in the Service. The Service Provider does not monitor qualifications or training.
- is not responsible for any damages arising from treatment or service relationships

The Service Producer is responsible for ensuring that:

- it has the necessary education, permits and authorizations
- the information it provides is up to date and accurate

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4. User Obligations

The user undertakes to:

- provide correct personal information
- use the Service in accordance with applicable laws
- not interfere with the operation of the Service

In addition, the Service Producer undertakes to comply with:

- data protection legislation
- professional requirements applicable in the social and healthcare sector
- professional confidentiality obligations

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5. Fees and Cancellation Terms

The prices of services displayed in the Service are determined by the Service Producer. The Service Provider reserves the right to change its pricing.

The platform does not charge private customers any fees for booking appointments or other activities carried out on the platform.

The Customer's rights to cancel or modify bookings are governed by the cancellation terms set by the Service Producer. The cancellation terms are specified in the booking information. By making a booking, the Customer agrees to the cancellation terms defined by the Service Producer.

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6. Intellectual Property Rights

The name of the Service, the software, texts, images and other content are the property of the Service Provider.

The user may use the Service only for its intended and customary purposes.

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7. Limitation of Liability

The Service Provider is not liable for:

- the actions of Service Producers
- treatment errors
- service interruptions
- technical malfunctions
- unsuitability for any particular purpose

The liability of the Service Provider is limited to the maximum extent permitted under the Consumer Protection Act and other mandatory legislation.

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8. Amendments to the Terms of Use

The Service Provider reserves the right to amend these Terms of Use. Any changes will be communicated within the Service.

Continued use of the Service after such changes constitutes acceptance of the amended terms.

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9. Permissions and Consents

Upon commencing use of the Service, the Customer grants the Service permission to send messages related to the use of the Service via text message, email, or both.

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10. Governing Law and Dispute Resolution

Governing law: **Finnish law**

Any disputes shall be resolved in the district court of the Service Provider's domicile, unless mandatory legislation provides otherwise.