



Patient Consent

Please send your authorisation to
customerserviceuk@electrocore.com
or call 0800 678 5632

Privacy Notice

Your doctor is the controller of your personal information (including but not limited to, NHS ID, device ID, and related order information (“ID Information”). Your personal information will be shared with electroCore and its business partners, agents and distributors, together “electroCore,” in order to a) supply you with gammaCore and b) arrange for you to be provided with training as to how to use gammaCore. electroCore is the controller of any personal information we are provided with (by you or the doctor) in order to administer training (including, but not limited to, your contact details and any ID Information).

Your personal information will only be shared with other third parties if otherwise permitted by applicable law, such as if necessary to protect your vital interests or those of another person or if necessary for the establishment, exercise or defence of legal claims.

Our legal basis for collecting and using your personal information will be consent.

Your information will be stored in the European Economic Area (“EEA”), but in limited circumstances may be transferred to countries outside of the EEA. Where personal information is transferred outside of the EEA, we have taken appropriate safeguards to require that your personal information will remain protected in accordance with this privacy notice. These include implementing the European Commission’s Standard Contractual Clauses.

electroCore will retain your personal information for only as long as we have an ongoing legitimate need to do so, for example, whilst you are receiving gammaCore treatment. The personal information will then be either deleted or anonymised or, if this is not possible (for example, because your personal information has been stored in backup archives), then it will be securely stored until deletion is possible.

You may have the following rights in relation to your personal information: (i) to access, correct, update or request deletion of it; (ii) to object to processing of your personal information; (iii) to ask us to restrict processing of it; (iv) to request portability of it; and (v) to opt-out of marketing communications. You can exercise these rights by contacting us by using the contact details provided below. You can withdraw your consent at any time by written notice using the contact details provided below. You may have similar rights as regards to your doctor, and to exercise those you should contact your doctor by your usual means of communication.

You have the right to complain to a data protection authority about our collection and use of your personal information. For more information, please contact your local data protection authority.

If you have any questions or concerns about our use of your personal information, please contact us using the following details:
customerserviceuk@electrocore.com.

Patient Signature	Print Name	Date



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PATIENT INFORMATION

Name	Delivery Address (if different from patient contact information)
Address	Address
City	City
County	County
Postcode	Postcode
Phone	Phone
Email	Email

I understand that my doctor(s) and their staff will disclose my personal information (including but not limited to the device ID and related order information ("ID Information")) to electroCore and its business partners, agents and distributors, together "electroCore", to be able to a) supply me with gammaCore, and b) arrange for me to be provided with training as to how to use gammaCore.

I consent to my doctor(s) and their staff disclosing my ID Information to electroCore for electroCore to provide me with training.

Signature _____ Date _____

PHYSICIAN AUTHORISATION – I authorise the named patient to use and reorder:

gammaCore listed below as per the intended use plus adequate number of refill(s).

Doctor Name (Please print) _____

GMC Number _____

Hospital _____

City _____

Signature _____ Date _____ This patient has been trained on gammaCore

DEVICE REQUESTED

CATALOGUE #	DESCRIPTION
10016-10302	<input type="checkbox"/> gammaCore Sapphire, 31-Day Starter Kit
10016-10303	<input type="checkbox"/> gammaCore Sapphire, 93-Day Starter Kit
10016-13131	<input type="checkbox"/> gammaCore Sapphire, 31-Day Refill Kit
10016-13193	<input type="checkbox"/> gammaCore Sapphire, 93-Day Refill Kit

A customer service representative will contact you within 24 hours upon receipt, to confirm payment details and shipping information.

Please send your authorisation to customerserviceuk@electrocore.com
 To place an order over the phone, please call 0800 678 5632

Additional questions please contact customerserviceuk@electrocore.com

GENERAL

When ordering products from electroCore, the following conditions apply.

AVAILABILITY

Delivery of gammaCore is determined by our choice for the fastest possible delivery. Delivery time varies depending on product availability, however, if product is available, it will be shipped within 3-5 days of receipt of payment. In the event that there is a delay in delivery, the customer will be informed of the reason for the delay and the new estimated delivery time.

SUPPLY RISK

electroCore offers card payments through PayPal. All major credit cards are accepted.

PRICES

Price is subject to change.

PAYMENT

electroCore offers card payment with Visa and Mastercard or bank transfer.

SUBJECT TO CHANGES

We reserve the right to change prices, final sales, typographical errors, errors in product images and / or inaccurate information caused by technical or human error. We reserve the right to change prices and conditions of sale.

REPAYMENT OF RETURN

Approved returns are refunded within 10 working days. When the goods have been paid by card the refund will be transferred to the card that was used with the purchase.

RETURNS POLICY

electroCore will issue a replacement device within 7 days from receipt of returned device. electroCore will issue a replacement device for the products affected by the workmanship. It is important to examine the product carefully when it arrives. Any complaints regarding workmanship should be made within 7 days of product delivery date. Contact our customer service by email address customerserviceuk@electrocore.com. Enter a brief description of the subject, your name and order number for further instructions. electroCore will send the affected device to the manufacturer for a final assessment. In case of any dispute, follow Consumer Complaints Board's recommendations.

PRIVACY & SECURITY

electroCore and its Partners follow all local privacy laws in the country of sale. electroCore only uses your personal information to fulfill our commitments and communication to you, as set out in our UK Consent Form (attached).

FRAUD ATTEMPT

All attempts at fraud will be prosecuted.

A valid authorisation from a physician is required.

Orders without a physician consultation and validated Authorisation will not be fulfilled by electroCore and its Partners.

FORCE MAJEURE

electroCore is not responsible for delays in performance (including shipping and warranty action) caused by circumstances beyond electroCore's control. Examples of circumstances beyond electroCore control is - but to be an exhaustive list - labor disputes, power failures, lightning, fire, atmospheric disturbances, legal enactment, government action, war, strikes or similar causes, possible blackouts, disruptions in charge of hosting / server etc.

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USA



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