OneNUHS CHAMP Chatbot Terms of Use

Last updated: 27 August 2026

These Terms of Use ("Terms") is a contract between you as a User (as defined below) and National University Health System Pte. Ltd.("NUHS") (each a "Party", and collectively the "Parties") which governs the use of the OneNUHS CHAMP Chatbot feature and is effective upon the first use or access to the Chatbot (as defined below). If you do not agree to the Terms, do not access, or use the Chatbot. The services offered by this Chatbot is provided free of charge.

1. Definitions

1.1. "Care Team" shall mean healthcare professionals, which may include doctors, nurses, or allied health professionals, responsible for the care of the patient.

1.2. "Content" shall mean the entire chatbot and all the information, text, graphics images, software, audio, video, works of authorship of any kind, any information, or other materials, that are posted, generated, provided or otherwise made available through chatbot.

1.3. "NUHS", "we", "our" or "us" shall mean National University Health System Pte Ltd.

1.4. "CHAMP" shall mean Population-based Chronic Disease Management Programme.

1.5. "OneNUHS CHAMP Chatbot", or "Chatbot" shall mean the CHAMP that is integrated into the WhatsApp messaging platform and which uses artificial intelligence to process and respond to User inputs and to provide information and Recommendations on the management of the User's chronic diseases

1.6. "Our Content" shall mean all information or Content created, uploaded, posted, transmitted or otherwise made available by NUHS or for the purpose of operating the Chatbot.

1.7. "Recommendations" shall mean personalised health, lifestyle and/or diet recommendations and suggestions being provided to you as User during your interaction with the Chatbot.

1.8. "Terms" means the terms and conditions of the use of this Chatbot.

1.9. "User", "you" or "your" shall mean individual users who interacts with the Chatbot.

1.10. "Your Content" shall mean all information, personal data or Content uploaded, posted, transmitted or otherwise made available by Users including messages, files, comments, custom texts written by Users, profile information, individual ID, contact information, mobile number, and other account identifiers (e.g. WhatsApp Business-Scoped User ID) used for authentication and administration of the Chatbot.

2. Agreement to Terms

2.1. The OneNUHS CHAMP Chatbot is effective upon the first use or access to the Chatbot and by using and accessing the Chatbot, you are bound to agree to the present Terms outlined below, and the Privacy Policy located at https://www.nuhs.edu.sg/personal-data-protection-act. If you do not agree to these Terms, do not use or access Chatbot, and submit "opt out" via the Chatbot.

3. Collection, Use and Disclosure of Personal Data during Campaign Period

(i) By enrolling into CHAMP during the campaign period of 12 October 2026 to 7 November 2026, you consent to the collection, use and disclosure of your personal data by NUHS for the purposes of administering and facilitating your participation in the campaign, including verifying your eligibility and sending to you the applicable gift.

(ii) The use of your personal data for campaign-related purposes will be limited to the period necessary for us to administer and conclude the campaign. Notwithstanding the above, where you continue to use CHAMP, we will continue to use your personal data in accordance with the CHAMP Terms of Use.

4. Chatbot Account

3.1 A Chatbot Account is assigned to each User who has enrolled into CHAMP. As a User you must:

i. Not to allow others to use your account to chat with the Chatbot (unless in the case of a parent or guardian acting on behalf of a minor, or a family member helping you access the service with your permission).

ii. Notify us immediately if you become aware of any unauthorised use of your chatbot account.

iii. Only use another person's chatbot account with their permission (unless in the case of a parent or guardian acting on behalf of a minor, or a family member helping you access the service with your permission).

iv. Remain responsible for all activities conducted through your account.

5. Our Content

5.1. Proprietary Rights /Intellectual Property & Data

i. All aspects of the Chatbot contents including without limitation, text, picture, graphics, source code and other files are copyright materials of NUHS or its licensors, and all rights are reserved.

ii. The trademarks, services marks, trade names, and logos including page headers, custom graphics button icons, and scripts (collectively the Trademarks) used and displayed on the chatbot are registered and registered trademarks, etc of NUHS and you may not copy, imitate or use the marks in whole or in part, for any purpose without limitation in any marketing or advertising materials.

5.2. Licence

i. NUHS grants you the licence and the right to access the Chatbot and Our Content solely for managing your chronic disease(s) on the condition that you do not: -

a) Republish material from the Chatbot (including republication on another chatbot);
b) Sell, rent, sub-license material from the Chatbot;
c) Exploit the materials from the Chatbot for a commercial purpose;
d) Redistribute material from the Chatbot;
e) Modify or create derivative works based on the Chatbot;
f) Copy, frame or mirror any part or content or otherwise; or
g) Reverse engineer the Chatbot feature.

ii. Without prejudice to our other rights under these Terms, breach of these rules/restrictions would entitle us to terminate and cancel your account and access to this Chatbot.

6. Your Content

6.1. You will own Your Content but will provide a non-exclusive, royalty-free licence to NUHS to use, process, disclose, retain and transfer only as necessary to provide the Recommendations to you.

6.2. You warrant and represent that Your Content will comply with these Terms and will not be illegal, unlawful, infringe any person's legal rights and be capable of giving rise to any legal action against any person (in each case in any jurisdiction and under any applicable law). Among other things, Your Content and your use of Chatbot must not: -

i. Be libellous or maliciously false.
ii. Be obscene or indecent.
iii. Infringe any copyright, moral right, data base right, trademark right, design right, or other intellectual property right.
iv. Breach of confidentiality, privacy, or personal data
v. Breach of racial or religious rights
vi. Constitute spam.
vii. Cause annoyance, inconvenience or harassment or anxiety to any person.

Without prejudice to our other rights under these Terms, if you breach any of these Terms or if we reasonably suspect that you have breached these Terms, we may delete, unpublish or edit any or all of Your Content.

6.3. By accepting these Terms, User consents to the collection, processing, disclosure, and transfer of Your Content for the purposes stated in these Terms.

7. Aggregated Content

7.1. NUHS shall have a royalty-free, worldwide, transferable, sublicensable, irrevocable, perpetual license to use or incorporate any suggestions, enhancement requests, recommendations, or other feedback, provided by you as a User for purposes of (a) providing the Chatbot services; and (b) create data analytics and for research.

7.2. NUHS may aggregate and de-identify Your Content and will own the resulting aggregated data collected. De-identified and aggregate information may be shared with all who participate in the CHAMP and any such data disclosed to third parties will be de-identified and will not be traceable to Users.

8. Communication & Connectivity.

8.1. You consent to the use of the commercial messaging platform, WhatsApp, to communicate with you, for the purposes of managing your chronic disease through the Chatbot and for receiving the Recommendations provided during your interaction with the Chatbot

8.2. To support the authentication, maintenance or administration of your Chatbot account, NUHS may collect and use your WhatsApp Business-Scoped User ID ("BSUID"). The BSUID may be used to identify your WhatsApp account and associate it with the correct patient record for the purposes of operating the Chatbot.

8.3. By providing your personal data (including non-sensitive health and medical information) through the platform, you consent to the collection, use and disclosure of your personal data by NUHS for the purposes set out in Clause 7.1. NUHS may share your personal data with non-NUHS healthcare professionals who work with NUHS to support the tracking and management of your chronic disease. All these professionals are required to keep your personal data private and confidential and to use it only for the management of your chronic disease. You may withdraw your consent any time by cancelling your account on the chatbot in accordance with Clause 11. 2 below.

8.4. Save that NUHS shall maintain the security and privacy of transactions and Content processed through the Chatbot, You acknowledge that internet connection is required for the transmission

of necessary data/information for the Chatbot and agree not to hold NUHS (including any NUHS Institution and NUHS Institution's personnel) liable for any lapses in the information transmission or processing components and any loss of Content.

9. Disclaimers Medical Emergencies & Recommendations

9.1. The Chatbot is a tool that supports the care provided to you by the Care Team and is not intended to and does not serve as a medical device, diagnose medical conditions, prescribe medications or initiate therapy.

9.2. The Chatbot and its Recommendations are for information purpose only; it is not medical advice. You assume full responsibility for the use of any information and, or Recommendations obtained through the Chatbot. NUHS has no responsibility to take any medical related action or provide any medical advice in response to any information you provide through the Chatbot.

9.3. The Chatbot should not be used in medical emergencies and does not support emergency calls. Please seek/obtain medical consultation, diagnosis and treatment relevant to your specific circumstances/conditions through consultations with qualified medical professionals.

9.4. You acknowledge and agree that NUHS disclaims all liabilities, claims, damages, costs, and expenses with respect to any reliance by you on the Recommendations.

10. Limitation of Liability.

10.1. The maximum aggregate liability of NUHS, its directors, officers, employees and agents to you for damages for any and all causes whatsoever, regardless of the form of action, whether in contract, tort or otherwise, shall not exceed five hundred dollars ($500).

10.2. In no event shall NUHS, its directors, officers, employees, and agents be liable for any lost profits, business interruption or for any indirect, incidental, special, consequential, exemplary or punitive damages arising out of or relating to the chatbot provided under these Terms, even if NUHS has been advised of the possibility of such damages, and notwithstanding the failure of essential purpose of any limited remedy.

11. Indemnity.

11.1. To the fullest extent allowed by applicable law, you agree to indemnify and hold NUHS, its affiliates, officers, agents, employees and partners harmless from and against any and all claims, liabilities, damages (actual and consequential), losses and expenses (including legal fees) arising from or in any way related to any third party claims relating to (a) your use of the chatbot (including any actions taken by a third party using your account, and (b) your violation of these Terms.

11.2. In the event of such a claim, suit, or action ("Claims"), NUHS will attempt to provide notice of the Claim to the contact information we have for your account (failure to deliver such notice shall not eliminate or reduce your indemnification obligations hereunder).

12. Termination of account

12.1. Without prejudice to our other rights under these Terms, if you breach these Terms in any way, or if we suspect that you have breached these Terms in any way, we may: -

i. send you one or more formal warnings;
ii. temporarily suspend your access to the chatbot;
iii. permanently prohibit you from accessing the chatbot;
iv. commence legal action against you, whether for breach of contract or otherwise; and/or

v. suspend or delete your account on the Chatbot.

12.2. You may cancel your account on the chatbot by submitting an "opt out" via the Chatbot.

12.3. Return of Content. Upon termination or expiration of these Terms, NUHS shall have no obligation to maintain or provide Your Content and may, unless legally prohibited, delete Your Content in its systems or otherwise in its possession or under its control.

13. Miscellaneous

13.1. Survival. The "Proprietary Rights," "Warranties, Exclusive Remedies, Disclaimers, and Liability," "Governing Law & Jurisdiction," "Severability," "Waiver," sections herein shall survive termination of these Terms.

13.2. Governing Law & Jurisdiction. The Parties agree that these Terms is governed by the laws of the Republic of Singapore.

13.3. Dispute Resolution. Any dispute arising from or relating to these Terms of Use shall be settled in Singapore in English and shall be referred and finally resolved by arbitration in Singapore in accordance with the Arbitration Rules of Singapore International Arbitration Centre for the time being in force, and which results are deemed to be incorporated by reference into these Terms. The Tribunal shall consist of one arbitrator and the language of the arbitration shall be in English.

13.4. Assignment. You may not assign, delegate, or transfer these Terms or your rights or obligations herein or your Account in any way without NUHS's written consent. NUHS may transfer, assign, or delegate these Terms and our rights and obligations without consent.

13.5. Waiver. These Terms may be waived only by a written instrument executed by the Party waiving compliance. Such waiver, or a failure by either Party to enforce its rights under these Terms, shall not affect or impair any other available rights or remedies.

13.6. Entire Agreement. These Terms together with the Privacy Policy constitutes the entire understanding between the Parties and supersedes all prior agreements or arrangements regarding the subject matter hereof.

13.7. Severability. If any term of these Terms is found to be illegal, invalid, or otherwise unenforceable, that term will be limited or eliminated, to the minimum extent necessary, so that these Terms shall otherwise remain in full force and effect and enforceable.

13.8. No partnership. You hereby acknowledge and agree that you are not an agent, partner, or joint venture of NUHS in respect of the OneNUHS CHAMP Chatbot, and you do not have any authority of any kind to bind NUHS in any respect whatsoever.

13.9. Update to Terms. NUHS reserves the right to modify the chatbot feature and the materials, features and services provided at any time without prior notice to users. NUHS shall have the right to revise these Terms at any time by updating this posting. By using the chatbot, you agree to be bound by any such revisions.

13.10. No Third Party. You and NUHS agree that there are no third-party beneficiaries intended under these Terms.

13.11. International Use. Neither NUHS nor its affiliates make any representation that materials, features or services on chatbot are appropriate or available for use in locations outside Singapore. Those who choose to access chatbot from other locations do so on their own initiative and are responsible for compliance with local laws. If you provide data about

individuals residing outside Singapore (Personal Data) such data may be stored on servers in Singapore. It is your responsibility to ensure that you have all the applicable authorizations to enter this information. NUHS acts as the owner/controller of such Personal Data.

13.12. This Chatbot is owned and operated by NUHS. Our principal place of business is at 1E Kent Ridge Road, #13-00, Singapore 119228. You can contact us by email at champ@nuhs.edu.sg.