



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.

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.

Signature

Date



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gammaCore.de

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Authorisation & Order Form

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

ORDER ID# _____

PATIENT INFORMATION

Name _____ Phone _____ Email _____

PRIMARY ADDRESS SHIPPING ADDRESS

Address _____	Address _____
City _____	City _____
County _____	County _____
Postcode _____	Postcode _____

DIAGNOSES

Patient has cluster headache refractory to standard of care: Yes No
Other diagnoses (Please specify) _____

TRAINING

Has this patient been trained on gammaCore? Yes No

STARTER KIT TO BE ORDERED

10016-10303 gammaCore Sapphire, 93 day Starter Kit

10016-10302 gammaCore Sapphire, 31 day Starter Kit

REFILL CARD TO BE ORDERED

10016-13193 gammaCore Sapphire, 93 day Refill Kit

10016-13131 gammaCore Sapphire, 31 day Refill Kit

PHYSICIAN AUTHORISATION – I authorise the named patient above to use gammaCore therapy as indicated

Doctor Name (Please print) _____

GMC Number _____

Hospital _____

Signature _____ Date _____

Additional questions please contact customerserviceuk@electrocore.com



Authorisation & Order Form

GENERAL

When ordering products from electroCore, the following conditions apply.

AVAILABILITY

The delivery method 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 order. 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.

PRICES

Please contact customerserviceuk@electrocore.com for current gammaCore pricing. Prior notice will be given at least 45 day in advance if prices change.

PAYMENT

electroCore accepts private payment through PayPal. All major credit cards are accepted.

RETURNS POLICY

It is important to examine the product carefully when it arrives. Any complaints should be made within 7 days of product delivery date. Contact customerserviceuk@electrocore.com for a return authorisation and instructions. Enter a brief description of the subject, your name and order number for further instructions.

electroCore will issue a replacement device for products affected at the time of receipt by the patient by a manufacturing defect or which have been damaged during shipment. Replacements for aforementioned scenarios will be sent within 7 days from receipt of returned device. electroCore will accept a returned device due to customer dissatisfaction, however, will not provide a replacement device or refund. 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 fulfil our commitments and communication to you, as set out in our UK Consent Form (attached).

AUTHORISATION REQUIRED

gammaCore is available by healthcare provider authorisation only. Orders without a validated authorisation will not be fulfilled by electroCore or 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 include, but are not limited to, labor disputes, power failures, lightning, fire, atmospheric disturbances, legal enactment, government action, war, strikes or similar causes, possible blackouts, disruptions in web hosting services, etc.



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