



PRODUCT ADDENDUM

Camascope eMar

Updated: 08 July 2026

If Customer purchases the selected products outlined below, this product addendum will be part of and supplements the PCS [MSA](#) (the “MSA”) to reflect specific nature and terms and conditions associated with the purchase and provisioning of the selected products. In case of conflict between the MSA and this Addendum, this Addendum shall prevail. For clarity, the provision regarding the Right to update the terms under the MSA and other general provisions shall apply to this Product Addendum. The following product addendum applies to all Services branded as “Camascope eMar” (the “**Camascope eMar Services**”):

1 Definitions:

- 1.1 “**API**” means the application programming interface made available by PCS as part of the Camascope ONE level of the Camascope eMar Services, enabling the Customer to exchange data between the Camascope eMar Services and Non-PCS Applications.
- 1.2 “**Camascope ONE**” means the separate edition of the Camascope eMar Services that includes the API feature and, where applicable, Single Sign-On and Directory Synchronisation, as specified in the Order Form.
- 1.3 “**Clinical Database**” means the third-party drug and medication reference database incorporated within the Camascope eMar Services, currently supplied by First Databank Europe Limited (“FDB”).
- 1.4 “**Directory Synchronisation**” means the optional functionality enabling the Customer to synchronise its own user directory with the Camascope eMar Services for the purpose of determining its Users and their levels of access.
- 1.5 “**Enabled Pharmacy**” means registered pharmacies that have implemented the necessary technology such that they can provide Pharmaceutical Services to care homes operating Camascope eMar Services.
- 1.6 “**Individual**” means a resident whose medicine management is administered on the Camascope eMar Services.
- 1.7 “**Mobile App**” means any mobile application made available by PCS through which the Camascope eMar Services may be accessed.
- 1.8 “**Pharmaceutical Services**” means the collecting, dispensing, delivery of prescriptions and ensuring the accuracy of the patient records at the Enabled Pharmacy by its staff.
- 1.9 “**Pharmacy Provider**” means the Enabled Pharmacy confirmed by Customer in writing (email acceptable) as the supplying pharmacy which the Customer has chosen, and the Enabled Pharmacy has agreed, to provide Pharmaceutical Services or any replacement Enabled Pharmacy. Any application provided by the Pharmacy Provider is Non-PCS Application.
- 1.10 “**Single Sign-On**” (or “SSO”) means the optional authentication functionality enabling Users to access the Camascope eMar Services using the Customer’s federated identity credentials.

2 Pharmaceutical Services

- 2.1 The Customer has chosen to receive Pharmaceutical Services from the Pharmacy Provider as confirmed by Customer in writing (email acceptable).
- 2.2 If Customer does not have a current Pharmacy Provider that they are planning to use, PCS shall facilitate the introduction of the Customer and a Pharmacy Provider. PCS may facilitate the technical connection between the Customer and a Pharmacy Provider through the Platform. PCS does not arrange, and is not a party to, the commercial relationship, incl. data protection arrangement, between the Customer and any Pharmacy Provider. The Customer is responsible for arranging its own agreement with the Pharmacy Provider for the

Pharmaceutical Services.

2.3 If the Customer wishes to change the Pharmacy Provider to an alternative Enabled Pharmacy during the Term:

- 2.3.1** PCS shall make available a list of Enabled Pharmacies to the Customer upon request;
- 2.3.2** the Customer shall carry out its own due diligence to ensure that an informed assessment can be made;
- 2.3.3** the Customer shall provide 30 days' prior written notice to PCS and follow the procedures and processes as advised by PCS or as outlined in the Documentation; and
- 2.3.4** PCS shall be entitled to charge the Customer a reasonable administration fee of £500 plus VAT per change in connection with the administration and service costs incurred, unless otherwise agreed in writing or set out in the Order Form.

3 Camascope ONE — API, Single Sign-On and Directory Synchronisation

- 3.1** This clause 3 applies only where the Customer has purchased the Camascope ONE edition of the Camascope eMar Services as specified in the Order Form.
- 3.2** The Customer shall be solely responsible for obtaining, providing and maintaining any hardware or software necessary to make use of the API, and PCS shall not be liable for any damage or loss the Customer suffers as a result of its failure in that regard, including any incompatibility between such hardware or software and the Services.
- 3.3** To the extent the Customer uses the API feature, the Customer shall be solely responsible and liable for all uses of the API resulting from access provided by the Customer or its Users, directly or indirectly, whether such access or use is permitted by or in breach of the Agreement.
- 3.4** The Customer assumes sole responsibility for results obtained from the use of the API by the Customer or its Users, and for conclusions drawn from such use. PCS shall have no liability for any damage caused by any actions taken by PCS at the Customer's direction.
- 3.5** Where Single Sign-On is enabled, each User shall keep secure any single sign-on credentials and shall keep them confidential. If the Customer becomes aware of any unauthorised access to the Services or any misuse of passwords, User IDs or single sign-on credentials, it shall promptly disable the relevant access and PCS may, where applicable, disable access and re-issue new credentials as soon as reasonably practicable.
- 3.6** Where Directory Synchronisation is enabled, the Customer is responsible for the accuracy and currency of the directory it synchronises with the Camascope eMar Services and for the resulting determination of its Users and their levels of access.

4 Clinical Database and clinical responsibility

- 4.1** The Camascope eMar Services incorporate a Clinical Database supplied by FDB. The Customer acknowledges that the information available in the Services are compiled based upon information provided by third-party sources which PCS does not independently verify, the information is provided as is and as available, and PCS gives no warranty as to the accuracy or completeness of such data.
- 4.2** All information is provided on the basis that the healthcare professionals responsible for patient care retain full and sole responsibility for deciding what treatment to prescribe or dispense for any Individual and, in particular, whether the use of any drug or other product is safe, appropriate or effective for any particular Individual or in any particular circumstances.
- 4.3** Users who are registered medical practitioners, or others legally authorised to prescribe or dispense medicines, shall be fully responsible and liable for any use they make of the Software and Services, and PCS shall not, in any circumstances, be liable for any loss or damage arising out of clinical decisions made in using the Services.

5 Customer's obligations

- 5.1** The Customer shall:
 - 5.1.1** ensure that medication is administered appropriately and that all data subjects' records pertaining to medication are maintained in line with all applicable laws and regulations;
 - 5.1.2** ensure that all changes to a data subject's medication are recorded in the Camascope eMar Services.

This might include the addition of any new or emergency medications and/or the cessation of any medications that are no longer required;

- 5.1.3 ensure that all new and existing Customer personnel who will use Camascope eMar Services have completed the required training, namely the eLearning module, ahead of any onsite training and/or go live date and/or upon using the Camascope eMar Services;
- 5.1.4 ensure that all Devices are synchronised before and after each medication round and are charged when not in use;
- 5.1.5 act on low stock prompts, missing entry warnings and stock take prompts;
- 5.1.6 order, book in and administer all medicines using the Camascope eMar Services and only use paper MAR charts in a contingency situation;
- 5.1.7 keep any back up Devices, where applicable, updated with the latest version of Camascope eMar Services and charged so it can be deployed promptly;
- 5.1.8 report any issues relating to the Camascope eMar Services or the Devices (including any replacement equipment) to PCS promptly using the procedures and policies communicated to Customer.

6 Mobile App and App Terms

- 6.1 **Acknowledgement and flow-down.** The Mobile App may be subject to separate end-user terms referenced in the applicable app store or accepted by each User in the application (the “**App Terms**”). The Customer shall procure that each of its Users complies with the App Terms, and shall be responsible for any User’s breach of the App Terms and the MSA, consistent with the Customer’s obligations under the MSA.
- 6.2 **Precedence for Customer Data and data protection.** Notwithstanding the App Terms, all Individuals’ data and any other Customer Data processed via the Mobile App for Customer’s Users is Customer Data under the MSA and is processed solely in accordance with the data processing terms of the MSA.
- 6.3 **Liability and changes.** As between PCS and the Customer, the liability and limitation provisions of the MSA govern the Camascope eMar Services (including Mobile App use), and the App Terms shall not operate to vary that allocation.