



Agreements– Change Log

Updated: 25 June 2026

This Change Log reflects changes to the PCS Agreements section of the website and the documents posted there.

June 25, 2026

Master Services Agreement – UK & Europe

- New Sections 3.4 and 14.15 were added to the MSA.
- Section 4.2 was updated to reflect new cancellation fee policy.

Product Addendum

- CarePilot – IQ rebranded to IQ and the product addendum was updated in accordance with this.

October 20, 2025

Product Addendum

- CarePilot – IQ rebranded to IQ and the product addendum was updated in accordance with this.

August 6, 2025

Product Addendum

- New Product Addendum for CarePilot – IQ created and published

May 12, 2025

Product Addendum

- New Product Addendum for CarePilot – IQ (Beta) created and published

November 07, 2024

Product Addendum

- New Product Addendum for Redcrier created and published
- Product Addendum for Atlas eMar updated:
 - Pharmacy Provider is now confirmed in writing (email acceptable) by Customer instead of the evidence in the Order Form
 - Supplying Pharmacy and Pharmacy Provider were used interchangeably – now only Pharmacy Provider definition is used in all provisions.

November 05, 2024

Master Subscription Agreement – All versions

- The concept of Anonymous Data is further clarified in its definition in Section 1 including the added exclusions under the relevant other definitions – Customer Data and Confidential Information (in Section 9)
- The purposes for which Anonymous Data can be used is specified in a more granular way in the Section 8.2 and the previous definition of purposes in Section 8.4 refers back to Section 8.2 instead.
- Section 2.2 has a minor clarification as well.
- A few updates to fix minor issues with the text – e.g. reference to Supplier in Section 14.2 changed to PCS

Master Subscription Agreement – Australia

- References to GBP replaced with references to AUD including the 150 AUD cancellation fee for scheduled training in Section 4.2

Data Processing Addendum (referenced in the Master Services Agreement)

- Clarification of a few definitions in Section 1 and introduced a definition for UK GDPR.
- Added the reference to Anonymous Data in Sections 2.2 and 2.3 for further transparency.
- Added a reference to UK GDPR in Section 9

September 4, 2024

Master Subscription Agreement – North American version is added on the website

Data Processing Addendum (referenced in the Master Services Agreement)

- A few European specific clauses moved.
- US-specific clauses and definitions added to the DPA

July 18, 2024

Master Subscription Agreement – all versions

- The new fourth paragraph added to the preamble to notify customers about the Section 7.
- In Section 7.2 the direct debit is explicitly added as a default payment method.
- And for Perpetual Order Forms quarterly in advance is the standard payment frequency.
- Section 7.8 is made bold to make it more visible and the fixed price increase is changed from 5% to 9%.
- New Section 14.14 is added to the MSA outlining transition terms for existing customers in terms of payment frequency and method.

April 9, 2024

Master Subscription Agreement – all versions

- The Section 4.2 of the MSA (Cancellation Fees) was streamlined and the terms updated to align it across the product portfolio.
- Last sentence added to Section 3.4. of the MSA adding a requirement to get PCS consent for load and security testing.

February 1, 2024

Master Subscription Agreement – all versions

- The new concept of Perpetual Order Form was added to the agreement and Sections 1 (definition of Perpetual Order Form), 7.2, 13.2 and 13.3 were amended to add it to the agreement.

September 25, 2023

Master Subscription Agreement – all versions

- The name of the section Our rights to update these Terms changed to Right to Update Agreement
- Right to Update Agreement provision is updated to be clearer
- Language changes from American English to Oxford English
- References to Australia removed from European terms and of Europe from Australian terms

Product Addendum

- The first paragraph of all existing documents was updated to be clearer regarding the relationship between MSA and Product Addendum
- New Product Addendum for Atlas CAPA and Pharmacy, for mCare created and published
- Product Addendum for Atlas eMar fully updated to reflect the final text of Atlas CAPA and Pharmacy Product Addendum.