

Terms & Conditions – *Connect*

1. Introduction

Welcome to *Connect*, an initiative of Microba Life Sciences Pty Ltd (“Microba”). *Connect* is designed to help individuals experiencing gut health concerns access microbiome testing and professional support from independent practitioners in our network. By using *Connect*, you agree to these Terms & Conditions (“T&Cs”).

2. Nature of the Service

- *Connect* provides a referral platform linking you with an independent, registered health practitioner.
- Microba does **not** provide medical advice, diagnosis, or treatment. All clinical care decisions are the sole responsibility of your practitioner.
- Participation in *Connect* does not establish a doctor–patient relationship with Microba.

3. Independent Practitioners

- Practitioners available through *Connect* are independent professionals. They are not employees or agents of Microba.
- Practitioners retain full responsibility for the clinical care they provide, including referrals, consultations, and treatment recommendations.
- Each practitioner is required to hold appropriate professional registration and insurance.

4. Accessing Testing Services

- You may initiate a request for testing via *Connect* without having an existing clinician relationship.
- Once you complete the *Connect* health form, your details will be shared with a suitable practitioner in the network.
- The practitioner may:
 - Refer you directly for a MetaXplore test, or
 - Contact you for further clarification or an initial consultation before referring.

5. Fees & Payment

- Testing fees are payable directly to Microba (via the patient portal) or through your practitioner if they choose to “pay on behalf” and bundle costs with their consultation.
- Practitioners set their own fees for consultations and services. Any consultation charges are payable directly to the practitioner and are not controlled by Microba.
- Microba may provide non-binding fee guidance to patients (e.g. indicative costs for report interpretation consultations), but your practitioner may charge different fees.

6. Limitations of Service

- Connect is not suitable for medical emergencies. If you are experiencing severe or urgent symptoms, you must contact your local emergency service or primary healthcare provider.
- Microba does not guarantee that a referral will be made in all cases. Practitioners may determine that further consultation or alternative care pathways are required.
- The platform is currently available only for individuals located in regions where Microba provides services.

7. Privacy & Data Handling

- By using Connect, you consent to Microba collecting and securely sharing your health form and contact details with an independent practitioner for the purposes of referral and care coordination.
- Microba will handle your personal information in accordance with its [Privacy Policy](#).

8. Liability

- Microba accepts no liability for the clinical care, advice, or treatment provided by independent practitioners.
- Microba's responsibility is limited to the operation of the Connect platform and the provision of microbiome testing services.
- To the maximum extent permitted by law, Microba excludes all warranties and disclaims liability for outcomes arising from practitioner services.

9. Termination

- You may discontinue your use of Connect at any time.
- Microba may suspend or terminate your access to Connect if these T&Cs are breached or if required for regulatory or safety reasons.