Desktop app and agent terms

MedAdmin · Version 1.1 · effective from 11 November 2026

1. Summary

- **The MedAdmin desktop application** opens the practice's platform in its own window, on Windows (and later macOS). **The MedAdmin Fiscal agent** is a Windows service that connects the platform to the cash register and to the health insurance card reader.
- You may install them on any number of the practice's workstations, for as long as you have a MedAdmin subscription.
- **They update automatically**, only with versions signed by us, outside working hours and never while a fiscal receipt is being printed.
- Only what is necessary remains on the workstation: encrypted tokens, the cash register configuration, technical logs without patient data and the receipt log for the last 14 days.

2. The parties and the relationship with the main Terms

2.1. The MedAdmin desktop application and the MedAdmin Fiscal agent (the "Applications") are provided by Alucard Limited, UBI 81569528, Unit B, 11/F, 23 Thomson Road, Wan Chai, Hong Kong SAR China ("Alucard"), to practices that have a MedAdmin contract (the "Client").

2.2. These terms supplement the Terms and Conditions and the Data Processing Agreement. Those documents apply to anything not regulated here.

3. The licence

3.1. For the duration of the subscription, the Client receives a non-exclusive, non-transferable licence, without the right to sublicense, to install and use the Applications on its own workstations, for the practice's activity.

3.2. The Client shall not decompile, modify, redistribute or circumvent the signing and pairing mechanisms of the Applications, except where expressly permitted by law.

3.3. The open-source components included in the Applications remain under their own licences; a list of them is available on request.

3.4. On termination of the subscription, the licence ends. Workstations are disconnected automatically, and the Client uninstalls the Applications.

4. Installation and pairing of the workstation

4.1. The desktop application is installed for the current Windows user, without administrator rights. The agent is installed as a Windows service (system account) and requires administrator rights at installation.

4.2. A workstation is paired with the practice using a 6-digit code generated by an administrator of the practice in the platform. Each installation receives its own token, revocable at any time from Setări → Stații (Settings → Workstations) or by Alucard.

4.3. The Client is responsible for the security of the workstations: an up-to-date operating system, antivirus software, personal Windows accounts with passwords, screen locking. We recommend disk encryption (BitLocker).

5. Automatic updates

5.1. The Applications periodically check whether a new version exists and install it automatically. The Client agrees to these updates, which may fix errors, improve security or add features.

5.2. We install only verified packages: SHA-256 fingerprint and Ed25519 digital signature with the Alucard key (and, when available, the Authenticode signature). A package with an incorrect signature is rejected.

5.3. The agent updates in the 21:00–07:00 window, in the first minutes after the workstation starts or at the user's request ("Instalează acum" (Install now)), and never while it is printing a fiscal receipt or has operations in progress. If the new version does not start correctly, it automatically reverts to the previous version.

5.4. We may roll out a version gradually, to a percentage of practices, and may halt it if problems arise. The Client may request an immediate update from the application.

6. Data on the workstation

What	Where	How long
The agent's token	encrypted with DPAPI (Windows), accessible only to the service	until the workstation is disconnected
The desktop application's token	Windows Credential Manager (macOS: Keychain)	until disconnection
The cash register configuration (port, model, VAT rates) and the fiscal series	the agent's data directory	until uninstallation
The receipt log (one file per receipt: status, result)	the agent's data directory	14 days
Technical logs (agent, updates, application)	the data directory of the agent and of the application	rotated, at most 10 files of 5 MB
Pending update reports	the agent's data directory	until they reach the server

6.1. Technical logs do not contain patient data. Exception: the cash register diagnostic mode ("probe"), switched on only at the request of support, records the raw frames sent to the cash register, including the names of the services on the receipt; it is switched off after the diagnosis.

6.2. The health insurance card is read through the practice's card reader; the patient types the PIN on the reader, and the Applications do not see it. The data read is sent only to the patient's record, on the server.

6.3. The diagnostic export (the archive with the logs) is made only by the user, from the application, and is sent to support only if the Client chooses to do so.

6.4. When the workstation is disconnected or the Applications are uninstalled, the tokens are deleted; the logs may be deleted manually by the Client from the data directory.

7. Information sent to the server

For updates and diagnostics, the Applications periodically send: the installation identifier, the version, the operating system and its version, the architecture, the version of the display component (WebView), the language, the number of screens, the uptime, start-up and error counters, the update and connection status. This information does not contain patient data and is used in accordance with the Privacy Policy.

8. The cash register, warranties and liability

8.1. The agent sends to the cash register the commands generated by the platform. The Client is responsible for the cash register (fiscalisation, authorised service, Z reports, compliance with tax legislation) and for checking the receipts issued.

8.2. An interrupted receipt (for example by a power cut) is not reprinted automatically; it appears in the platform as "neconfirmat" (unconfirmed), and a person decides.

8.3. The Applications are provided with the diligence of a professional provider, without warranty that they will work with any equipment. Compatibility with a particular cash register model is checked at installation. The limitation of liability in the main Terms also applies here.

9. Governing law

The same as in the main Terms.