Legal notice

Version 1.0 · Updated 13 Nov 2026

In short

· Santé Labs is the brand under which SANTE SALUD BARCELONA BRAND, S.L. provides this service from Barcelona.

· These details identify who you contract with and how to reach us.

· The website informs; it does not replace a medical consultation. In an emergency, call 112.

This summary does not replace the full text.

01 · Who we are

The details that identify the provider of the service.

Company name: SANTE SALUD BARCELONA BRAND, S.L.

Tax ID (NIF): B56142987

Registered office: Avenida Diagonal 384, 08037 Barcelona

Laboratory: Av. Diagonal 380, 08037 Barcelona

Email: contact@santeclinics.com

Phone: +34 699 145 887

Website and app: santelabs.com and app.santelabs.com

Santé Labs is the brand under which SANTE SALUD BARCELONA BRAND, S.L. offers blood tests, their explanation and an action plan. In these texts, “Santé Labs”, “Santé” and “we” refer to that company.

02 · Purpose

What this notice covers and the pages where it applies.

This notice governs access to and use of santelabs.com, the member account at app.santelabs.com and the Santé Labs apps for iOS and Android, once they are available. Using them means accepting these conditions; if you do not agree, do not use them.

What you buy has its own terms, which prevail over this notice on the matters they cover.

Subscription terms: https://santelabs.com/en/legal/subscription-terms

Gift terms: https://santelabs.com/en/legal/gift-terms

Referral terms: https://santelabs.com/en/legal/referral-terms

How we use your personal data and cookies is explained in two separate documents.

Privacy: https://santelabs.com/en/legal/privacy

Cookies: https://santelabs.com/en/legal/cookies

03 · Using the website and your account

What we ask of you when you use the service.

Browsing the website is free and needs no registration. To create an account and buy, you must be 18 or older and give us details that are true and your own.

Your account is personal. Keep your passwords and access codes safe, do not share them, and tell us straight away if you think someone has signed in without your permission.

You may not use the website or the app for unlawful purposes, impersonate someone else, try to reach data or areas that are not yours, introduce harmful code, extract content in bulk or by automated means, or abuse codes, invitations or credit.

If we detect use that breaches these conditions we may suspend access while we clarify it, for no longer than necessary. We will notify you and give the reason, unless the law prevents it, and you keep the rights that your purchase gives you.

04 · Health information

What the content here is for, and what it is not for.

The content of the website (biomarker pages, guides, articles and frequently asked questions) is general information. It is not a diagnosis, a prescription or medical advice for your case, and it does not replace a consultation with a healthcare professional.

Santé AI is an artificial intelligence system. Its answers are educational, are labelled as Santé AI, and do not diagnose or prescribe.

Santé Labs is not an emergency service. If you think you have a medical emergency, call 112.

05 · Intellectual property

What you can do with the content of this website.

The texts, designs, images, videos, trade marks, logos and software of the website and the app belong to SANTE SALUD BARCELONA BRAND, S.L. or to those who have authorised us to use them, and are protected by intellectual and industrial property law.

You may view, download and print them for your own personal and private use. Any other use (reproducing, distributing, transforming or communicating them to the public, especially for commercial purposes) needs our prior written authorisation, except where the law allows it without one, such as quotation.

Your results, your reports and the files you upload are yours: you can download them and share them with anyone you choose.

06 · Liability

What we cannot guarantee and the limits of our liability.

We work to keep the website and the app available and their content correct and current. Even so, there may be interruptions due to maintenance, faults or causes beyond our control, and some informative content may contain errors or become outdated; when we find them, we correct them.

We are not liable for damage caused by use of the website that breaches these conditions, or for the content of third-party pages we link to, which we do not control. A link does not mean we recommend that page.

Nothing in this notice limits the rights the law gives you as a consumer, or our liability for the service you buy or in cases where the law does not allow it to be limited.

07 · Governing law

Which law governs this relationship and where disputes are settled.

This notice and the terms of the service are governed by Spanish law. If you live in another European Union country, you also keep the protection of the mandatory rules of your country.

As a consumer you can go to the courts of your place of residence or to any other court the law allows you to choose. Before that, you can file a complaint with us; the complaints document explains how.

Complaints: https://santelabs.com/en/legal/complaints

These texts are available in Spanish and in English. If the two versions differ, the Spanish version applies; if you are a consumer, the interpretation most favourable to you applies in any case.