

Your Subscription at a Glance

A straightforward overview of what it costs to use Complivolve, how cancellation works, and what happens to your information.

1. Your 14-day free trial

The first eligible care home added by a Customer receives one standard 14-day free trial. No standard subscription fee is charged for that home during the trial. Additional homes are chargeable from the date they are added, even while the first home is still in its trial.

2. £149 per month, per home

Each care home has its own monthly subscription and billing cycle. After the trial, the first home is charged £149 per month unless cancelled. VAT or other applicable taxes are added only where legally chargeable. Any subscription price increase requires at least 30 days' written notice.

3. Cancel when you choose

You can cancel through the available billing controls. Cancel your trial before it ends and the standard fee for that home does not become due. After the trial, cancellation takes effect at the end of the billing period already paid for, and access continues until then. Fees already paid are not normally refunded for unused days.

4. Your data remains yours

Your organisation retains ownership of the data it enters into Complivolve. You control who can access each home's information, including staff and invited external collaborators. You are responsible for exporting the records and other information you want to keep before your subscription ends.

5. What happens when you leave?

Normal access ends when the home's subscription finishes. Operational data is retained for 30 days only for limited recovery, support, administration and deletion purposes; this does not extend your access rights. It is then deleted from live systems and a deletion certificate is provided. Protected backup copies may remain until their normal expiry.

6. Compliance and AI

Complivolve provides management tools to support compliance and inspection readiness. Your organisation remains responsible for regulatory decisions. AI-generated findings and suggested actions are drafts for human review; Complivolve does not use Customer Data to train AI models.

Full terms before you subscribe

Before subscribing, you can review and download the full Subscription Terms (including the Data Processing Schedule), the Platform Privacy Notice and the Subprocessors & Service Providers document through the Complivolve app. Your subscription is governed by the terms and Subscription Details presented at signup.