

Institutional License Terms

DOCUMENT	VERSION	DATE	LANGUAGE	PAGES
Institutional License Terms	1.0	2026-10-20	English (United States, Singapore)	2

The MIA Toolkit Institutional License is an **annual compliance and support package** purchased by an organization that deploys MIA Toolkit. It exists to give procurement and IT/compliance departments the vendor relationship, paper trail, and support that the software's open-source license does not, by itself, provide.

What the annual license grants

For the named term and scope, the Institutional License provides:

- **License certificate** — a PDF naming the licensed organization, tier, covered scope, license number, and term, suitable for a procurement file.
- **Invoice** — a procurement-grade invoice (company name and tax ID collected at checkout; tax handled by our merchant of record).
- **Priority support** — best-effort email support with a target first response within **2 business days**, at support@miatools.tech. See "Support and patient data" below.
- **Deployment documentation** — the IT Deployment Guide (system requirements, silent install, update policy, data locations, uninstall).
- **Security documentation** — the Security One-Pager for compliance review (offline architecture, no PHI egress, no telemetry).
- **Named scope and term** — a defined, written statement of what is covered and for how long.

What the license does NOT change

- **The software stays MIT-licensed.** The Institutional License adds a service and compliance package on top of MIT; it does not alter, restrict, or replace the rights the MIT License already grants to everyone, free of charge.
- **No warranty beyond MIT.** The software is provided "as is," without warranty of any kind, exactly as stated in the MIT License. The license package does not add any product warranty, indemnity, or uptime guarantee.
- **Non-medical intended purpose.** MIA Toolkit is a file-management tool: it copies, organizes and converts DICOM studies from CDs into a DICOMDIR archive on USB. It does not interpret, measure or diagnose from images, does not replace a PACS, a diagnostic workstation or professional radiological review, and is not intended for diagnosis, prevention, monitoring or treatment. Per-market regulatory notes are in the Security One-Pager.
- **No license keys, no DRM.** The license number is a procurement artifact only. The software never asks for it and never stops working.

Support and patient data

We never need patient data. Send de-identified screenshots or logs only — never studies, DICOM files or PHI. Support is best-effort by email at **support@miatools.tech**, with a target first response within **2 business days**. The licensee agrees not to send studies, DICOM files or other patient health information to the vendor; any such material received by mistake is deleted without being opened or retained.

Renewal and lapse

The license is an annual term that renews on its anniversary. If a license is not renewed (or a payment lapses):

- The **support and compliance package lapses** — priority support, the current certificate, and the active vendor relationship end at the term's expiry.
- The **software never stops**. Because the software is MIT-licensed with no DRM or enforcement, existing deployments continue to run unaffected. Renewal restores the support relationship and issues a new certificate.

Refunds

- Full refund within **30 days of any annual charge** (first purchase or renewal), no questions asked; request by email to support@miatools.tech with the order number or license key.
- No partial or pro-rated refunds after 30 days.
- Cancel any time to stop the next renewal; the license stays active until the end of the paid period.
- Store purchases are refunded by Lemon Squeezy (merchant of record) to the original payment method; invoice payments by the same method used to pay.
- A refund ends the certificate and priority support on the refund date; the software keeps working.
- Nothing here limits rights under applicable law.
- The full refund policy is published in English, Spanish, Chinese, Malay and Tamil; if the versions differ, the English version applies.

Scope definitions per tier

Tier	Scope	Price (USD/yr)
Clinic	One site, up to 10 workstations	\$99
Hospital	One site, unlimited workstations	\$499
Network	Up to 10 sites	\$1,499
Public-health / NGO	By arrangement	Free or sponsored

A **site** means a single physical location operated by the licensed organization. A **workstation** means one computer on which MIA Toolkit is installed. Multi-site deployments beyond 10 sites, or other custom arrangements, are handled by contacting support@miatools.tech.