



Aviva Score

Terms and conditions

The Body Coach App subscription offer

Terms and conditions

- 1 These terms and conditions apply to the **Aviva Score** The Body Coach 12-month app subscription offer (the “Offer”). By taking part in the Offer, you’re accepting these terms and conditions, so please read them carefully.
- 2 This Offer is brought to you by Aviva Insurance Limited, a company registered in Scotland (company number SC002116) and having its registered office at Pitheavlis, Perth, PH2 0NH, and Aviva UK Digital Limited, a company registered in England and Wales (company number 09766150) and having its registered office at 8 Surrey Street, Norwich, Norfolk, NR1 3NG (together, “Aviva”, “we”, “us”, “our”). Fulfilment of the Offer will be managed by our third-party supplier, The Marketing Lounge Partnership Limited, The Cow Shed, Walnut Tree Farm, Lower Stretton, Cheshire, WA4 4PG (“MLP”).

Eligibility

- 3 To be eligible for this Offer, you must get your Aviva Score (as per the conditions in paragraph 4 below) and enter your invitation code into the relevant box (as per the conditions in paragraph 8 below), be resident in the UK and aged 18 or over at the time of the Offer, and not be otherwise excluded based on the conditions in paragraph 5 below. You need to get your Aviva Score and enter your invitation code between 11:00 on 14 February 2025 and 23:59 on 28 February 2025.
- 4 To get your Aviva Score, you must answer all the health and money questions within the Aviva Score tool.
- 5 The Offer is only available to randomly selected customers who receive Offer correspondence from Aviva with an invitation code. The invitation code should only be used by the Offer recipient.
- 6 We have 2,000 The Body Coach App subscriptions available to claim and Aviva reserves the right to end this Offer if that number is or will be exceeded. Aviva may end or modify the Offer at any time, for any reason, but will always endeavour to minimise the effect to participants to avoid undue disappointment. Termination or modification of the Offer will not affect eligible customers’ entitlement to The Body Coach App subscription if they get their Aviva Score and enter their invitation code into the relevant box before the termination or modification date.
- 7 Only one The Body Coach App subscription will be allocated per person. If you have previously received a subscription for The Body Coach App through any other offer provided by any Aviva group company, you will not be eligible to receive further subscriptions.

Receiving your Subscription

- 8 When you have your Aviva Score, you need to navigate to *Your Health Goals* within your Aviva Score dashboard. Then click on 'View goals' above your health progress bar. Find the task, 'Get started with The Body Coach App', then click 'Find out more', and follow the steps to enter your invitation code, which was in the correspondence you received from Aviva.
- 9 You will receive an email within 14 days with instructions for claiming your subscription to The Body Coach App. You have 30 days from receiving the email or until 31 March 2025, whichever is first in time, to access a unique coupon code. You must then access [The Body Coach App subscription webpage](#), redeem the coupon code and create an account by **31 March 2025** to begin your 12 months' free subscription. If you do not complete these steps by the relevant dates, your subscription will be void and you will not be able to claim a replacement. Subscriptions can only be provided electronically on the basis set out above.
- 10 Please note that, when using The Body Coach App, you'll be subject to the app provider's subscription terms and conditions and privacy policy, which you can review via these links:

 [Terms and conditions of The Body Coach](#)

 [Privacy policy of The Body Coach](#)

The Body Coach App is not owned or operated by Aviva. It is provided by The Body Coach Online Nutrition Limited and Aviva does not approve or have any control over its content, or resources. Accordingly, you are solely responsible for using your own discretion to determine the suitability or otherwise of The Body Coach App, its content, and resources for your particular circumstances and if, and how, you use it.

- 11 We will not be liable to compensate you if your coupon code is lost, stolen, destroyed or used without permission. The Body Coach App subscriptions are non-exchangeable and there's no cash alternative and they may not be transferred for value.
- 12 If you want to continue your The Body Coach App subscription after the first 12 months, then you will need to renew it directly with the app provider at your own cost or it will expire.

Privacy

- 13 Aviva is the data controller for any personal data collected in connection with this Offer. Aviva's lawful basis for processing personal data is its legitimate interests in providing this Offer. MLP will administer the Offer, including hosting a dedicated webpage for redeeming subscriptions. Aviva will share customers' names, other unique identifiers, titles, email addresses, and policy numbers with MLP for this purpose. MLP is only permitted to use customers' personal data for the purpose of the Offer. As noted above, you will be required to register with The Body Coach App provider to access the app and to use the subscription and, when doing so, The Body Coach App's own Privacy Policy and Cookie Policy will apply to you. For further information about how Aviva processes personal data and how you can exercise your rights, please see [Aviva's Privacy Policy](#).

General

- 14 While nothing in these terms and conditions will limit Aviva's liability for death or personal injury caused by its negligence or for fraud, or any other liability which cannot be lawfully excluded or limited, Aviva shall not be liable for:
- any failure to comply with its obligations where the failure is caused by something outside Aviva's reasonable control; and/or
 - any losses that you may incur which were not foreseeable by Aviva or you at the time of your participation in the Offer.
- 15 If any paragraph in these terms and conditions is found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other paragraphs of these terms and conditions, which shall remain in full force and effect.
- 16 Your use of any Aviva website and the downloading of any Aviva materials in connection with the Offer are governed by [Aviva's Digital Terms and Conditions](#).
- 17 These terms and conditions are subject to the laws of England and Wales and any disputes will be subject to the nonexclusive jurisdiction of the English courts.
- 18 If you need help using the Offer or have any complaints about it, please contact us by emailing

✉ avivascore@aviva.com