

# Terms of Service

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*Initial publication.*

## Terms of Service

### 1. Acceptance

By accessing or using Agent X ("the Service"), you agree to be bound by these Terms of Service. If you are accepting on behalf of an organisation, you confirm that you have authority to bind that organisation.

### 2. Service description

Agent X provides AI governance, audit, and compliance tooling. Specific feature availability depends on your subscription plan.

### 3. Acceptable use

You agree not to:

- Reverse-engineer, decompile, or attempt to extract source code
- Use the Service to violate any law or third-party rights
- Probe, scan, or test the vulnerability of the Service except via our published responsible-disclosure programme
- Upload malware or content you do not have rights to

### 4. Customer data

You retain all rights in data you upload. We process it in accordance with our Data Processing Addendum (/dpa) and Privacy Notice (/privacy).

### 5. Service levels

Production availability targets and credits are defined in your order form. Status is published at our public status page.

### 6. Fees and payment

Fees are billed per the order form. Late payments accrue interest at the statutory rate.

### 7. Term and termination

Either party may terminate for material breach with 30 days' written notice if the breach is not cured. Upon termination, customer data is exportable for 30 days, then deleted within 90 days unless legal hold applies.

## 8. Confidentiality

Each party will protect the other's confidential information using the same standard of care it uses for its own (no less than reasonable care).

## 9. Warranties and disclaimers

The Service is provided "as is" except as expressly warranted in the order form. We disclaim implied warranties to the maximum extent permitted by law.

## 10. Limitation of liability

Total aggregate liability for any claim is limited to fees paid in the 12 months preceding the claim. Neither party is liable for indirect, consequential, or punitive damages.

## 11. Governing law

These Terms are governed by the laws of England and Wales. Disputes are subject to the exclusive jurisdiction of the courts of London, except where mandatory consumer-protection law applies.

## 12. Changes

Material changes are announced at least 30 days in advance. Continued use after the effective date constitutes acceptance.