

# Terms of Service

## 1.4 · Customer-facing information

### 1. Scope and structure of these Terms

These Terms of Service ("Terms") govern access to and use of the Sefira service, including account access, collaboration features, AI-assisted features, document flows, integrations, notifications, portal and compliance surfaces, and billing-connected functionality (the "Service").

These Terms apply unless a separate signed customer agreement, order form, or product-specific addendum governs the relevant use.

For purposes of these Terms, "Sefira" means the Sefira contracting entity identified in the applicable Order Form, Customer Agreement, subscription record, or billing documentation.

If there is a conflict between these Terms, an Order Form, a signed Customer Agreement, the DPA, or a product-specific addendum, the following order applies:

1. signed Customer Agreement or Order Form;
2. the DPA for data-processing matters;
3. product-specific addenda or negotiated service schedules;
4. these Terms; and
5. referenced policies or public documentation.

### 2. Definitions

#### **For purposes of these Terms:**

- "Customer" means the organization or person entering into these Terms with Sefira.
- "Agreement" means these Terms together with any applicable Order Form, signed Customer Agreement, DPA, product-specific addendum, and referenced policy or public document that applies to Customer's use of the Service.
- "Authorized User" means a user, administrator, member, invited collaborator, or other individual permitted by Customer to access the Service.
- "Workspace" means a customer-controlled environment, team, organization, or similar collaboration boundary within the Service.
- "Customer Content" means data, documents, files, prompts, messages, workflow inputs, outputs, attachments, comments, and other content submitted to, stored in, or generated within the Service for Customer's use.
- "AI-Assisted Features" means drafting, analysis, conversation, process-building, document interpretation, or similar features that use AI-related provider paths.
- "Integrations" means third-party connections, APIs, OAuth connections, apps, or provider-linked workflows enabled by Customer or an Authorized User.
- "Order Form" means a commercial order, proposal, subscription form, or other written ordering document accepted by the parties.
- "Subscription Term" means the initial and renewal period during which Customer is entitled to access paid Service features.
- "Preview Features" means beta, preview, experimental, or otherwise not generally available

features identified as evolving or non-final.

- "Sefira Materials" means the Service, software, user interface, documentation, branding, methods, models, and related non-customer materials provided by Sefira.

### 3. Acceptance and authority

#### **Customer accepts these Terms by:**

- signing an Order Form or Customer Agreement;
- creating or using an account;
- accessing or using the Service; or
- permitting an Authorized User to do any of the above on Customer's behalf.

If you use the Service on behalf of an organization, you represent that you have authority to bind that organization to these Terms.

### 4. Who may use the Service

#### **The Service may be used only by:**

- Customer and its Authorized Users;
- invited collaborators granted access through the Service; and
- other users expressly permitted under the relevant customer arrangement.

Users must have legal capacity to accept binding terms or be authorized to act on behalf of an organization with such capacity.

### 5. Accounts, access, and security

#### **Customers and Authorized Users are responsible for:**

- keeping account information accurate;
- protecting credentials, session access, and integration approvals;
- granting access only to authorized people;
- maintaining governance over enabled users, integrations, and AI-assisted features; and
- promptly reporting suspected unauthorized access, abuse, or security incidents to `info@sefira.se`.

Customers are responsible for activity carried out through their Workspace and approved Integrations except where the issue results from Sefira's own breach of contract or security obligations.

Sefira may apply additional access protections for sensitive surfaces, including privileged portal or compliance operations.

### 6. Acceptable use

Customer and its Authorized Users may use the Service only for lawful business purposes and in accordance with these Terms, the applicable customer agreement, and relevant privacy and security obligations.

#### **Customer and its Authorized Users must not:**

- use the Service in violation of law, confidentiality duties, sanctions, export controls, or privacy rights;
- upload, process, or share content they do not have the right to use;
- attempt to bypass authentication, authorization, tenant boundaries, or governed product controls;
- interfere with the Service, other customers, or connected providers;
- introduce malware, destructive code, credential-harvesting, phishing, spam, or abusive automation;
- conduct abusive benchmarking, scraping, load testing, or automated use that degrades availability or circumvents product limits;
- attempt to access data belonging to another customer or workspace without authorization;
- use the Service for high-risk or regulated use cases unless expressly permitted in a Customer Agreement and supported by the configured environment;
- use AI-Assisted Features as if their output were guaranteed factual, legal, financial, HR, medical, or operational authority without appropriate human review; or
- use AI-Assisted Features as the sole basis for decisions with legal or similarly significant effects on individuals.

## 7. Customer Content and customer responsibilities

Customers remain responsible for the Customer Content they place in the Service, including Workspace content, documents, prompts, external integration context, AI inputs, and workflow inputs.

### **Customers are also responsible for deciding:**

- which data categories may be used in the Service;
- which Integrations may be enabled;
- which AI-Assisted Features may be used for which workflows;
- whether stricter internal review, retention, localization, or export rules must apply beyond the platform default; and
- whether any regulated, sensitive, or high-risk use requires a separate written agreement or internal governance approval.

## 8. AI-Assisted Features

Sefira includes AI-Assisted Features for drafting, analysis, conversation, process-building, and related workflow support.

### **Contract handling principles:**

- AI output is assistive and reviewable;
- AI output is not guaranteed to be factually accurate, legally correct, unique, complete, non-infringing, or suitable for any particular business purpose;
- customers remain responsible for evaluating AI output before relying on it for material decisions, external communication, or sensitive workflows;
- the applicable provider and data path may vary depending on the configured AI provider and environment; and
- AI provider restrictions or provider-specific terms may apply to the relevant feature

path.

Unless expressly agreed otherwise in writing, Sefira does not use Customer Content to train general-purpose AI models for its own independent purposes.

As between Customer and Sefira, Customer may use AI output generated through Customer's lawful use of the Service, subject to these Terms, applicable law, and provider restrictions. Sefira does not guarantee that AI output is unique or that similar output will not be generated for other customers.

## 9. Privacy and data processing

**Sefira's handling of personal data is described in the [Privacy Notice](/privacy).**

Where Sefira processes Customer Personal Data on behalf of Customer as processor, the [Data Processing Addendum](/dpa) applies and forms part of the Agreement.

Unless expressly stated otherwise in the DPA or a signed Customer Agreement, claims arising under the DPA are subject to the limitation of liability in these Terms.

## 10. Documents and derived artifacts

The Service can store uploaded files, extracted text, previews, and derived workflow artifacts.

**Unless a narrower contract or legal requirement applies:**

- these artifacts are treated as Customer or organization work product;
- a single user's departure does not automatically require deletion of all organization-owned artifacts; and
- data-return and deletion behavior follows the customer agreement, Privacy Notice, DPA, and retention model rather than a blanket erasure promise.

## 11. Integrations and third-party services

The Service can connect to third-party services such as Google, GitHub, storage providers, email-delivery providers, billing providers, and AI providers.

**Customers acknowledge that:**

- enabling an Integration or AI provider may cause data to be processed by that provider;
- third-party service availability, API behavior, access scopes, and provider-side outages are outside Sefira's direct control;
- some providers are optional, feature-specific, environment-specific, or customer-enabled rather than always-on; and
- customer governance approval may be needed before enabling some Integrations or provider paths.

## 12. Fees, billing, plans, and payment

Paid features, limits, and entitlement states may depend on valid subscription or billing

status.

**Unless otherwise stated in an Order Form or Customer Agreement:**

- fees are due in accordance with the billing method selected for the relevant plan or commercial arrangement;
- fees are non-refundable except where expressly stated in an Order Form or required by law;
- Customer is responsible for applicable taxes, duties, and similar charges, excluding taxes based on Sefira's net income;
- Sefira may suspend access to paid features for material non-payment after reasonable notice where applicable; and
- billing records, reconciliation evidence, and related commercial records may remain retained where legally or operationally required.

Pricing, plan limits, subscription details, renewal mechanics, and support commitments may be described in an Order Form, commercial proposal, or Customer Agreement.

**13. Subscription term, renewal, and termination**

The Subscription Term begins when Customer is granted access to the relevant paid Service scope and continues for the period stated in the applicable Order Form or Customer Agreement.

**Unless otherwise stated in the applicable Order Form or Customer Agreement:**

- subscriptions renew automatically for successive periods equal to the expiring Subscription Term unless either party gives notice of non-renewal before the end of the then-current term;
- either party may terminate for material breach if the breach is not cured within 30 days after written notice, or within 10 days after written notice for non-payment;
- Sefira may suspend or restrict access where reasonably necessary to protect the Service, users, or third parties, address security risk, abuse, fraud, unlawful use, or non-payment, or comply with law or provider requirements; and
- post-termination data handling may involve return, deletion, anonymization, and justified retention depending on the data type, legal context, and retained-history obligations.

Any provisions that by their nature should survive termination, including payment obligations, confidentiality, liability limits, dispute clauses, IP ownership, and retention-related obligations, will survive termination.

If Customer terminates or elects non-renewal during an active Subscription Term, fees already committed for that term remain payable unless otherwise stated in the applicable Order Form, Customer Agreement, or mandatory law.

**14. Service changes and Preview Features**

**Sefira may update, improve, replace, restrict, or discontinue features over time.**

**In particular:**

- Preview Features may change more frequently than stable product surfaces;
- AI-Assisted Features and integration-heavy features may vary based on third-party provider availability;
- Preview Features may be modified, suspended, or discontinued at any time; and
- Preview Features are excluded from any SLA or enhanced support commitment unless expressly stated in a Customer Agreement or Order Form.

**15. Support and service levels**

Sefira may provide support through the channels described in the applicable customer materials.

**Unless expressly stated in an Order Form, SLA, or Customer Agreement:**

- Sefira does not provide a specific uptime commitment;
- support scope, response times, and maintenance commitments are not guaranteed at any specific service level; and
- planned or emergency maintenance may affect availability from time to time.

**16. Intellectual property and license to Customer Content**

Sefira retains all right, title, and interest in the Service and Sefira Materials, including the software, interface, documentation, branding, methods, and underlying know-how, except for Customer Content.

**Customer retains its rights in Customer Content.**

Customer grants Sefira a non-exclusive, worldwide, royalty-free license to host, copy, process, transmit, display, secure, and create technical derivatives of Customer Content solely as necessary to provide, secure, maintain, support, and perform the Service, comply with law, and perform the Agreement.

This license does not permit Sefira to use Customer Content to train general-purpose AI models unless expressly agreed in writing.

**17. Confidentiality****Each party may receive Confidential Information from the other party.**

"Confidential Information" means non-public business, commercial, technical, security, or product information disclosed by one party to the other, including pricing, customer-specific commitments, diligence responses, security materials, and non-public product or operational details, but excluding information that:

- is or becomes public through no fault of the receiving party;
- was lawfully known by the receiving party without restriction before disclosure;
- is lawfully received from a third party without confidentiality restriction; or
- is independently developed without use of the disclosing party's Confidential Information.

The receiving party shall use Confidential Information only as necessary to perform under

the Agreement and shall protect it using reasonable measures no less protective than those it uses for its own similar confidential information.

Confidential Information may be disclosed to employees, advisors, contractors, subprocessors, or affiliates who need to know it and are bound by confidentiality obligations, or where disclosure is required by law.

These confidentiality obligations continue for three years after disclosure, except for trade secrets, security-sensitive information, and personal data, which remain protected for as long as they remain confidential or protected by applicable law.

#### 18. Security reporting

**Customers and researchers may report suspected security issues to [info@sefira.se](mailto:info@sefira.se).**

Unless Sefira expressly authorizes testing in writing, these Terms do not grant permission for intrusive, destructive, or disruptive security testing, data exfiltration, load testing, or attempts to access non-public customer data.

Sefira will not pursue legal action against good-faith security research that complies with Sefira's published reporting rules, avoids service disruption, and does not access, modify, destroy, or exfiltrate non-public data.

#### 19. Warranties and disclaimers

Except as expressly stated in a Customer Agreement, Order Form, or applicable non-waivable law, the Service is provided on an "as is" and "as available" basis.

**Sefira does not warrant that:**

- the Service will be uninterrupted or error-free at all times;
- every feature will remain available in the same form indefinitely;
- third-party providers will remain available or behave consistently;
- AI output will be accurate, complete, unique, or suitable for any specific purpose; or
- the Service is appropriate for high-risk, safety-critical, regulated, or legally determinative use without separate written agreement and appropriate controls.

#### 20. Indemnity

**Customer shall indemnify and hold harmless Sefira from third-party claims arising from:**

- Customer Content that Customer or its Authorized Users had no right to use;
- Customer's unlawful or prohibited use of the Service;
- Customer's breach of these Terms; or
- Customer's use of AI-Assisted Features, Integrations, or third-party services in violation of law or third-party rights.

Sefira shall defend Customer against third-party claims alleging that the core Service, as provided by Sefira and used in accordance with these Terms, directly infringes a third

party's intellectual property rights, subject to customary exclusions for Customer Content, third-party services, unauthorized modifications, or use outside permitted scope.

## 21. Limitation of liability

### **To the fullest extent permitted by law:**

- neither party is liable for indirect, incidental, special, consequential, exemplary, or punitive damages, or for loss of profits, revenue, goodwill, or anticipated savings;
- Sefira is not liable for outages, errors, or loss resulting from third-party providers, customer configurations, unauthorized customer actions, or customer misuse of AI output, except to the extent caused by Sefira's own breach of applicable obligations; and
- each party's aggregate liability arising out of or relating to the Service or these Terms is limited to the fees paid or payable by Customer to Sefira for the 12 months preceding the event giving rise to the claim.

For confidentiality, personal-data-processing, and security-related claims arising from a party's breach of the Agreement, each party's aggregate liability is instead limited to two times the fees paid or payable by Customer to Sefira for the 12 months preceding the event giving rise to the claim, unless a signed Customer Agreement or the DPA expressly states otherwise.

### **These limitations do not apply to:**

- Customer's payment obligations;
- Customer's unlawful use of the Service; or
- liability that cannot be excluded or limited under applicable law.

## 22. Export controls and sanctions

Customer must comply with applicable export control and sanctions laws in connection with its use of the Service.

Customer may not access or use the Service in embargoed jurisdictions, for prohibited end uses, or in a manner that would cause Sefira or its providers to violate applicable export control or sanctions law.

## 23. Changes to these Terms

### **Sefira may update these Terms from time to time.**

Material changes may be notified through the Service, by email, through customer-facing documentation, or by other reasonable means.

Changes apply from the stated effective date. For existing paid subscriptions, material changes that materially reduce Customer's rights will not apply until the next renewal term unless required by law, necessary for security or compliance, or required by a critical provider dependency.

## 24. Notices

Notices to Sefira must be sent to [info@sefira.se](mailto:info@sefira.se) unless a signed Customer Agreement

specifies another notice address.

Sefira may provide notices through the Service, by email to Customer's account, owner, admin, or billing contact, or through other reasonable means.

## 25. Governing law and disputes

Unless otherwise stated in a signed Customer Agreement or Order Form, these Terms are governed by the laws of Sweden, excluding conflict-of-law principles.

Disputes arising out of or relating to these Terms shall be resolved by the competent courts of Sweden, unless otherwise agreed in writing.

Nothing in these Terms prevents either party from seeking urgent injunctive or protective relief where necessary.

## 26. Assignment, subcontracting, and force majeure

Customer may not assign these Terms without Sefira's prior written consent, except in connection with a merger, acquisition, or transfer of substantially all of Customer's business or assets involving the relevant Service relationship.

Sefira may use affiliates, subprocessors, contractors, and service providers in connection with the Service, subject to applicable law and the DPA where relevant.

Neither party is liable for delay or failure caused by events beyond its reasonable control, including failures of utilities, infrastructure, labor disputes, natural disasters, acts of government, war, terrorism, widespread provider outages, or similar force majeure events.

## 27. Contact

**Questions about these Terms may be sent to [info@sefira.se](mailto:info@sefira.se).**