

DOCREVEAL TERMS OF SERVICE

Effective from: 26 September 2026

Please read these Terms of Service (the “**Terms**”), our Privacy Policy available at <https://docreveal.ai/assets/documents/legal/docreveal-privacy-en.pdf>, and all other documents referred to in the Terms carefully. By accessing or using the Services, or by clicking to agree to the Terms of Service when this option is made available to You, You enter into a binding agreement with DocReveal (the “**Agreement**”) which includes and incorporates these Terms. If You do not agree to the Terms, You must not access or use the Services.

The Services are available both to businesses and to Consumers from various countries. Where You access the Services as a Consumer, special provisions set out in particular in Section 11 of these Terms apply to You. Where You are a Consumer habitually resident outside the Czech Republic, the choice of Czech law as the governing law of the Agreement does not deprive You of the protection afforded by the mandatory consumer-protection provisions of the law of the country of Your habitual residence that cannot be derogated from by agreement; in the event of a conflict between such mandatory provisions and these Terms, those mandatory provisions prevail.

Single point of contact for communication with public bodies and Users: e-mail: info@docreveal.org; languages of communication: Czech and English.

1. DEFINITIONS

- 1.1. “**Affiliate**” of a person means any person that directly or indirectly controls, is controlled by, or is under common control with such person. For this purpose, “control” means the power to direct or cause the direction of the management and policies of a person, whether through the ownership of voting securities, by contract or otherwise.
- 1.2. “**AI Features**” means those parts of the Services that use artificial intelligence (including generative artificial intelligence, large language models or similar technologies) to extract, analyse, generate, transform or suggest content in response to User inputs, including in particular AI extraction of data from documents (reveal calls), semantic search with cited answers, assistants, workflows, analytics and speech-to-text transcription.
- 1.3. “**Authorized User**” means a user who uses the Services as part of any paid Subscription plan purchased by the User. Authorized Users include managers (who can manage the Subscription and activities of other Authorized Users) and subordinate users.
- 1.4. “**Chargeback**” means contacting a bank or credit/debit card provider and rejecting, cancelling or contesting the charge of any amount payable in connection with the use of the Services.
- 1.5. “**Confidential Information**” means any information consisting of or relating to the Disclosing Party’s technology, trade secrets, know-how, business operations, plans, strategies, customers, or pricing.
- 1.6. “**Consumer**” means a User who is a natural person and who, when entering into and performing the Agreement, acts outside the scope of their trade, business, craft or profession.
- 1.7. “**Documentation**” means all texts, descriptions, FAQs and other materials made available at the Website (in particular in the FAQ section at <https://docreveal.ai/?lang=en#faq>) or within the web

application (or another website notified by DocReveal) which describe the features or use of the Services.

- 1.8. **“DocReveal”** means DocReveal s.r.o., with registered office at Příčná 1892/4, Nové Město, 110 00 Praha 1, Czech Republic, ID number: 29871972, incorporated under the laws of the Czech Republic, registered in the Commercial Register maintained by the Municipal Court in Prague under file no. C 453198, as the provider of the Services. Contact details of DocReveal: telephone: +420 605 919 219; e-mail: info@docreveal.org; address for service of documents (including notices of withdrawal and complaints): Příčná 1892/4, Nové Město, 110 00 Praha 1, Czech Republic.
- 1.9. **“Pricing Page”** means the page at <https://docreveal.ai/?lang=en#pricing> describing the basic parameters and prices of the available Subscription plans. The complete and detailed parameters of each Subscription plan (including all usage limits and technical parameters) are displayed to the User in the Tariff Manager (or similarly named feature) within the web application before the purchase of the Subscription; references in these Terms to the Pricing Page include such detailed information displayed in the web application.
- 1.10. **“Resultant Data”** means data and information related to the use and performance of the Services by the User, which DocReveal collects, generates or derives in connection with operating the Services (such as technical logs, usage statistics and performance metrics). Resultant Data does not include User Data.
- 1.11. **“Services”** means the DocReveal cloud-based platform for the AI-powered processing of documents and other unstructured data – including in particular the extraction of structured data from documents, semantic search with cited answers, assistants, workflows, analytics and speech-to-text transcription – and related services provided by DocReveal via the Website and the web application available at <https://app.docreveal.ai/>, including any features, content and AI Features made available as part of such services from time to time.
- 1.12. **“Subscription”** means paid access to the Services acquired by the User in accordance with these Terms.
- 1.13. **“Subscription start date”** means the date on which the User purchases or otherwise activates a Subscription.
- 1.14. **“Third-Party Materials”** means any materials, documents, data, products, services, software or other content that are not created or owned by DocReveal, including open-source software and third-party AI models or services.
- 1.15. **“User”** or **“You”** means the user of the content and services provided through the Website. Where You accept these Terms on behalf of a company or other legal entity, “You” and “User” also refer to that entity, and You represent that You are authorized to bind that entity.
- 1.16. **“User Data”** means data, instructions, materials and other content that is provided by the User, or that DocReveal receives from or on behalf of the User, by or through the Services, including in particular documents and other files uploaded by the User, prompts and questions submitted to AI Features and the Outputs (as defined in Section 8.3). User Data does not include Resultant Data.
- 1.17. **“Website”** is <https://docreveal.ai>.

2. SERVICES

- 2.1. Account registration and security.** In order to access certain features of the Services, You may be required to register an account for the web application of the Service which is accessible through the Website. Registration is made solely using the User's e-mail address, chosen password and confirmation of the registration through the User's e-mail; login or registration via third-party services is not offered. You must provide accurate and complete information when creating Your account and keep it up to date. You are responsible for maintaining the confidentiality of Your login credentials and for all activities that occur under Your account. You must promptly notify DocReveal through the Support Center within the web application or at info@docreveal.org of any unauthorized use of Your account or any other breach of security. DocReveal is not liable for any loss or damage arising from Your failure to comply with this Section 2.1.
- 2.2. Use.** Subject to Your continued compliance with these Terms and payment of applicable fees (if applicable for the respective Subscription plan), DocReveal grants the User a limited, non-exclusive, non-transferable, non-sublicensable, revocable right to access and use the Services during the term of the Agreement, solely for the User's internal business purposes or, in the case of a Consumer, for the User's own personal purposes, and in accordance with the Agreement and the Documentation. You are solely responsible for obtaining and maintaining any devices, equipment, software, internet connection and infrastructure required to access and use the Services. DocReveal is not responsible for any defects, failures or delays caused by Your telecommunications services, internet connection or device configuration.
- 2.3. Users.** Users fall into one or more of the following categories:
- a) **"Free Users"** who use the free plan of the Services either by choice or as a default setting of the Service before choosing any of the paid Subscription plans. Free Users have access to a limited set of features and functionality and to lower usage limits compared to Authorized Users, as described on the Pricing Page. The free version of the Services is provided "as is", and DocReveal may change, limit or discontinue it at any time. Free Users may obtain access to extended features and functionality by purchasing the respective paid Subscription.
 - b) **"Authorized Users"** who use the Services as part of any paid Subscription plan purchased by the User and permitting that User to create and configure Services so that Authorized Users may join.
- 2.4. Third-Party Materials.** The Services may contain or provide access to Third-Party Materials (such as third-party AI models, cloud infrastructure or payment services). Your use of Third-Party Materials may be subject to additional terms and conditions imposed by the relevant third party. You are responsible for complying with all such third-party terms. DocReveal does not control and is not responsible for Third-Party Materials.
- 2.5. Restrictions.** You may not access or use the Services except as expressly permitted under these Terms and, for any Third-Party Materials, the relevant third-party license terms. Without limiting the foregoing, You shall not, and shall not permit any third party to:
- a) make the Services available to anyone other than Authorized Users or use the Services for the benefit of anyone other than the User or its Affiliates;
 - b) rent, lease, lend, sublicense, sell, assign, distribute, publish, transfer, time-share, or otherwise commercially exploit the Services, except as expressly permitted in writing by DocReveal;
 - c) copy, modify, adapt, translate, create derivative works of, reverse engineer, decompile, disassemble, or otherwise attempt to derive or gain access to the source code of the Services or

any part thereof, except to the limited extent that applicable law expressly permits despite this restriction;

- d) share a Subscription, account, login credentials or access to the Services with any other person not authorized under the applicable Subscription plan, allow multiple individuals to use the same Subscription or account, or otherwise circumvent or attempt to circumvent any technical or licensing restrictions of the Services (except that Subscriptions may be reassigned to new Authorized Users replacing individuals who no longer use the Services);
- e) create or register multiple accounts, re-register after deletion of an account or otherwise act with the aim of circumventing the limits of the free version of the Services or of any Subscription plan (including limits on the number of documents, reveal calls, speech-to-text minutes, storage capacity and other functions and their limits);
- f) bypass, disable, compromise or otherwise interfere with any security-related or access-control features of the Services, or attempt to gain unauthorized access to the Services, systems, networks or data of DocReveal or any third party;
- g) upload, transmit or otherwise provide to or through the Services any User Data or other materials that: (i) contain unsolicited or unauthorized advertising or spam, (ii) are unlawful, defamatory, obscene or otherwise objectionable, or (iii) contain or activate any harmful code, including malware, viruses, worms, Trojan horses, prompt injections, adversarial prompting or any other technology designed or intended to disrupt, damage, gain unauthorized access to, or otherwise harm any software, hardware, network, data or service;
- h) damage, interfere with or otherwise adversely affect the operation or performance of the Services, or any servers or networks connected to the Services, including by excessive automated requests or other abusive use;
- i) access or use the Services in any manner or for any purpose that infringes any intellectual property right, privacy right or other right of any person, or that violates applicable law or regulation; or
- j) access the Services, the Documentation, or DocReveal's Confidential Information to build a competitive product or service.

2.6. Reservation of rights. Nothing in the Agreement grants any license or other right to any intellectual property rights in or relating to the Services or Third-Party Materials. All rights to the Services and the Third-Party Materials are and will remain with DocReveal and the respective rights holders. The User does not acquire any rights except as expressly set forth in Section 2.2. By entering into the Agreement or, as the case may be, by creation of such data, the User assigns to DocReveal all rights relating to the Resultant Data. DocReveal reserves the right to make changes to the Services that it deems necessary or useful to comply with applicable law, enhance the quality of Services, cost efficiency or performance.

2.7. Changes to the Services. DocReveal may from time to time develop patches, bug fixes, updates, upgrades and other modifications to improve or otherwise change the Services ("Updates"). DocReveal may modify, suspend or discontinue certain features, content or functionalities of the Services where reasonably necessary for technical, security, legal or business reasons. Where practicable and appropriate, DocReveal will notify the User in advance of any material change. Unless otherwise expressly agreed, these Terms will apply to any Updates and modified versions of the Services.

- 2.8. Sanctions and export control.** The Services are not offered to, and may not be accessed or used by, any person who is the subject of sanctions, or who resides in, is located in, or will access the Services from a country or region where such access is prohibited under applicable sanctions or export control laws. By using the Services, You represent and warrant that You meet these requirements. If You do not meet these requirements, You must not access or use the Services. DocReveal reserves the right to limit the availability of the Services to any person, entity, geographic area or jurisdiction at any time to comply with applicable law or for risk-management reasons.
- 2.9. Suspension and termination.** Without prejudice to any other rights it may have, DocReveal may suspend, terminate or otherwise restrict Your access to all or part of the Services, without incurring any liability to You, if:
- a) DocReveal receives a court order, governmental request or other binding order requiring it to do so, or becomes aware of a change in law, regulation or binding interpretation that makes the performance of any part of the Agreement unlawful or otherwise prohibited;
 - b) You breached these Terms, used the Services beyond the scope of the rights granted herein, or have been or are likely to be involved in unlawful activities in connection with the Services; or
 - c) You fail to pay the applicable fees when due or DocReveal receives a Chargeback in respect of any amounts due in connection with the Services.

Where reasonably practicable, DocReveal will notify the User of a suspension or termination and the reasons for it. Nothing in this Section 2.9 limits DocReveal's right to terminate the Agreement in accordance with applicable law or other provisions of these Terms.

- 2.10. Availability and support.** DocReveal will use commercially reasonable efforts to keep the Services available and functional. You acknowledge that the Services may not be available on a continuous, uninterrupted or error-free basis, in particular due to necessary maintenance, Updates, outages or unavailability of third-party infrastructure and services on which the Services depend (in particular the third-party cloud infrastructure on which the Services are hosted, third-party AI models and the Stripe payment gateway) or other circumstances beyond DocReveal's reasonable control; DocReveal is not liable for any unavailability of the Services caused by such third-party outages. The Services are provided with a target availability of at least ninety per cent (90%) per calendar month, excluding planned maintenance and events under Section 13.3; availability at or above this level constitutes proper performance of the Services and does not give rise to any right to a refund or reduction of fees. Where practicable, DocReveal will announce planned maintenance in advance. Support is provided on a best-effort basis through the Support Center within the web application (where the User may report errors/bugs, questions and suggestions) or via e-mail at info@docreveal.org. Individual Subscription plans may include enhanced availability commitments, service levels (SLA) or priority support, as described on the Pricing Page or as agreed with the User in a separate service level agreement; in such case, the terms of the applicable Subscription plan or service level agreement prevail over this Section 2.10.

- 2.11. Functionality, compatibility and interoperability.** The Services are provided as a cloud-based web application accessed through an up-to-date version of a common web browser (Chrome, Edge, Firefox or Safari) and require a continuous internet connection; no installation on the User's device is required. Supported file formats, file size limits, supported languages of documents and audio recordings, export formats and any technical protection measures applied to the Services (including access control, encryption and logical separation of User environments) are described in the Documentation, on the Pricing Page and in the web application; the technical protection measures are further described in the

Security Overview available at <https://docreveal.ai/assets/documents/legal/docreveal-security-overview-en.pdf>. The Services are not designed to be interoperable with any specific third-party software other than the integrations available in the Integration Manager (or similarly named feature) within the web application or otherwise expressly listed in the Documentation. DocReveal does not create backups of User Data on behalf of the User; the User may set up continuous backups of its data to its own or third-party environments through self-service downloads (where available) or through the integrations available in the web application.

- 2.12. Conclusion of the Agreement by electronic means.** The Agreement is concluded in the English language. The Agreement is concluded upon the registration of the User's account and acceptance of these Terms and is supplemented by each purchase of a paid Subscription. A Subscription is ordered through the following technical steps: (i) registration of the User's account using the User's e-mail address and acceptance of these Terms; (ii) selection of a Subscription plan in the Tariff Manager (or similarly named feature) within the web application, where the complete parameters of the plan (basic information on which is available on the Pricing Page) are displayed; (iii) redirection to the secure checkout of the Stripe payment gateway, where the User enters or verifies its identification and billing data and may check and change all data entered before the order is placed; (iv) review of the summary of the order, including the Subscription plan, the total price payable and the monthly billing period; and (v) placing of the order by pressing the payment button in the Stripe checkout (marked e.g. "Order and Pay" or "Subscribe with payment", or with another wording clearly indicating that the order entails an obligation to pay). Upon successful payment the User is redirected back to the web application, which displays a confirmation that the Subscription has been paid and the date from which it is active, and the corresponding features of the Services are made available to the User. A confirmation of the payment, including the transaction ID, is sent to the e-mail address associated with the User's account without undue delay.

3. SUBSCRIPTION, FEES AND PAYMENT

- 3.1. Subscription required.** To access and use certain Services (such as the processing of documents and reveal calls above the limits of the free plan, higher storage capacity, higher upload size or speech-to-text minutes), You must have an active Subscription. Paid Services and their features are listed in the price list available on the Pricing Page. The individual Subscription plans typically differ in particular in the number of documents that may be processed per month, the number of reveal calls (AI extraction and processing operations), the number of speech-to-text minutes, the total storage capacity available for all uploaded files (e.g. 100 MB in aggregate), the maximum size of each individual uploaded file (e.g. 5 MB per file), the number of Authorized Users, the level of support and other features, all as described in detail on the Pricing Page.
- 3.2. Free trial.** From time to time, DocReveal may offer a free trial of the paid Subscription. At the end of the free trial, Your Subscription will automatically convert into a paid Subscription at the then-current standard Subscription fee, unless You cancel the Subscription before the trial period ends. You may cancel a trial Subscription at any time before the end of the trial period through functions of the Billing Manager (or similarly named feature) within the web application. DocReveal may change or discontinue any free trial at any time.
- 3.3. Term, renewal and cancellation.** Subscriptions are offered exclusively on a monthly basis. The Subscription period is one (1) month and begins on the Subscription start date (i.e. the date of payment). Subscription will automatically renew for consecutive monthly periods under the then-current conditions, unless it is cancelled before the next renewal. DocReveal informs the User of the

automatic renewal and of the applicable fee within the web application. User may cancel the active Subscription at any time through functions of the Billing Manager (or similarly named feature) within the web application. Cancellation takes effect at the end of the then-current paid monthly period. The User will continue to have access to the respective Subscription features until the end of that period. In such case the Subscription will not be renewed for the following period, however, any fees for the then-current period are not refunded, not even pro rata, except as provided in Section 11 for Consumers or where required by mandatory law. The User may purchase several Subscriptions (including several Subscriptions of the same plan) and hold them concurrently; in such case, each Subscription has its own monthly period beginning on its own Subscription start date, the usage limits of each Subscription are renewed at the beginning of each of its own monthly periods, and the usage limits of concurrently held Subscriptions are aggregated. DocReveal may change the content and parameters of the Subscription plans offered on the Pricing Page. An already purchased Subscription retains the parameters in effect at the time of purchase until the end of the then-current monthly period, and from the next automatic renewal the then-current parameters of the plan apply, of which DocReveal will inform the User in advance within the web application.

- 3.4. Subscription plans and limits.** Subscriptions are sold in plans (tiers) that differ in usage limits, features and price according to the Pricing Page. The User may at any time purchase a higher plan or an additional Subscription in the Tariff Manager (or similarly named feature) within the web application; a newly purchased Subscription takes effect upon payment and runs for its own monthly period in accordance with Section 3.3. A change to a lower plan is made by cancelling the current Subscription (with effect from the end of its then-current monthly period) and purchasing the lower Subscription plan. If the User exhausts all the usage limits of the currently purchased plan or plans, the affected features of the Services may be restricted or suspended until the limits are renewed for the next period or until the User purchases a higher or an additional Subscription; DocReveal will inform the User within the Services where a limit is reached. Exhaustion of usage limits does not entitle the User to any refund or reduction of fees. Where the data stored in the User's account exceed the limits of the free version of the Services (for example after the expiry or cancellation of a paid Subscription plan with higher limit), the User retains access to its data, but the affected features of the Services are restricted until the User purchases a paid Subscription plan. The same applies where, following a change to a lower plan, the data stored in the User's account exceed the storage capacity of the currently purchased Subscription plan or plans. The User retains access to its data, but the upload of further data and the other affected features of the Services are restricted until the User purchases a Subscription plan with sufficient storage capacity or reduces the volume of stored data accordingly. The consequences of the User not holding any active paid Subscription for a continuous period of three (3) months while the data stored in its account exceed the limits of the free version of the Services (deletion of the account and/or reimbursement of infrastructure costs) are set out in Section 12.1.
- 3.5. Fees and price changes.** User shall pay the applicable Subscription fees in accordance with the price list that is effective at the time the User submits its order. User's obligation to pay the fees is not dependent on its actual use of the Services; non-use of the Services does not entitle the User to any refund or reduction of fees. DocReveal may change the Subscription fees or introduce new fees. Any fee change will apply from the next Subscription period. DocReveal will notify the User of any fee change at least thirty (30) days in advance, for example by email or via the Services. If the User does not agree with a fee change, the User may cancel the Subscription before the fee change takes effect. Continued use of the Services after the fee change becomes effective constitutes the User's acceptance of the new fees.

- 3.6. Payments and taxes.** The User shall make all payments via the Stripe payment gateway. The User hereby agrees to the terms and conditions of such payment services. DocReveal does not store the User's full payment card details; these are processed by Stripe and DocReveal only retains information about the subscription and the status of payments. Payment is made in the Stripe checkout to which the User is redirected from the web application. After the payment has been made, the web application displays a confirmation that the Subscription has been paid and the date from which it is active, and the User receives a payment confirmation with the transaction ID. Invoices and payment receipts are available to the User for download from the Stripe customer portal linked to the e-mail address associated with the User's account (redirection from Billing Manager or similarly named feature), together with an overview of the User's current and past Subscriptions. In case of automatic renewal of a Subscription and payment for excessive use, the fees will be charged automatically to the last payment method selected by the User. Unless DocReveal expressly states otherwise, all fees are exclusive of VAT and other applicable taxes; however, prices displayed to Consumers on the Pricing Page and in the checkout process are always final, i.e. inclusive of VAT and other taxes. A User who is not a Consumer is responsible for paying any VAT, sales, use or similar taxes that apply to the Subscription, except for taxes based on DocReveal's income.
- 3.7. Late payment.** If the User fails to make any payment when due, then in addition to other remedies, DocReveal may charge interest on the past due amount at the rate of 0.5% per each commenced day of delay or, if lower, the highest rate permitted under applicable law. In the case of a Consumer, DocReveal may only charge default interest in the statutory amount under applicable law.
- 3.8. Refunds.** Unless explicitly stated otherwise in these Terms (in particular in Section 11 for Consumers) or required by mandatory law, all fees are non-cancellable and non-refundable. This applies in particular to partially used Subscription periods and to periods for which access has already been provided.
- 3.9. Chargebacks.** A Chargeback will be considered a breach of the User's payment obligations under the Agreement. Upon receiving notice of a Chargeback, DocReveal may immediately suspend or restrict access to the Services without prior notice. DocReveal reserves the right to dispute any Chargeback and to provide the relevant payment provider with information demonstrating that the charge was valid. If DocReveal reasonably believes that the User has maliciously or abusively requested a Chargeback, DocReveal may terminate the Agreement and/or take reasonable steps to restrict the User's future access to the Services.
- 3.10. Fair use policy.** The User may use the Services only to the extent that is reasonable in relation to the purchased Subscription plan and its usage limits (in particular the number of documents, reveal calls, speech-to-text minutes and storage capacity) as set out on the Pricing Page. If the User intends to use the Services in excess of these limits, it shall purchase a higher or an additional Subscription, or if such Subscription is not available, contact DocReveal and negotiate in good faith with the intention to increase the limits. Unless the parties agree otherwise within 30 days of the day when the User is found to have used the Services in excess, the User will pay DocReveal the fees for such excessive use calculated as the amount of such excess in percentage multiplied by the fees of the currently effective most expensive Subscription plan. The preceding sentence does not apply to Consumers; where a Consumer exhausts the limits of their plan, the relevant features of the Services are restricted in accordance with Section 3.4.

4. REPRESENTATIONS, WARRANTIES AND DISCLAIMERS

- 4.1. Mutual representations.** DocReveal represents that it is duly organized under the laws of its jurisdiction of incorporation and has the authority to enter into and perform the Agreement. The User represents and warrants that execution of the Agreement by its representative has been duly authorized by all necessary corporate or organizational action of the User. When executed and delivered by both parties, the Agreement will constitute the legal, valid, and binding obligation of each party, enforceable against such party.
- 4.2. User warranties regarding User Data.** The User represents and warrants to DocReveal that it has and will maintain all rights, licenses and consents necessary for DocReveal to receive, store and process User Data in accordance with the Agreement, and that such processing will not infringe, misappropriate or otherwise violate any intellectual property rights, privacy rights or other rights of any third party, nor violate any applicable law. The User is solely responsible for the legality of processing of User Data. In particular, the User is responsible for ensuring that the User is entitled to provide DocReveal with all User Data and that DocReveal's use and processing of User Data in accordance with the Agreement does not infringe any third-party rights, in particular intellectual property rights or privacy rights or obligations under any law or regulation. The User must inform the persons whose personal and other data the User transfers to DocReveal of such transfer, and the User must obtain consent to such transfer of personal data where necessary.
- 4.3. DISCLAIMER OF WARRANTIES.** EXCEPT AS EXPRESSLY STATED IN THESE TERMS AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, WITH ALL FAULTS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, DOCREVEAL AND ITS AFFILIATES SPECIFICALLY DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT, AS WELL AS ANY WARRANTIES ARISING OUT OF COURSE OF DEALING, USAGE OR TRADE PRACTICE. WITHOUT LIMITING THE FOREGOING, DOCREVEAL DOES NOT REPRESENT OR WARRANT THAT THE SERVICES OR ANY RESULTS OF THEIR USE WILL MEET THE USER'S REQUIREMENTS, BE AVAILABLE OR OPERATE WITHOUT INTERRUPTION, BE COMPATIBLE WITH ANY PARTICULAR SOFTWARE OR SERVICE, OR BE SECURE, ACCURATE, ERROR-FREE OR FREE OF HARMFUL CODE. ALL THIRD-PARTY MATERIALS ARE PROVIDED "AS IS", AND ANY REPRESENTATION OR WARRANTY REGARDING THIRD-PARTY MATERIALS IS SOLELY BETWEEN THE USER AND THE RELEVANT THIRD PARTY. THE SERVICES DO NOT REPLACE THE NEED FOR THE USER TO MAINTAIN REGULAR BACKUPS OR REDUNDANT COPIES OF ITS DATA; DOCREVEAL DOES NOT CREATE BACKUPS OF USER DATA ON BEHALF OF THE USER, AND THE USER MAY SET UP CONTINUOUS BACKUPS OF ITS DATA THROUGH THE INTEGRATIONS AVAILABLE IN THE INTEGRATION MANAGER OR SIMILARLY NAMED FEATURE OF THE SERVICE (SECTION 2.11). TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, DOCREVEAL HAS NO OBLIGATION OR LIABILITY FOR ANY LOSS, ALTERATION, DESTRUCTION, DAMAGE, CORRUPTION OR RECOVERY OF USER DATA. THIS SECTION 4.3 DOES NOT LIMIT THE RIGHTS OF CONSUMERS UNDER APPLICABLE MANDATORY CONSUMER-PROTECTION LAW, INCLUDING THE RIGHTS FROM DEFECTIVE PERFORMANCE UNDER SECTION 11.

5. CONFIDENTIALITY

- 5.1. Confidential Information.** In connection with the Agreement each party as a "Disclosing Party" may disclose or make available Confidential Information to the other party as a "Receiving Party".
- 5.2. Exclusions.** Confidential Information does not include information that:

- a) was known to the Receiving Party without restriction on use or disclosure prior to such information's being disclosed or made available to the Receiving Party in connection with this Agreement;
- b) was or becomes generally known by the public other than by the Receiving Party's or any of its representatives' noncompliance with this Agreement; or
- c) the Receiving Party can demonstrate by written or other documentary records was or is independently developed by the Receiving Party without reference to or use of any Confidential Information.

5.3. Protection of Confidential Information. As a condition to being provided with any disclosure of or access to Confidential Information, the Receiving Party shall:

- a) not access or use Confidential Information other than as necessary to exercise its rights or perform its obligations under and in accordance with this Agreement; and
- b) except as may be permitted, not disclose or permit access to Confidential Information other than to its representatives who: (i) need to know such Confidential Information for purposes of the Receiving Party's exercise of its rights or performance of its obligations under and in accordance with the Agreement; (ii) have been informed of the confidential nature of the Confidential Information and the Receiving Party's obligations under this Section 5; and (iii) are bound by confidentiality and restricted use obligations at least as protective of the Confidential Information as the terms set forth therein.

5.4. Compelled disclosures. If the Receiving Party or any of its representatives is compelled by applicable law to disclose any Confidential Information, the Receiving Party may disclose only that portion of the Confidential Information that the Receiving Party is legally required to disclose. To the extent permitted by applicable law, the Receiving Party shall notify the Disclosing Party in writing of such requirement.

5.5. Term. Each Party's obligations under this Section 5 will last throughout the Agreement term and for five (5) years thereafter; provided, however, with respect to any Confidential Information that constitutes a trade secret, such obligations of non-disclosure will survive the termination or expiration of this Agreement for as long as such Confidential Information remains subject to trade secret protection under applicable law.

6. INDEMNIFICATION

6.1. User indemnification. The User shall indemnify, defend and hold harmless DocReveal, its Affiliates, and their respective officers, directors, employees and agents from and against any and all losses, damages, liabilities, claims, actions, judgments, settlements, penalties, fines, costs and expenses (including reasonable attorneys' fees and costs of enforcing this indemnity) arising out of or in connection with any third-party claim to the extent such claim results from or relates to: (a) User Data, including any processing of User Data by or on behalf of DocReveal in accordance with the Agreement; (b) the User's breach of the Agreement, including any representation, warranty or obligation under the Agreement; or (c) any negligence or more culpable act or omission (including recklessness or willful misconduct) by the User or by a third party acting on the User's behalf in connection with the Services. In the case of a Consumer, this Section 6.1 applies only to the extent permitted by applicable mandatory law.

6.2. Indemnification procedure. DocReveal will promptly notify the User in writing of any claim for which DocReveal seeks indemnification under Section 6.1. Any delay in notification will not relieve the User of its obligations under Section 6.1, except to the extent the User is materially prejudiced by such delay. The User shall assume control of the defense of the claim and shall retain counsel reasonably acceptable to DocReveal. DocReveal shall reasonably cooperate with the User, at the User's expense, in the defense of the claim. DocReveal may participate in the defense of the claim with its own counsel at its own cost and expense. The User shall not settle any claim in a manner that imposes any admission of fault or liability on DocReveal, or any non-monetary obligation on DocReveal, without DocReveal's prior written consent (such consent not to be unreasonably withheld, conditioned or delayed). If the User fails or refuses to assume control of the defense of the claim within a reasonable time after receiving notice, DocReveal may defend and settle the claim in such manner as it deems appropriate, and the User shall be liable for all reasonable costs, expenses, losses and liabilities incurred by DocReveal in doing so, to the extent covered by the indemnity in Section 6.1.

7. LIMITATION OF LIABILITY

7.1. EXCLUSION OF CERTAIN DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL DOCREVEAL OR ANY OF ITS AFFILIATES, LICENSORS, SERVICE PROVIDERS OR SUPPLIERS BE LIABLE TO THE USER UNDER OR IN CONNECTION WITH THE AGREEMENT OR THE SERVICES, UNDER ANY LEGAL THEORY (INCLUDING CONTRACT, TORT – INCLUDING NEGLIGENCE – STRICT LIABILITY OR OTHERWISE) FOR ANY: (a) LOSS OF PRODUCTION, USE, BUSINESS, REVENUE OR PROFIT, OR DIMINUTION IN VALUE; (b) IMPAIRMENT, INABILITY TO USE, OR LOSS, INTERRUPTION OR DELAY OF THE SERVICES; (c) LOSS, DAMAGE, CORRUPTION OR RECOVERY OF DATA, OR BREACH OF DATA OR SYSTEM SECURITY; (d) COST OF SUBSTITUTE GOODS OR SERVICES; OR (e) CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, ENHANCED OR PUNITIVE DAMAGES. IN EACH CASE, EVEN IF DOCREVEAL HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR SUCH LOSSES WERE OTHERWISE FORESEEABLE, AND EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

7.2. CAP ON MONETARY LIABILITY. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE COLLECTIVE AGGREGATE LIABILITY OF DOCREVEAL AND ITS AFFILIATES, LICENSORS, SERVICE PROVIDERS AND SUPPLIERS ARISING OUT OF OR IN CONNECTION WITH THE AGREEMENT OR THE SERVICES, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, WILL IN NO EVENT EXCEED THE GREATER OF: (a) THE TOTAL AMOUNT OF FEES ACTUALLY PAID BY THE USER TO DOCREVEAL UNDER THE AGREEMENT IN THE THREE (3) MONTHS PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM; OR (b) ONE HUNDRED (100) EUR (OR EQUIVALENT IN LOCAL CURRENCY). THE FOREGOING LIMITATIONS WILL APPLY EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

7.3. MANDATORY LAW AND CONSUMERS. THE EXCLUSIONS AND LIMITATIONS IN THIS SECTION 7 DO NOT APPLY TO LIABILITY THAT CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE MANDATORY LAW (IN PARTICULAR LIABILITY FOR DEATH OR PERSONAL INJURY OR FOR DAMAGE CAUSED INTENTIONALLY OR BY GROSS NEGLIGENCE) AND DO NOT LIMIT THE STATUTORY RIGHTS OF CONSUMERS, INCLUDING THE RIGHTS FROM DEFECTIVE PERFORMANCE UNDER SECTION 11.

8. AI FUNCTIONALITY

8.1. Use of AI. Substantial parts of the Services rely on AI Features. AI Features may in particular extract structured data from documents and other unstructured content uploaded by the User (reveal calls), transcribe audio and video recordings (speech-to-text), generate answers to the User's questions with

citations of the underlying documents, and provide assistants, workflows and analytics based on User Data. Any prompts, questions, documents or other content You submit to AI Features constitute User Data.

- 8.2. Legality and intellectual property.** By submitting any User Data or prompts to the AI Features, the User represents and warrants that (i) the User has all rights, licenses and permissions necessary to submit such User Data and to permit its use by DocReveal and the AI Features in accordance with these Terms; and (ii) such User Data, as well as the subject-matter and nature of the content the User requests the AI Features to generate, do not infringe or misappropriate any copyright, trademark, design right, trade secret or other intellectual property or proprietary right of any third party. In particular, the User must not use the AI Features to request, generate or attempt to generate any content that copies, is substantially similar to, or is confusingly similar to, any works or materials protected by the intellectual property rights of any third party, unless the User has obtained all necessary permissions from the relevant rights holder. The User is solely responsible for ensuring that its use of the AI Features and any content it requests them to generate complies with all applicable intellectual property and other rights of third parties.
- 8.3. AI outputs.** As between the parties, outputs generated by the AI Features from or on the basis of User Data (such as extracted data, transcripts, summaries or answers; the “**Outputs**”) are considered User Data and DocReveal does not claim ownership of them. DocReveal may use Outputs and Resultant Data to the extent necessary to provide, operate, maintain, secure and improve the Services and to comply with applicable law. DocReveal does not use User Data or Outputs to train its own or third-party general-purpose AI models. Given the nature of artificial intelligence, DocReveal does not warrant that Outputs are unique, and identical or similar outputs may be generated for other users from similar inputs. Conversations with the AI Features (chat sessions) are stored in the User’s workspace as a conversation history for the retention period set in the web application (by default 365 days from the last activity in the conversation; the retention period may be set between 30 and 3,650 days, and a pinned conversation is kept until it is deleted). The User may delete a conversation at any time, and all conversations are deleted together with the User’s workspace (Section 12.3). In addition, DocReveal logs the queries submitted for audit and security purposes. Individual Outputs of a conversation may be copied or downloaded in the formats available in the web application.
- 8.4. No advice; human review required.** AI Features do not provide legal, medical, financial, tax, accounting or other professional advice. Outputs may be incomplete, inaccurate or misleading and may not reflect the most current information. The User must not rely on Outputs as a sole factual source and must have Outputs reviewed by a person before using them for accounting, legal, tax, HR or other important decisions. The User must not use Outputs as the sole basis for decisions that produce legal effects concerning natural persons or that similarly significantly affect them (for example decisions on recruitment, employment, creditworthiness or access to essential services); any such use requires meaningful human oversight and remains at the User’s sole responsibility. The User uses AI Features and any Outputs entirely at its own risk and discretion.
- 8.5. AI models and processing in the EU.** DocReveal may use third-party AI models or services to provide AI Features (for example AI models made available through Amazon Web Services, including models of Anthropic or other providers). Such third-party services are Third-Party Materials. Where the Services are provided in the European Union, User Data submitted to the AI Features is processed in data centres located in the European Union, unless expressly stated otherwise in the Documentation. While DocReveal selects its AI providers with care, it does not control how such models operate internally and is not responsible for any limitations, inaccuracies or biases inherent in the models.

9. USER CONTENT AND DIGITAL SERVICES ACT

9.1. Your content and responsibility. When using the Services, You upload documents and other User Data to the Services, which constitute user content. It is You who bears exclusive responsibility for this content. By uploading User Data, You represent that You have all rights to upload and use it and that You do not infringe any laws or third-party rights. User Data may be protected by copyright or other intellectual property rights; these rights remain Yours and DocReveal does not claim them in any way. By uploading User Data to the Services, You grant DocReveal only the rights necessary to host, store, process and use the User Data for the purpose of providing the Services in accordance with the Agreement. You agree to refrain from uploading any content that:

- a) infringes copyright or other intellectual property rights, unless You have obtained the right-holder's permission;
- b) violates personal rights, reputation or data privacy, including defamatory, demeaning or unjustifiably privacy-invasive material;
- c) constitutes misleading or unfair business practices, including false advertising or the dissemination of false information about products or services;
- d) advertises goods or services whose sale is prohibited or heavily regulated in a manner that bypasses applicable regulations;
- e) contradicts a binding decision or order of a competent public authority;
- f) contains offensive language, pornography or other material deemed inappropriate, which DocReveal reserves the right to remove;
- g) incites violence or hatred against any group or individual on the basis of gender, ethnicity, nationality, language, religion, political views, age, sexual orientation or any other characteristic;
- h) promotes or disseminates terrorism, child sexual abuse material, racism or xenophobia;
- i) depicts unjustified or gratuitous extreme violence;
- j) glorifies crime or self-harm;
- k) constitutes harassment, threats or stalking of other persons;
- l) contains false, inaccurate or misleading information, including hoaxes, disinformation or manipulative material; or
- m) endorses or promotes cybercrime, including hacking, phishing or the distribution of malicious software.

9.2. DocReveal's role as service provider. DocReveal is not responsible for User Data. All uploaded data remain the responsibility of the person who uploaded them to the Services. DocReveal remains in the position of a neutral, passive service provider within the meaning of Regulation (EU) 2022/2065 of the European Parliament and of the Council on a Single Market for Digital Services (the "**Digital Services Act**" or "**DSA**") — DocReveal does not ordinarily carry out a prior review of the legality of User Data before allowing its upload to the Services, but it has access to it and may conduct voluntary own-initiative investigations from time to time. User Data uploaded to the Services is not made publicly available by DocReveal, and each User's environment is logically separated from the environments of other users.

- 9.3. Content moderation information.** DocReveal informs You that its content moderation practices consist of responding to notices submitted under Section 9.4, voluntary own-initiative investigations where DocReveal becomes aware of potentially illegal content, and the actions described in Section 9.6 and Section 9.7. The outcome of any content review is always subject to human review, even where technical or algorithmic tools may be used in the process.
- 9.4. Reporting illegal content.** If anyone encounters content within the Services that they believe to be illegal (e.g. content infringing copyright), they may report such content to DocReveal through the Support Center within the web application (if such person is a registered User) or via e-mail at info@docreveal.org (available also to persons without an account). The mechanism is designed to be easy to access and user-friendly and allows for the submission of notices in electronic form. A notice may include:
- a) a sufficiently substantiated explanation of the reasons why the individual or entity alleges the information in question to be illegal content;
 - b) information enabling the identification of the reported content (such as the account, document, file or Output concerned);
 - c) the name and e-mail address of the individual or entity submitting the notice (except where the information concerns an offence involving sexual abuse, sexual exploitation or child sexual abuse material); and
 - d) a statement confirming the good-faith belief of the individual or entity submitting the notice that the information and allegations contained therein are accurate and complete.
- 9.5. Processing of notices.** If the person provides contact details (e-mail), DocReveal will confirm receipt of the notice without undue delay. DocReveal will process the notice in a timely, diligent and non-arbitrary manner. DocReveal will review the reported content, including where it becomes aware of potentially illegal content by other means. DocReveal will inform the reporter of its decision without undue delay, together with information about the possibilities for redress in respect of that decision.
- 9.6. Action on illegal content.** If DocReveal determines that content is illegal, it may remove it or disable access to it. Where DocReveal imposes any restriction on content, it will provide the User responsible for the content with a clear and specific reasoning, containing at least:
- a) a statement of whether the decision entails removal of the content, disabling of access to it, demotion, suspension or termination of the Services, suspension or termination of the account, or other action taken;
 - b) the facts and circumstances relied on in taking the decision, including, where relevant, information on whether the decision was taken pursuant to a notice or based on voluntary own-initiative investigations, and, where strictly necessary, the identity of the notifier;
 - c) where applicable, information on the use of automated means in taking the decision, including whether the decision was taken in respect of content detected or identified using automated means;
 - d) where the decision concerns allegedly illegal content, a reference to the legal ground relied on and an explanation as to why the information is considered to be illegal content on that ground;
 - e) where the decision is based on incompatibility with these Terms, a reference to the contractual ground relied on and an explanation as to why the information is considered incompatible; and

- f) clear and user-friendly information on the possibilities for redress available to the User, in particular through internal complaint-handling, out-of-court dispute settlement and judicial redress.

9.7. Outcome. Depending on the severity, DocReveal may also: restrict the visibility of the illegal content; temporarily suspend or permanently terminate the provision of the Services to the relevant User; or suspend or delete the User's account. Actions under this Section 9 do not affect the price already paid for the Services. If the decision is made on the basis of a notice and the reporter has provided contact details, DocReveal will inform the reporter of the outcome.

9.8. Retention of records. DocReveal will retain all notices received, decisions taken and statements of reasons for a period of at least six (6) months after the date of the decision.

10. DATA ACT — SWITCHING AND DATA PORTABILITY

10.1. Data Act. This Section 10 applies if and to the extent that the Services are provided in the European Union and are considered a data processing service within the meaning of Regulation (EU) 2023/2854 of the European Parliament and of the Council on harmonised rules on fair access to and use of data (the "**Data Act**"). To the extent that the provision of the Services does not meet the definition of a data processing service under the Data Act, this Section 10 shall not apply and shall not confer on You any special rights or claims under the Data Act.

10.2. Termination for switching. You are entitled to terminate the Agreement for the purpose of switching to another provider of a data processing service covering the same service type, or of migrating to Your own on-premise infrastructure, by delivering a written notice to DocReveal. In such case, the parties shall follow the switching procedure set out in this Section 10.

10.3. No early termination penalty; fees for the current period. As Subscriptions are concluded exclusively for monthly periods paid in advance, DocReveal does not charge any early termination penalty upon termination under this Section 10. Fees already paid for the then-current monthly period(s) of the purchased Subscription(s) are not refunded, not even pro rata, and User may continue to use the paid Services until the end of the respective paid period. For the avoidance of doubt, any unused allowances under the Subscription plan(s) and any other benefits provided as part of purchased plans are not refunded. Before deleting the account (workspace), User must cancel all active Subscriptions in the Billing Manager (or similarly named feature) in accordance with Section 12.3.

10.4. Continued provision. If the notice period or the Transition Period extends beyond the term for which You have an active Subscription or other contractual commitment, the provision of the Services shall continue for that period at the price corresponding to the Pricing Page in effect as of the date of delivery of the notice of termination. The Services provided in this manner shall be invoiced to You monthly, or at DocReveal's discretion as a lump sum after termination of the Agreement.

10.5. Notice period. The notice period for termination of the Agreement under this Section 10 is two (2) months from the date of delivery of the written notice to DocReveal in accordance with these Terms.

10.6. Switching intentions. During the notice period, You must notify DocReveal whether You intend to:

- a) switch to another provider of data processing services, in which case You shall provide the necessary identification and technical details of the new provider;
- b) migrate to Your own on-premise infrastructure; and/or

c) have Your exportable data and digital assets erased.

10.7. Transition Period. If You notify DocReveal of Your intention to switch or migrate under Section 10.6, DocReveal shall facilitate the switch to the data processing service of another provider or the transfer of all exportable data and digital assets to Your own on-premise infrastructure without undue delay, but no later than by the end of a transition period of thirty (30) calendar days commencing after the expiry of the notice period under Section 10.5 (the “**Transition Period**”).

10.8. Extension of Transition Period. You have the right to extend the Transition Period once by such additional period as You consider more appropriate for Your purposes. The notice of extension must be delivered to DocReveal no later than on the last day of the Transition Period.

10.9. Technical infeasibility. If the Transition Period of thirty (30) calendar days is technically infeasible, DocReveal will notify You within fourteen (14) working days from the date of the switching request, duly justify the technical infeasibility, and indicate an alternative transition period, which shall not exceed seven (7) months.

10.10. Obligations during the Transition Period. During the Transition Period, the Agreement remains in force and DocReveal shall:

- a) provide You and third parties authorized by You with reasonable assistance in the switching process;
- b) act with due care to maintain business continuity and continue the provision of the Services under the Agreement;
- c) provide clear information about known risks to the continuity of the provision of the Services; and
- d) maintain a high level of security, in particular the security of data during their transfer and the continued security of data during the Transition Period and the Additional Access Period referred to below, in accordance with applicable EU or national law.

10.11. Exit strategy support. DocReveal shall support Your exit strategy in connection with the contracted Services, including by providing information that is reasonably necessary for the transition.

10.12. Additional Access Period. After the end of the Transition Period, DocReveal shall provide an additional period of thirty (30) calendar days for data retention and access (read-only access or an export interface), to allow You to complete the data takeover (the “**Additional Access Period**”). After the expiry of this period, unless otherwise agreed between the parties, and provided that the switching process has been successfully completed, DocReveal shall erase all exportable data and digital assets created directly by You or relating to You; this obligation does not apply to any data that DocReveal is required to retain under applicable law or entitled to retain after the termination of the Agreement. Erasure under this Section is carried out by deleting the User’s workspace, with the effects described in Section 12.3, and is complete and irreversible.

10.13. Completion and termination. The Agreement shall be terminated, and DocReveal shall notify You thereof, upon the successful completion of the switching process or — if You do not wish to switch or migrate — upon the expiry of the notice period.

10.14. Supplementary information. DocReveal hereby informs You that the following information is available at <https://docreveal.ai/assets/documents/legal/docreveal-data-act-en.pdf>:

- a) a detailed specification of all categories of data and digital assets that can be transferred during the switching process, including, at a minimum, all exportable data;

- b) an exhaustive specification of the categories of data specific to the internal functioning of the Services that are excluded from the exportable data under the preceding paragraph;
- c) information about the available procedures for switching data processing service providers and transferring data, including information about available switching methods and transfer formats, and about technical and other limitations known to DocReveal;
- d) an up-to-date online register maintained by DocReveal with details of all data structures and data formats, as well as relevant standards and open specifications for interoperability, in which the exportable data referred to in Article 25(2)(e) of the Data Act are available;
- e) information about the jurisdiction to which the information and communication technology infrastructure used for the processing of data within the Services is subject; and
- f) a general description of the technical, organizational and contractual measures adopted by DocReveal to prevent international governmental access to non-personal data held in the European Union, or the transfer of such data, where such access or transfer would conflict with EU law or the national law of the relevant Member State.

10.15. Limitations. Nothing in the Agreement obliges DocReveal to disclose its trade secrets, technologies protected by intellectual property rights, or other confidential information.

10.16. Switching charges. With effect from 12 January 2027, DocReveal shall not charge any fees for the switching process within the meaning of Article 29(1) of the Data Act. This is without prejudice to DocReveal's right to charge fees for other professional services that do not relate to the switching process itself (e.g. development work, integration with other systems, or data format conversion). DocReveal does not charge any fees for the standard self-service export of data described in Section 10.17.

10.17. Reasonable assistance. The following shall be considered part of the reasonable assistance provided by DocReveal in connection with the Data Act:

- a) access to standard self-service export tools and documentation under Section 10.14 allowing the export of data and digital assets; and
- b) one (1) introductory orientation meeting (of up to sixty (60) minutes) for the purpose of planning the export and verifying the transfer procedure.

10.18. Chargeable activities. The parties agree that the following activities are not considered required by the Data Act, and their provision by DocReveal may therefore be charged on a time-and-material (T&M) basis, i.e. actual hours worked multiplied by DocReveal's hourly rate plus costs (unless agreed otherwise, DocReveal's hourly rate is EUR 100 + VAT):

- a) co-ordination and project management of the switching process beyond the introductory orientation meeting;
- b) conversion of data into data formats other than those specified in the documentation under Section 10.14, and conversion of data for reasons required by the target environment;
- c) testing of export and import, and resolution of import errors not caused by DocReveal; and
- d) any other activities requested by the User that are not necessary for the standard self-service export or that are not included in the activities under Section 10.17 (such as assisted bulk export, if agreed by DocReveal).

10.19. Ongoing payment obligations. For the avoidance of doubt, during the notice period and during the Transition Period, You shall continue to pay the Subscription fees and other charges for the Services in accordance with the pricing conditions in effect as of the date of the notice of termination.

11. CONSUMER RIGHTS

11.1. Scope. This Section 11 applies only to Users who are Consumers. Where the applicable mandatory consumer-protection law of the country of the Consumer's habitual residence grants the Consumer more favourable rights than this Section 11, such law prevails to that extent.

11.2. Right of withdrawal. You (as a Consumer) have the right to withdraw from the Agreement without giving any reason within 14 days of the date of its conclusion. Withdrawal may be effected by any demonstrable means, in particular by e-mail to info@docreveal.org or in writing to DocReveal's registered address as set out in the Definitions section. You may also use the model withdrawal form attached as Annex 1. The time limit is preserved if You send the notice of withdrawal before its expiry.

11.3. Commencement of the Services before the expiry of the withdrawal period. The Services are digital services provided online (SaaS). Following the conclusion of the Agreement, the Services may be made accessible immediately (typically upon registration and creation of an account, or upon activation of a Subscription). If You expressly request that DocReveal commences the provision of the Services before the expiry of the withdrawal period, You acknowledge that if the Services have been fully provided (where relevant for one-off performance) before You exercise Your right of withdrawal, You will not be entitled to withdraw from the Agreement in respect of that performance.

11.4. Return of funds. If You have already paid the price (e.g. a Subscription fee) and withdraw from the Agreement, DocReveal shall return the funds received without undue delay, no later than 14 days from the date on which the withdrawal was received, using the same payment method by which the funds were received, unless You and DocReveal agree otherwise. If You expressly requested that DocReveal commence the provision of the Services before the expiry of the withdrawal period and the Services were being provided for a fee at the time of withdrawal, DocReveal is entitled to offset its claim for the proportionate payment against Your claim for the return of funds.

11.5. Rights from defective performance. DocReveal warrants to You that the Services, at the time of their making available and during the period of their provision, are in conformity with the Agreement, in particular that they:

- a) correspond to the agreed description, scope and features pursuant to these Terms, the Documentation and the Pricing Page;
- b) are fit for the purpose for which this type of digital service is ordinarily used and for the purpose indicated by DocReveal; and
- c) are provided with the agreed level of performance, compatibility and security.

11.6. Exceptions. The following shall not constitute a defect of the Services:

- a) inaccuracy, unavailability or unsatisfactory results caused by documents or other data uploaded, entered or transmitted incorrectly, incompletely or inappropriately by You (e.g. illegible scans or corrupted files);
- b) the assistive and probabilistic nature of the AI Features: Outputs may vary and may contain inaccuracies even where the Services operate correctly (see Section 8), and an inaccuracy in an

individual Output therefore does not in itself constitute a defect of the Services where the Services otherwise conform to the agreed description;

- c) defects in the Third-Party Materials (such as third-party AI models, cloud infrastructure or payment services), including temporary outages of the third-party cloud infrastructure on which the Services are hosted, of third-party AI models or of the Stripe payment gateway, provided that the availability of the Services in the relevant calendar month does not fall below the level set out in Section 2.10;
- d) use of the Services contrary to these Terms or their intended purpose; and
- e) circumstances on Your side (e.g. a malfunctioning device, internet connectivity issues, an unsupported browser, or interference with the end device).

11.7. Making a claim. You may assert Your rights from defective performance (make a claim) in particular through the Support Center within the web application, by e-mail to info@docreveal.org or in writing to DocReveal's registered address as set out in the Definitions section. You may use the complaint and defect claim form attached as Annex 2.

11.8. Required information. A claim should contain at minimum a description of the defect, the circumstances under which the defect manifests itself, and Your contact details. DocReveal may request additional information necessary for processing the claim (e.g. a screenshot, error messages, or the browser version).

11.9. Time limit. You are entitled to assert Your rights from defective performance without undue delay after discovering the defect. Where the Services are provided for a period (e.g. by way of a Subscription), DocReveal is liable for defects that arise or manifest during the period of provision of the Services. DocReveal shall confirm receipt of Your claim and indicate the expected manner and time of resolution. The claim shall be resolved without undue delay, and no later than 30 days from the date of its submission, unless the parties agree on a longer period.

11.10. Manner of resolution. If Your claim is upheld, You are also entitled to reimbursement of the reasonably incurred costs associated with the claim that You have duly documented. The following remedies are available:

- a) if the defective performance constitutes a material breach of the Agreement, You are entitled to: (a) remedy by re-delivery or provision of the missing part; (b) remedy by repair; (c) a reasonable discount on the price; or (d) withdrawal from the Agreement. If You choose (a) or (b) and DocReveal fails to remedy the defect within a reasonable period or notifies You that it will not do so, You may instead exercise the rights under (c) or (d), even if not originally requested. The same applies if the defect is incapable of remedy; and
- b) if the defective performance constitutes a non-material breach of the Agreement, You are entitled to the remedies under (a)–(c) above. If DocReveal fails to remedy the defect in time or refuses to do so, You may also withdraw from the Agreement. You may also withdraw if You cannot properly use the Services due to a recurrence of the defect after repair for the third time, or in the case of a larger number of defects.

11.11. Complaint handling. DocReveal will acknowledge receipt of Your complaint within three (3) business days by e-mail, including when it was received and the expected resolution time. Consumer complaints regarding the Services are handled by DocReveal through the Support Center within the web application or via e-mail at info@docreveal.org; information on the resolution of a complaint will

be sent to Your e-mail address. If the deadline for resolution under Section 11.9 expires without resolution, You may withdraw from the Agreement or request a reasonable discount.

11.12. Codes of conduct. DocReveal is not bound by any codes of conduct in relation to Consumers within the meaning of Section 1820(1)(n) of the Czech Civil Code.

11.13. Out-of-court dispute resolution. The authority competent for the out-of-court resolution of consumer disputes arising from the Agreement is the Czech Trade Inspection Authority (Česká obchodní inspekce), Gorazdova 1969/24, 120 00 Prague 2, Czech Republic, ID No.: 000 20 869, website: <http://www.coi.gov.cz>, e-mail: adr@coi.gov.cz. You may contact the Czech Trade Inspection Authority with a proposal for the out-of-court resolution of a consumer dispute arising from these Terms. If You are habitually resident in another EU Member State, You may also be entitled to address an alternative dispute resolution body established in that Member State.

12. TERM AND TERMINATION

12.1. Term. The Agreement is concluded for an indefinite period of time and remains in force until terminated in accordance with this Section 12. Termination or expiration of the Agreement automatically results in termination of any then-current Subscription and in loss of access to paid Services. Each Subscription term commences on the Subscription start date and, unless terminated earlier in accordance with the express provisions of the Agreement, will continue for the Subscription period selected at the time of purchase (monthly). Subject to Section 3, each Subscription term will automatically renew for successive periods of the same length as the previous one unless the Subscription is cancelled or non-renewed in accordance with the Agreement. Each renewal term is subject to payment of the relevant fees. Expiration or cancellation of a Subscription in accordance with Section 3 does not by itself terminate the Agreement; upon expiration or cancellation of a paid Subscription, the User's account continues under the free version of the Services, unless the Agreement is terminated. If the User does not hold any active paid Subscription for a continuous period of three (3) months and the data stored in the User's account exceed the limits of the free version of the Services, DocReveal may, at its discretion, terminate the Agreement and delete the User's account (with the effects set out in Section 12.4) with at least fourteen (14) days' prior notice sent to the e-mail address associated with the User's account, unless the User purchases a Subscription within that notice period. In addition to or instead of deleting the account, DocReveal may, until the account is deleted, invoice the User the actual costs of the third-party cloud infrastructure attributable to such data, which DocReveal continues to incur in order to preserve the User's ability to renew the Subscription with all previously uploaded content, charged without any mark-up. In the case of a Consumer, the preceding sentence applies only to the extent permitted by applicable mandatory law.

12.2. Termination. In addition to any other express termination rights set forth in the Agreement:

- a) Either party may terminate the Agreement with effect from written notice to the other party if the other party materially breaches the Agreement and such breach: (i) is incapable of cure; or (ii) remains uncured thirty (30) days after the non-breaching party has provided the breaching party with written notice describing the breach.
- b) DocReveal may terminate the Agreement with immediate effect by written notice to the User if the User: (i) fails to pay any amount when due under the Agreement and does not remedy such failure within a reasonable period after being requested to do so; (ii) breaches any obligations or restrictions set out in Sections 2 or 3 or any other material provision of the Agreement; or (iii) files, or has filed against it, a petition for voluntary or involuntary bankruptcy or otherwise becomes

subject, voluntarily or involuntarily, to any proceeding under any bankruptcy or insolvency law, makes or seeks to make a general assignment for the benefit of its creditors, or has a receiver, trustee, custodian or similar officer appointed over a material portion of its property or business.

12.3. Account deletion by the User. The User may delete their account (workspace) at any time in the account settings, provided that the User has first cancelled all active Subscriptions so that no further payments are charged; deletion of the account is not possible while any Subscription is active. Deletion of the account constitutes termination of the Agreement and does not give rise to any refund of fees for the then-current Subscription period. Deletion of the account results in the immediate, complete and irreversible deletion of the User's entire workspace, including all User Data, all data derived from User Data (in particular vector embeddings, search indexes, graph entities and relationships and analytical records), configuration, integration credentials (including hashed API keys) and the infrastructure dedicated to the workspace. DocReveal does not keep any backups of User Data on behalf of the User and is not able to restore deleted data; the User is therefore responsible for exporting all data it wishes to retain before deleting the account. Technical recovery copies that the cloud infrastructure maintains for operational resilience (such as database point-in-time recovery or previous versions of stored objects) cannot be used to restore User Data at the User's request and are automatically erased no later than thirty-five (35) days after the deletion. Information on the processing of personal data after the deletion of the account (including the retention of a hashed e-mail address for a limited period for the purpose of preventing abuse of the free version of the Services) is provided in the Privacy Policy.

12.4. Effect. Upon expiration or termination of the Agreement for any reason, except as expressly provided otherwise in the Agreement:

- a) All rights and licenses granted by DocReveal to the User under the Agreement, including any Subscription and any right to access paid Services, will immediately terminate.
- b) DocReveal may disable the User's access to the Services and may permanently close any related accounts within a reasonable period.
- c) DocReveal may destroy or permanently erase all User Data that it holds, subject to any mandatory legal retention requirements; for clarity, this obligation does not apply to any Resultant Data, which DocReveal may continue to use in accordance with the Agreement.
- d) The User shall immediately cease all use of the Services and, upon DocReveal's request, delete or destroy any copies of the Documentation or other materials provided under the Agreement.
- e) If the User terminates the Agreement pursuant to Section 12.2(a) due to DocReveal's uncured material breach, the User will be relieved of the obligation to pay Subscription fees attributable to the period after the effective date of such termination. In all other cases, all fees that would have become payable had the Agreement remained in effect until the expiration of the then-current Subscription term will become immediately due and payable, and the User shall pay such fees together with all previously accrued but unpaid fees. If DocReveal is unable to charge such amounts to the payment method last selected by the User, the User shall pay the amount upon receipt of DocReveal's invoice. In the case of Consumers, this paragraph applies only to the extent permitted by applicable mandatory law.

12.5. Survival. Any provisions of the Agreement that by their nature should survive expiration or termination (including, without limitation, provisions relating to fees and payment obligations accrued

before termination, intellectual property, confidentiality, disclaimers, indemnification and limitations of liability) will survive any expiration or termination of the Agreement.

13. FINAL PROVISIONS

13.1. Entire Agreement. The Agreement constitutes the parties' sole and entire agreement with respect to its subject matter and supersedes all prior and contemporaneous agreements, understandings, negotiations and communications relating to the same subject matter. In the event of a conflict between the documents constituting the Agreement, the following order of precedence applies: (i) these Terms of Service; and (ii) any remaining documents in the order in which they are referred to in the Terms.

13.2. Assignment. The User may not assign or otherwise transfer any of its rights or obligations under the Agreement without the prior written consent of DocReveal. DocReveal may assign or transfer the Agreement as a whole, without the User's prior consent, to any DocReveal Affiliate or in connection with a merger, reorganization, sale of business or similar transaction. Any assignment in violation of this Section 13.2 shall be null and void.

13.3. Force Majeure. DocReveal will not be liable for any failure or delay in performance of its obligations under the Agreement to the extent caused by circumstances beyond its reasonable control, including natural disasters, flood, fire, earthquake, war, terrorism, cyber-attacks (including DDoS), invasion, embargoes, strikes, changes in law or governmental measures (including export or import restrictions, quotas or government shutdowns), or national or regional shortage of power, telecommunications or transportation. If a force majeure event continues for a period of thirty (30) days or more and materially affects the provision of the Services, DocReveal may terminate the Agreement with immediate effect by written notice to the User.

13.4. Changes to the Terms. DocReveal may revise and update these Terms from time to time. Unless a later effective date is indicated, changes become effective on the date specified in the notice and apply to all access to and use of the Services thereafter. DocReveal will notify the User of changes to the Terms by email and/or by an announcement within the Services. If the User does not agree to a change to the Terms, the User may terminate the Agreement by giving DocReveal written notice of termination within thirty (30) days from receiving the notice of the change. The notice period shall commence on the first day of the calendar month following delivery of the termination notice. In that case, the version of the Terms in force immediately before the announced change will continue to apply to the User for the duration of the notice period. Continued use of the Services after the effective date of the changes will constitute the User's acceptance of the updated Terms. The User is expected to check the Terms from time to time so that it is aware of any changes, as they are binding on the User.

13.5. Notices. Unless a stricter form is required by mandatory law, the requirement of written form is satisfied if a notice is delivered by e-mail or other agreed electronic means. Notices to DocReveal shall be sent to info@docreveal.org or to any other e-mail address notified by DocReveal for this purpose. Notices to the User may be sent to the e-mail address associated with the User's account or provided during the order process.

13.6. References. DocReveal is entitled to use the User's trade name, logo, trademark and other identifying marks on its website and in reference marketing materials to identify the User as a customer of DocReveal. This Section 13.6 does not apply to Consumers.

13.7. Personal data. Information on how DocReveal processes personal data in connection with the Services is provided in the Privacy Policy available at

<https://docreveal.ai/assets/documents/legal/docreveal-privacy-en.pdf>. Where DocReveal processes personal data contained in User Data on behalf of the User as a processor within the meaning of Regulation (EU) 2016/679 (GDPR), such processing is governed by the Data Processing Agreement available at <https://docreveal.ai/assets/documents/legal/docreveal-dpa-en.pdf>, which forms part of the Agreement. The details of the processing of personal data are set out exclusively in those documents. Information on the use of cookies is provided in Part II (Cookie Policy) of the Privacy Policy.

- 13.8. Severability.** If any provision of the Agreement is held to be invalid, illegal or unenforceable in any jurisdiction, that provision shall be deemed modified to the minimum extent necessary to make it valid and enforceable, and if such modification is not possible, that provision shall be deemed severed. Such invalidity, illegality or unenforceability shall not affect any other provision of the Agreement or render it invalid or unenforceable in any other jurisdiction. The parties shall negotiate in good faith to replace any invalid, illegal or unenforceable provision with a valid and enforceable provision that, to the greatest extent possible, achieves the original intent.
- 13.9. Governing Law and Jurisdiction.** The Agreement is governed by and construed in accordance with the laws of the Czech Republic, without giving effect to any choice or conflict of law rules. If You are a Consumer, this choice of law does not deprive You of the protection afforded by the mandatory consumer-protection provisions of the law of the country of Your habitual residence. Any legal suit, action or proceeding arising out of or relating to the Agreement shall be brought exclusively before the courts of the Czech Republic, and each party irrevocably submits to the jurisdiction of such courts; this is without prejudice to the mandatory rules on jurisdiction applicable to Consumers (in particular Regulation (EU) No 1215/2012), under which a Consumer may in certain cases bring or face proceedings before the courts of the state of the Consumer's domicile.

ANNEX 1 — MODEL WITHDRAWAL FORM

(Complete and return this form only if you wish to withdraw from the Agreement)

To: DocReveal s.r.o., with registered office at Příčná 1892/4, Nové Město, 110 00 Praha 1, Czech Republic,
ID number: 29871972, e-mail: info@docreveal.org

I hereby give notice that I withdraw from the Agreement for the provision of the DocReveal Service.

Date of conclusion of the Agreement:	
Full name:	
Address:	
E-mail address:	
Reason for withdrawal:	I exercise my right to withdraw from the agreement concluded at a distance within 14 days of its conclusion.

Date: _____

Signature (if sent on paper): _____

ANNEX 2 — COMPLAINT AND DEFECT CLAIM FORM

(Use this form to report a defect and exercise your rights under the Agreement)

To: DocReveal s.r.o., with registered office at Příčná 1892/4, Nové Město, 110 00 Praha 1, Czech Republic,
ID number: 29871972, e-mail: info@docreveal.org

User name / Account ID:	
Full name:	
E-mail address:	
Subscription plan:	
Date of purchase:	
Date defect discovered:	
Description of defect:	
Requested remedy:	☐ Re-delivery / provision of missing part ☐ Repair ☐ Reasonable discount on price ☐ Withdrawal from the Agreement
Contact for reply:	

Date: _____

Signature (if sent on paper): _____