

Quillstone AI Ltd

Terms of Service and Data Processing Terms

Version 4.2, effective 1 August 2026

1. Definitions

1.1 "Customer Content" means any text, files or other material submitted by the Customer or its users to the Service, and any output generated from it.

1.2 "Service" means the Quillstone AI assistant, including the web application, mobile application and API.

2. Use of Customer Content

2.1 The Customer grants Quillstone a worldwide, royalty-free licence to use Customer Content to provide the Service.

2.2 Quillstone may use Customer Content, in de-identified form, to train and improve its models and services. Customers on the Enterprise plan may opt out of model training by written request to privacy@quillstone.example.

2.3 As between the parties, the Customer owns its inputs. Quillstone grants the Customer a licence to use outputs for its internal business purposes.

3. Data storage and retention

3.1 Customer Content is stored on infrastructure located in the United States and the European Union. International transfers are made under the UK International Data Transfer Addendum where required.

3.2 Quillstone retains Customer Content for 36 months from the date of submission, or longer where required for legal or security purposes.

3.3 Quillstone engages sub-processors to deliver the Service. A current list is available on request. Quillstone may add or replace sub-processors from time to time.

4. Security

4.1 Quillstone maintains industry-standard technical and organisational security measures. Quillstone is working towards SOC 2 Type II certification.

4.2 Quillstone will notify the Customer of a personal data breach without undue delay after becoming aware of it.

5. Liability

5.1 Quillstone's total liability under these terms shall not exceed the fees paid by the Customer in the three (3) months preceding the claim.

5.2 Quillstone does not warrant that outputs will be accurate, complete or free from error. The Customer is responsible for reviewing outputs before relying on them.

6. Termination

6.1 Either party may terminate on 30 days' written notice.

6.2 On termination, Quillstone will delete Customer Content within 90 days of a written request from the Customer.

7. General

7.1 These terms are governed by the laws of the State of Delaware.

7.2 Quillstone may update these terms by posting a revised version on its website. Continued use of the Service constitutes acceptance.