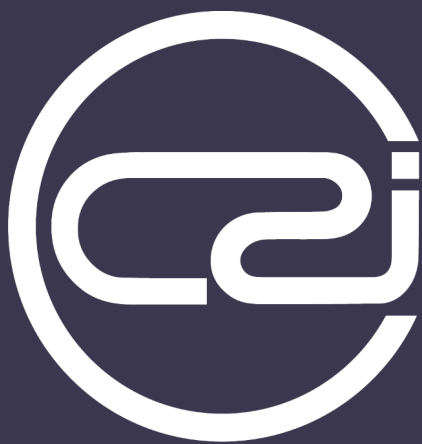




CC2i Limited

Terms & Conditions

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Introduction and aims

CC2i Limited is the trading name of the company that will enter into an agreement with the “Client” and this agreement will be dated and cover a clearly stated period. By using the AI-powered digital assistant platform, you, The Client, are agreeing to be bound by the terms and conditions of use (“Terms of Service”). These are listed below but also form part of your agreement with CC2i Limited. The platform is powered by technology provided by Bullet AI, a third-party provider. CC2i acts as the primary supplier and contractual counterparty to the Client. By using the platform, the Client agrees to be bound by these Terms and any applicable agreement or order form executed between CC2i and the Client. (“Agreement”).

Violation of any of the terms below may result in termination of your agreement.

Terms and Conditions (CC2i)

Agreement Format

The contractual relationship between CC2i and the Client consists of:

- An Order Form or Statement of Works (SOW);
- These Terms and Conditions; and
- Any annexes or referenced documents.

In the event of conflict, the Order Form or SOW shall take precedence over these Terms.

All parties will have a chance to review and approve the agreement before signing.

Variation

Any variation to the Agreement must be agreed in writing by authorised representatives of both parties.

Price & Payment

Pricing, billing arrangements, and payment milestones shall be set out in the Order Form or SOW. Invoices shall be payable within thirty (30) days of the invoice date unless otherwise agreed in writing.

CC2i reserves the right to suspend access to the platform in the event of overdue payment, subject to reasonable notice.

Final pricing and payment milestones will form part of the agreement between the Client and applicable parties.

Account Terms

You are responsible for your administration dashboard account login credentials (email & password) and maintaining the security of these. CC2i shall not be liable for losses arising from the Client's failure to comply with these obligations.

The Client is also responsible for:

- all activity undertaken using its account; and
- ensuring that content uploaded to the Platform complies with applicable laws and regulations.

The client is responsible for all knowledge and content added to the service and activity that occurs within their account area.

You may not use the service for any illegal purpose or to violate any laws (including but not limited to copyright laws).

Your login may only be used by one person – a single login shared by multiple people is not permitted.

The Client must also not:

- use the platform for unlawful purposes;
- attempt to interfere with, modify, or reverse engineer the platform.

All data, content, and materials uploaded by the Client remain the property of the Client.

The Client grants CC2i and its technology partners a limited licence to process such content solely for the purpose of delivering the Platform.

Platform IP

All intellectual property rights in the Platform, including software, design, and underlying technology, remain the property of CC2i and/or its licensors (including Bullet AI).

Cancellation and Termination of your Account

The Client may terminate the Agreement in accordance with the terms set out in the Order Form or SOW. Unless otherwise agreed, fees paid are non-refundable.

Termination by CC2i

CC2i may suspend or terminate access to the Platform if the Client materially breaches the Agreement and fails to remedy such breach within a reasonable period.

Data Retention

Upon termination:

- Client data will become read-only;
- Data will be retained for up to twelve (12) months unless otherwise agreed or required by law;
- After this period, data may be permanently deleted.

Modifications to Features & Services

CC2i and Bullet AI reserve the right to enhance, modify, or update the Platform from time to time, including for security, performance, or feature improvements. Where reasonably practicable, CC2i will provide advance notice of material changes. There will be a need to deploy new releases of the tool periodically. These releases will include necessary security updates, error fixes and feature enhancements.

If the Client has requests for improvements to the service, they are invited to raise this with their account manager or through support channels. We will always consider suggestions and strive to improve our tools around real user feedback and usage.

Support services shall be provided in accordance with the support arrangements set out in the Agreement. The Client acknowledges that the Platform relies on third-party infrastructure and technology providers. CC2i

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shall use reasonable endeavours to ensure continuity of service but does not guarantee uninterrupted availability.

Copyright and Content Ownership

All content, resources & knowledge posted within your account must comply with U.K. copyright law.

We claim no intellectual property rights over the data or resources you put into your account. All resources uploaded remain yours.

Force majeure

Neither party shall be liable for failure to perform obligations due to events beyond reasonable control, including natural disasters, war, industrial disputes, or failures of utilities or networks. During the continuance of such a contingency, the Client may, by way of written notice to the Company, elect to pay for work done and materials used before terminating the Agreement. Otherwise the Client shall accept delivery of any such provision as soon as it can be made available.

General Conditions

The Client shall not:

- misuse the Platform;
- falsely imply association with CC2i or Bullet AI;
- reproduce, duplicate, copy, sell, resell or exploit any portion of the platform without the express written permission of the Companies.

Failure by CC2i to enforce any provision shall not constitute a waiver. Client use of the service is at their own risk. It is provided on an “as is” and “as available” basis.

The client understands that third party vendors and hosting partners are used to provide the necessary hardware, software, networking, storage, and related technology required to run the service.

CC2i may, but have no obligation to, remove content and accounts that we determine in our sole discretion are unlawful or violate any party’s intellectual

Terms and Conditions (CC2i)

property or these Terms of Service. Verbal, physical, written or other abuse (including threats of abuse or retribution) of any service user or Company employee will result in immediate account termination.

Any new features added to the service shall be subject to the Terms of Service. Continued use of the service after any such changes shall constitute your consent to these changes.

These Terms form part of the entire agreement between the parties.

Governing Law and Jurisdiction

These terms and conditions shall be governed by and construed in all respects in accordance with the laws of England and each party submits to the exclusive jurisdiction of the English Courts. Our AI digital assistant platform is a product offered by CC2i Limited, registered in England with company number 10239373 and registered address: Shaw Gibbs, Salatin House, 19 Cedar Road, Sutton, Surrey, England, SM2 5DA.