Taught by Humans - Terms and Conditions

Version: December 2025

Applies to: All platform subscriptions and services provided under G-Cloud Lot 2b (SaaS)

1. Introduction

This platform is operated by Taught by Humans Ltd, a UK-based learning provider helping regulated organisations adopt AI and data tools safely and responsibly. These Terms apply to all services delivered through the platform.

2. Agreement to Terms

By accessing or using the platform, you agree to these Terms. If you do not agree, you must not use the platform.

3. Services Provided

Taught by Humans provides a subscription-based cloud platform for:

- Personalised AI and data learning
- Personalised onboarding and other training
- Practical AI tools
- Knowledge hosting and chatbot generation

Three service tiers are available (Learn, Use, Create), each with different inclusions and support levels.

4. Who the Platform Is For

The platform is intended for public sector teams and regulated organisations. It may also be accessed through specific partner programmes. These users may be subject to additional terms agreed at organisational level.

5. Support and Onboarding

- Email/ticketing support is available for all users during UK working hours.
- Phone and web chat support are not included.
- Onboarding and admin support is included with Create plans and optionally available for Use plans.
- Support availability and response times are detailed in the Service Definition.

6. Fair Usage Policy

All services are subject to a fair usage policy. This includes limits on document uploads and chatbot usage to ensure consistent performance across all users. Excessive or abusive use may result in temporary restrictions or contact from support.

7. User Responsibilities

Users must not:

- Upload malicious content or breach security of the platform
- Share credentials or bypass authentication controls
- Violate intellectual property rights of others
- Use the platform for unlawful or unethical activities
- We reserve the right to suspend accounts for misuse or breach of terms.

8. Data Protection and Privacy

Our Privacy Policy (available at www.taughtbyhumans.com/dot-ed/privacy-policy) explains how we collect, use, store, and protect user data.

Taught by Humans complies with UK GDPR and uses subprocessors (e.g. Supabase, Vercel, OpenAI) under appropriate data protection agreements. Data is stored in the UK or EEA.

We are certified under Cyber Essentials.

9. Accessibility

The platform is designed to meet WCAG 2.2 AA standards and has been tested with assistive technology users. Documentation is available in accessible HTML format, with alternative formats available on request.

10. Intellectual Property

All platform content, tools, learning materials and branding are owned by Taught by Humans Ltd or its licensors. Users may access content for their own learning and internal use only. Redistribution or commercial use is not permitted.

11. Changes to Services or Terms

We may update services or these Terms. For material changes, users will be notified. Continued use of the platform implies acceptance of updated Terms.

12. Termination and Offboarding

Buyers may terminate their subscription with 30 days' written notice.

Upon termination:

- Data can be exported by request
- Access will cease at contract end date
- Dormant accounts are deleted after 12 months of inactivity
- Details are included in the Service Definition.

13. Liability and Warranties

We provide the platform "as is" and do not guarantee uninterrupted service. We are not liable for indirect, special, or consequential losses. Nothing in these terms limits liability where not permitted by law.

14. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes will be resolved in English courts.

15. Contact

If you have questions about these Terms or the service:

Email: support@taughtbyhumans.com
Website: www.taughtbyhumans.com/contact

This document is available in accessible formats upon request.