

Service Definition – Una by Expect AI Ltd

Effective Date: 05 December 2025

Owner: Expect AI Ltd

1. Overview of Una

Una is a software platform owned and operated by Expect AI Ltd that provides digital tools to help small and medium-sized enterprises (SMEs) measure, manage and optimise greenhouse-gas emissions, reduce costs, and unlock growth opportunities through data-driven sustainability insights.

Una integrates proprietary artificial intelligence models, data-validation algorithms, audit-ready carbon profiles, peer benchmarking, and ecosystem analytics to support commercial, operational, and sustainability workflows.

2. Scope of Services

The services provided through Una (“Services”) may include, without limitation:

- AI-driven analytics and insights
- Emissions estimation and carbon profiling
- Data validation and aggregation
- Workflow automation and monitoring
- Benchmarking and comparative analytics
- Reports, dashboards, and outputs
- APIs, integrations, and related digital tools

Services may be delivered through:

- The Una web platform (including una.expectai.com)
- Associated websites and applications
- APIs and developer interfaces
- Third-party integrations supported by Expect AI Ltd

3. Service Availability Models

3.1 Subscription Services

Most functionality within Una is available through paid subscription plans (“Subscription Services”). Subscription tiers, pricing, features, and usage limits are defined on our website or agreed in writing.

3.2 Free or Limited Access

Certain features of Una may be made available on a free, limited, anonymous, or trial basis. The scope and duration of such access is determined at our sole discretion and may change at any time.

3.3 One-Off Products

Expect AI Ltd may offer one-off reports, outputs, features, or deliverables through Una without a subscription. These may be subject to separate pricing and supplementary terms.

4. Outputs and Content Characteristics

All outputs generated by Una — including analytics, calculations, AI-generated insights, scores, benchmarks, forecasts, and recommendations — are:

- Estimates derived from available data, models, and assumptions
- Provided for internal business and informational purposes only
- Not professional, financial, legal, environmental, regulatory, or accounting advice

Users remain solely responsible for evaluating the accuracy, relevance, and suitability of outputs before relying on them.

5. Data Sources

Content and outputs provided through Una may be derived from:

- Publicly available datasets
- Third-party data providers
- User-submitted data
- Proprietary Expect AI Ltd models and processing systems

We do not guarantee completeness, accuracy, or real-time availability of any data source.

6. Support

Support for Una is provided via the channels made available to users, including email at una@expectai.com. Support scope and response times may vary by subscription tier.

7. Platform Evolution

Expect AI Ltd may update, modify, suspend, or discontinue any aspect of Una to reflect:

- Product development and innovation
- Regulatory requirements
- Data availability changes
- Security, operational, or business needs

No guarantee is made that Una or any feature will remain available indefinitely.