

Terms of Service for Una

Operated by Expect AI Ltd.

1. Introduction

These Terms of Service (the "Terms") govern your access to and use of Una, the software platform, website (including <https://una.expectai.com>), applications, APIs, and related services operated by Expect AI Ltd. ("ExpectAI", "we", "us", or "our").

By accessing or using Una, you confirm that you have read, understood, and agree to be bound by these Terms. If you do not agree, you must not access or use Una.

Una has been developed to help small and medium-sized enterprises ("SMEs") measure, manage, and optimise greenhouse-gas emissions, reduce costs, and unlock sustainable growth using data-driven tools, AI models, and analytics.

2. Definitions

- "Person" means a natural person, corporate or unincorporated body and their personal representatives, successors, and permitted assigns.
- "Una" means the Una software platform, website, applications, APIs, tools, and related digital assets.
- "Services" means the online services provided through Una, including AI features, analytics, workflows, automations, and related capabilities.
- "Terms" means these Terms of Service together with our Privacy Policy, Acceptable Use Policy, Cookies Policy, Fair Usage Policy, and any additional policies introduced from time to time.
- "You" or "your" means the user, organisation, or entity accessing or using Una.

Unless the context requires otherwise, words in the singular include the plural and vice versa.

3. Who We Are and How to Contact Us

Una is owned and operated by Expect AI Ltd., a company registered in England & Wales (Company No. 13731947).

Registered Office:
131 Finsbury Pavement, London, EC2A 1NT

Email: una@expectai.com

4. Acceptance of These Terms

By using Una, you confirm that you accept these Terms and agree to comply with them. These Terms apply whether you use Una as a business or consumer user.

Additional policies also apply to your use of Una, including:

- **Privacy Policy**
 - **Acceptable Use Policy**
 - **Cookies Policy**
 - **Fair Usage Policy**
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5. Subscriptions and Payments

5.1 Subscription Access

Certain features of Una require a paid subscription ("Subscription Services"). Subscriptions renew automatically unless cancelled.

5.2 Fees and Billing

Subscription fees are charged in advance at the start of each billing period. Failure to process payment may result in suspension or termination of access.

5.3 Cancellation

You may cancel your subscription at any time. Cancellation takes effect at the end of the current billing period.

5.4 Changes to Plans

We may introduce new pricing, plans, or features. Any material changes will be notified in advance or applied upon renewal.

All usage is subject to our Fair Usage Policy. Unused quotas do not roll over unless stated otherwise.

6. Changes to Una and These Terms

We may update Una or amend these Terms from time to time. The latest version will always be available on Una. Continued use constitutes acceptance of updated Terms.

7. Account Security

You are responsible for keeping your login credentials secure. You must notify us immediately if you suspect unauthorised access.

We may disable access credentials if you breach these Terms.

8. Intellectual Property and Licence

All intellectual property rights in Una and the Services belong to ExpectAI or its licensors.

We grant you a limited, non-exclusive, non-transferable, non-sublicensable licence to access and use Una for internal business purposes only.

You must not:

- Resell or commercially exploit Una or its outputs
 - Grant access to unauthorised third parties
 - Use Una unlawfully or in breach of applicable laws
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9. Use of Content and Disclaimers

All content, analytics, data, AI-generated outputs, and insights provided through Una are for general informational and internal business purposes only.

Una does not provide financial, legal, regulatory, environmental, or professional advice. You must independently verify information and obtain professional advice where required.

To the fullest extent permitted by law, we disclaim all warranties regarding accuracy, completeness, or suitability of content.

10. Limitation of Liability

Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded by law.

For business users:

- We exclude all implied warranties
- We are not liable for indirect, consequential, or economic losses
- Our total liability is limited to fees paid by you to date

For consumer users:

- Una is provided for domestic and private use only
 - We are not liable for business-related losses
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11. User Content

You retain ownership of content you upload ("User Content"). By submitting User Content, you grant us a worldwide, royalty-free licence to use it for operating, improving, and securing the Services.

You warrant that User Content complies with applicable laws and our Acceptable Use Policy.

12. Data Protection

You must comply with UK GDPR, the Data Protection Act 2018, and related legislation. You are responsible for ensuring a lawful basis for processing personal data via Una.

Where international transfers occur, appropriate safeguards will apply.

13. Confidentiality

You must keep confidential any non-public information accessed through Una and not use it except as permitted under these Terms.

14. Suspension and Termination

We may suspend or terminate access to Una at any time for breach of these Terms or for operational, regulatory, or security reasons.

Termination does not affect accrued rights or liabilities.

15. Governing Law

These Terms are governed by the laws of England and Wales. Courts of England and Wales have exclusive jurisdiction.

16. General

- You may not assign these Terms without our consent
 - We may assign our rights at any time
 - If any provision is unenforceable, the remainder shall remain in force
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17. Contact

For questions about these Terms, contact:

Email: una@expectai.com

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