

AI Detection Service – TruePixel

Supplier: AIXON DIGITAL LIMITED

01/01/2026

1. Agreement and scope

These Terms and Conditions (“Terms”) govern access to and use of the AI Detection Service – TruePixel (“Service”), provided by AIXON DIGITAL LIMITED (“we”, “us”, “our”). By accessing or using the Service, you (“Customer”, “you”) agree to be bound by these Terms. If you accept these Terms on behalf of an organisation, you confirm that you have the authority to bind that organisation.

The Service provides automated analysis of documents and images to identify indicators of AI-generated, manipulated or synthetic content.

2. Licence grant

Subject to these Terms, we grant you a limited, non-exclusive, non-transferable, non-sublicensable licence to access and use the Service during the contract term for your internal business or organisational purposes.

You must not reverse engineer, decompile, disassemble, copy, modify, adapt or attempt to extract any underlying models, algorithms or source code forming part of the Service.

3. Nature of the Service and AI disclaimer

The Service uses automated and probabilistic artificial intelligence techniques. Outputs are generated based on statistical analysis and pattern recognition.

You acknowledge and agree that:

- Outputs are indicative only and provided for informational and analytical purposes
- Outputs may be inaccurate, incomplete or contain false positives or false negatives
- Outputs do not constitute facts, determinations, evidence, legal advice or professional advice
- The Service is not designed or intended to be the sole basis for decision-making

The Service must not be relied upon as the sole or determinative basis for legal proceedings, litigation, judicial decisions, regulatory or enforcement action, disciplinary action or any other decision requiring a legally defensible determination.

All decisions, interpretations and actions taken based on outputs remain entirely your responsibility and must be subject to appropriate human review and independent verification.

4. Acceptable use and prohibited activities

You must not use the Service:

- In breach of applicable law or regulation
- As a replacement for professional judgement, investigation or due diligence

- In safety-critical, life-critical or mission-critical systems
- To train, develop or improve competing machine learning or AI models
- To attempt to bypass usage limits, access controls or security measures
- To submit content that you do not have the legal right to process
- You are responsible for ensuring all users access the Service in compliance with these Terms.

5. Customer responsibilities

You are responsible for:

- The legality, accuracy and appropriateness of all submitted content
- Ensuring you have all necessary rights, licences and consents
- Implementing appropriate governance, review and oversight processes
- Compliance with applicable data protection, confidentiality and security obligations
- You remain fully responsible for any outcomes arising from your use of the Service.

6. Free trials and evaluation use

Free trials or evaluation access are provided “as is” and “as available”, without warranties of any kind. We may modify, suspend or withdraw free access at any time. To the maximum extent permitted by law, we accept no liability arising from use of the Service during a trial or evaluation period.

7. Intellectual property

All intellectual property rights in the Service, including software, models, interfaces, documentation and branding, remain the property of AIXON DIGITAL LIMITED or its licensors. You retain ownership of content you submit to the Service. No ownership rights are transferred under these Terms.

8. Data protection and security

We process data in accordance with applicable data protection law. Customer data is stored securely and deleted in line with contractual retention and exit provisions. Where required, additional data protection terms may be set out in a separate data processing agreement.

9. Availability and support

The Service is provided on a commercially reasonable basis and targets 99.9 percent availability, excluding planned maintenance. Support is provided through agreed support channels during the contract term.

10. Suspension and termination

We may suspend access where necessary to protect security, integrity, compliance or service stability. Either party may terminate the agreement in accordance with agreed contractual terms. Upon termination, you may extract your data, after which customer data will be securely deleted within agreed timeframes.

11. Warranties

The Service is provided “as is” and “as available”. To the maximum extent permitted by law, we disclaim all warranties, whether express or implied, including warranties of accuracy, fitness for purpose, non-infringement and uninterrupted operation.

We do not warrant that outputs will be error-free, complete or suitable for any particular use.

12. Limitation of liability

To the maximum extent permitted by law:

- We are not liable for indirect, incidental, consequential or economic losses
- We are not liable for decisions, actions or outcomes taken in reliance on Service outputs
- We are not liable for inaccuracies, errors or omissions in AI-generated outputs
- Our total aggregate liability under these Terms shall not exceed the fees paid by you in the twelve months preceding the event giving rise to the claim.
- Nothing in these Terms limits liability for death or personal injury caused by negligence or for fraud.

13. Indemnity

You agree to indemnify and hold harmless AIXON DIGITAL LIMITED from claims, losses or liabilities arising from:

Your use of the Service in breach of these Terms

- Use of outputs as sole or determinative evidence
- Unlawful, unauthorised or infringing content submissions
- Decisions or actions taken by you or third parties based on Service outputs

14. Confidentiality

Each party shall protect the other’s confidential information and use it solely for purposes related to the Service. Confidentiality obligations survive termination.

15. Changes to the Service or Terms

We may update the Service or these Terms from time to time. Material changes will be communicated where appropriate. Continued use of the Service constitutes acceptance of updated Terms.

16. Governing law and jurisdiction

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

17. General

If any provision is held unenforceable, the remainder shall remain in full force. These Terms constitute the entire agreement relating to the Service and supersede all prior agreements relating to its subject matter.