

Guardian AI
Supplier: AIXON DIGITAL LIMITED
22/09/2025

1. Agreement and scope

These Terms and Conditions (“Terms”) govern access to and use of Guardian CRM (“Service”), a cloud-based workflow and case management platform 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 configurable workflows, case management, data capture and AI-assisted analysis to support operational, compliance and assurance processes.

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 or attempt to extract any underlying software, models, algorithms or source code forming part of the Service.

3. Nature of the Service and AI perspective disclaimer

Guardian CRM includes optional AI-assisted features (“AI knowledge workers”) that analyse case context, documents and images to provide indicative insights, perspectives or recommendations within workflows.

You acknowledge and agree that:

- AI outputs represent a perspective based on available data and configured rules
- Outputs are advisory only and may be incomplete or inaccurate
- Outputs may contain false positives or false negatives
- Outputs do not constitute facts, determinations, evidence, legal advice or professional advice
- The Service is not designed to replace human judgement, investigation or professional assessment
- All AI-assisted outputs must be subject to appropriate human review before decisions or actions are taken.

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

4. Acceptable use

You must not use the Service:

- In breach of applicable law or regulation
- As a substitute for professional judgement or statutory responsibility
- In safety-critical, life-critical or mission-critical scenarios
- To train or improve competing AI or machine learning systems
- To bypass security, access controls or usage limits
- To submit data you do not have the legal right to process
- You are responsible for ensuring all authorised users comply with these Terms.

5. Customer responsibilities

You are responsible for:

- The accuracy, legality and appropriateness of submitted data
- Ensuring necessary rights, licences and consents are in place
- Configuring workflows, rules and standards appropriately
- Implementing governance, oversight and review processes
- Ensuring AI-assisted outputs are reviewed by suitably qualified personnel
- You remain fully responsible for decisions and outcomes arising from use of the Service.

6. Free trials and evaluation use

Free trials or evaluation access are provided “as is” and “as available”. We may modify or withdraw trial 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, workflows, AI components, interfaces and documentation, remain the property of AIXON DIGITAL LIMITED or its licensors.

You retain ownership of your submitted data. No ownership rights are transferred under

these Terms.

8. Data protection and security

We process data in accordance with applicable data protection legislation. Customer data is stored securely and used solely for provision of the Service. Where required, additional data protection obligations 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 high availability, excluding planned maintenance. Support is provided via agreed support channels during the contract term.

10. Suspension and termination

We may suspend access where required to protect security, service integrity or legal compliance. Either party may terminate the agreement in accordance with contractual terms. Upon termination, customers may extract their data, after which 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, including warranties of accuracy, fitness for purpose, non-infringement and uninterrupted availability.

We do not warrant that AI-assisted outputs will be error-free or suitable for any specific use.

12. Limitation of liability

To the maximum extent permitted by law:

- We are not liable for indirect, incidental or consequential losses
- We are not liable for decisions or actions taken in reliance on AI outputs
- We are not liable for inaccuracies or omissions in AI-assisted analysis

Our total aggregate liability shall not exceed the fees paid in the 12 months preceding the claim

Nothing in these Terms limits liability for death or personal injury caused by negligence or fraud.

13. Indemnity

You agree to indemnify and hold harmless AIXON DIGITAL LIMITED against claims arising from:

- Use of the Service in breach of these Terms
- Failure to apply appropriate human review

- Unlawful or unauthorised data submissions
- Decisions or actions taken based on AI-assisted 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 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 unenforceable, the remainder remains in effect. These Terms constitute the entire agreement relating to the Service and supersede all prior agreements relating to its subject matter.