Business Terms of Service for Causaly Research

Last updated: 13 November 2026

These Terms of Service ("Terms") are a legal agreement between you ("you", "your", or “Customer”) and **Causaly** ("we", "us", "our", or "the Company").

These Terms of Service ("Terms"), the Data Processing Addendum, and our Acceptable Use Policy set out the agreement between you and Causaly.

Please take some time to read over them and understand them. By using our Services, you agree to be bound by them, including any changes made to them in accordance with the Terms.

Please read our Privacy Policy (https://www.causaly.com/privacy-policy), which describes how we collect and use personal information.

PLEASE NOTE THAT YOU MUST NOT USE THIS SERVICE ACTING AS A CONSUMER. THIS SERVICE IS RESTRICTED FOR BUSINESS USE ONLY.

Introduction and definitions

These Terms govern your use of the Service, a software-as-a-service product provided to you for business use.

1. In these Terms, the following definitions apply:

   "**Actions**" means any steps taken autonomously or semi-autonomously by the AI Features on your behalf in connection with an Input, including but not limited to querying, retrieving, analyzing, or transforming data, or interacting with Third Party Applications, in each case without requiring your separate approval of each individual step.

   "**Agentic Operation**" means any use of AI Features that operates autonomously across multiple steps or decisions without human review of each intermediate step.

   "**AI Features**” means any feature of the Causaly Service that uses artificial intelligence, machine learning, or large language model technology to process, analyze, generate, edit, summarize, classify, or otherwise act upon Customer Content or Causaly Content, as further described in the Documentation and updated by Causaly from time to time.

   “**AI Output**” means any data generated from the AI Features in response to Input;

   "**Authorized User**" means an individual authorized by the account administrator of the Customer for Customers who subscribe for a Team plan; otherwise the Customer is the only Authorized User. The number of Authorized Users for an account depends upon the type of service you subscribe for.

   "**Authorized User Account**" means a user account with an ID and password that the Authorized User uses to access the Causaly Service;

   “**Causaly**“ means Causaly Limited of registered office address 10-16 Elm Street London United Kingdom WC1X 0BJ.

“**Causaly Content**” means all content, data, information, materials, and works made available through the Causaly Service, including but not limited to scientific literature, knowledge graphs, research relationships, and extracted information, excluding Customer Content, and AI Output;

“**Causaly Service**” means the online AI-powered scientific research platform provided by Causaly, including all features, functionality, interfaces, and related services, as may be updated from time to time;

“Causaly Confidential Information” means any non-public information relating to Causaly's business, technology, or Services that is disclosed to you in connection with your use of the Services and which is either marked as confidential or would reasonably be understood to be confidential in nature, including but not limited to non- public features and algorithms. It does not include information that: (i) is or becomes publicly available through no fault of yours; (ii) you already knew before we disclosed it to you; or (iii) you are required to disclose by law or a court of competent jurisdiction. For the avoidance of doubt, your personal data is not Causaly Confidential Information and is governed solely by our Privacy Policy;

"**Confidential Information**" means, without limitation, any know-how, trade or business secrets, together with any commercial, financial, business, data, technical or other confidential information of whatever nature relating to the business of a party (whether disclosed in written, oral or in electronic or other form) which is clearly designated by a Party as being confidential or which can reasonably be expected to be recognized as confidential, any design, process, procedure, data-processing technique, intellectual property right, code, algorithm, software or computer program owned by Causaly, any information about a party’s finances, sales, marketing plans or business prospects, any information relating to the Customers and suppliers of a party, all other non-public information that the other party obtains, receives or has access to as a result of the Agreement, including Input, and the terms and conditions of the Agreement

“**Customer Content**” means any attachments uploaded by the Customer, or access granted to Customer files, including but not limited to documents, images, data files to the Causaly Service whether in a single session or stored persistently within the Service.

“**Customer Queries**” means search terms, queries, prompts input by Customer or any Authorized User to the Causaly Service, whether in a single session or stored persistently within the Service, excluding Customer Content.

"**Documentation**" means the technical and functional documentation, user guides, help center materials, and product descriptions made available by Causaly at https://get.causaly.com/legal or such other URL as Causaly may notify to Customer from time to time, describing the features and operation of the Causaly Service as updated by Causaly from time to time.

"**Feedback**" means any comments, suggestions, ideas, improvements, or other feedback provided by Customer or Authorized Users regarding the Causaly Service or other Causaly products and services submitted to Causaly by Customer or an Authorized User.

“**Input**” means any data or materials submitted by the Customer to the Software for processing, including but not limited to text, audio files, video files, documents, or images, in order to generate or assist in generating an AI Output.

“**Intellectual Property Rights**” means any patents, utility models, rights to inventions, copyright and related rights, trademarks and service marks, trade names and domain names, rights in get-up, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to preserve the confidentiality of information (including know-how and trade secrets) and any other intellectual property rights, including all applications for (and rights to apply for and be granted), renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist, now or in the future, in any part of the world;

"**Maximum Authorized Users**" means the maximum number of Authorized Users to which Customer is permitted to grant access to the Causaly Service, as set out in the Team plan the Customer has subscribed to.

"Personalization Data" means data derived from Authorized User behavior within the Causaly Service (including query history, interaction patterns, inferred interests, and onboarding inputs) that is used to personalize or adapt the Causaly Service for that Authorized User or Customer, as further described in the Documentation.

"Subscription" means your ongoing right to access the Service pursuant to a chosen payment plan.

"**Service Output**" means any result, response, summary, document, presentation, export, or other output generated by the Causaly Service in response to or in connection with Customer Content, whether produced by AI Features or otherwise.

"**System Data**" means aggregated data and usage analytics generated by Causaly in the course of providing the Causaly Service, excluding Customer Content, Service Outputs, and Customer's Confidential Information.

"**Trial Period**" mean a pre-defined period during which Customer may access the Causaly Service free of charge, as further set out in Clause 50.

"**Virus**" means any thing or device (including any software, code, file or program) which may: prevent, impair or otherwise adversely affect the operation of any computer software, hardware, or network, any telecommunications service, equipment or network or any other service or device; prevent, impair or otherwise adversely affect access to or the operation of any program or data, including the reliability of any program or data (whether by re-arranging, altering or erasing the program or data in whole or part or otherwise); or adversely affect the user experience, including works, Trojan horses, viruses and other similar things or devices.

The Service and account registration

2. To use the Service, you:

   a) must be at least 18 years old.
   b) must create an account by providing accurate, current, and complete information as prompted during the registration process, including your name, email address, and payment details where applicable. You represent and warrant that all information you provide at registration and at any time thereafter is truthful, accurate, and complete, and you agree to update such information promptly if it changes.

c) are responsible for maintaining the confidentiality of your account password and for restricting access to your account.
d) agree to accept responsibility for all activities that occur under your account or password.
e) must notify us immediately via research.support@causaly.com if you become aware of any unauthorized use of your account or any other breach of security.

Subscription plans, fees, and payment

3. Subject to Clause 50 (Free Trial) the Service is provided on a subscription basis. (We offer various subscription plans as detailed on our website at www.mycausaly.com ("Subscription Plans")). You may choose the plan that best suits your needs. Please note that if you register an Account with an email address associated with an existing Team account, your Account may be linked to and be under the control of the organization's administrator(s). The administrator(s) may monitor and modify your Account, including in more permissive or restrictive ways relative to your usage of the Services.

4. We will charge you the fees stated in your chosen Subscription Plan ("Fees").
   i) Fees are billed in advance on an automatically recurring basis. Depending on the plan you select, Fees may be billed on either a monthly or an annual basis, and annual plans are billed once per year in advance.
   ii) Your subscription continues automatically until you cancel it.
   iii) You authorize us to charge your chosen payment method (such as credit card or debit card) for the Fees as they fall due.
   iv) You must keep your payment details up to date.
   v) If your payment method fails, we will retry to take payment and/ or attempt to notify you so you can provide a valid payment method.
   vi) If you do not pay the Fees when due, we may suspend your access to the Service. If payment is not received within 30 days of the due date, we may terminate your subscription.
   vii) Where a subscription follows a Trial Period to which Clause 50.3(ii) applies, the first billing period begins on the first day following the end of the Trial Period, and the Fees payable are those shown to Customer at the point payment details were provided, including any introductory or promotional rate and the standard rate that applies when that rate ends.
   viii) We may offer introductory, promotional or discounted Fees for a stated period. When that period ends, the standard Fees for your Subscription Plan apply automatically. The ending of an introductory or promotional rate is not an increase in Fees for the purposes of Clause 5.

5. We may change our Fees. If we increase the Fees for your Subscription Plan, we will provide you with at least 30 days' notice before the increase takes effect. If you do not wish to pay the increased Fees, you may cancel your subscription before the increase takes effect without penalty.

6. During the Term, the number of Authorized Users must not exceed the Maximum Authorized Users at any time.

   a) Each Authorized User Account is for a single, named Authorized User only and under no circumstances may Customer or an Authorized User permit (i) anyone other than the single, named Authorized User identified in the Authorized User Account to access the Causaly Service or disclose the Authorized User Account details to anyone besides such individual, (ii) multiple users to share an Authorized User Account or otherwise access the Causaly Service through a single Authorized User Account, or (iii) any activity that is intended to bypass or breach the Maximum Authorized User limit and/or any access restriction, including but not limited to, the download and redistribution of Causaly

Content by an Authorized User on behalf of a non-Authorized User(s). For each additional individual found to have accessed the Causaly Service or Causaly Content in breach of this Clause 6, Customer must pay for the associated Fees for their access for the entire duration of the Term.

b) Customer is responsible for maintaining the confidentiality of all Authorized User Account credentials and for all activities that occur under those credentials. Customer shall notify Causaly immediately of any unauthorized access or suspected breach of security.
c) The Customer may at any time add more Authorized Users to the Team plan, up to the maximum allowed by Team plan subscriptions.
d) The Customer may at any time downgrade their Subscription (e.g. from a higher tier plan to a lower tier plan, or cancellation). In this case, the change will take effect at the end of your current subscription plan.
e) The Customer may at any time also upgrade their Subscription (e.g. from a lower tier plan to a higher tier plan) by purchasing a new Subscription plan. In this case, the change will take effect immediately, and the Customer will be credited for any un-used credits and/or Subscription Fees.

Causaly Warranty

7. Causaly does not guarantee that the Services will be available at all times, uninterrupted, or error-free. The Services may be subject to planned or unplanned maintenance, downtime, or interruptions from time to time. Where planned maintenance is scheduled, Causaly will endeavor to give you reasonable advance notice.

8. Causaly Content and AI Output are provided for informational and research purposes only and should not be relied upon as a substitute for professional advice. To the extent permitted by applicable law, Causaly does not warrant that any specific results will be obtained from use of the Services.

Customer warranty:

9. You warrant that:

(a) You own or have all necessary rights, licenses, and permissions in respect of all Customer Content submitted to the Causaly Service;

(b) The submission, storage, processing, and use of Customer Content by Causaly as contemplated by this Agreement does not and will not infringe any third-party Intellectual Property Rights, database rights, or confidentiality obligations;

(c) Where Customer Content is shared with other Authorized Users within the Causaly Service, Customer has the right to share such content with those individuals;

(d) Customer Content does not contain personal data of any individual except where a valid Data Processing Agreement is in place between the Parties;

(e) Customer Content does not contain material subject to export controls or regulatory restrictions that would prohibit its processing by Causaly.

Acceptable use

10. You agree not to use the Service for any unlawful purpose or in any way that could damage the Service. You must use this Service in compliance with the Acceptable Use Policy.

11. The Services are intended solely for research, educational, and general informational use. They are not intended for patient-specific decision-making, diagnosis, treatment selection, prescribing, or any other clinical use. You are responsible for complying with any applicable laws for any use of our Services in a medical or healthcare context.

12. You must not:
    i) Use the Service to develop any products or services that compete with our Services, including to develop or train any artificial intelligence or machine learning algorithms or models or resell the Services.
    ii) Use the Service to decompile, reverse engineer, disassemble, or otherwise reduce our Services to human-readable form, except when these restrictions are prohibited by applicable law.
    iii) Use the Service for any illegal or unauthorized purpose;
    iv) Attempt to gain unauthorized access to the Service, other accounts, computer systems, or networks connected to the Service;
    v) Interfere with or disrupt the Service or servers or networks connected to the Service (eg DDoSing Services, or Spamming);
    vi) Transmit any worms, Viruses, or other malicious code; or
    vii) Use the Service to harass, abuse, or harm another person.
    viii) license, sub-license, sell, re-sell, rent, lease, transfer, distribute, time share, or otherwise make any of the Causaly Service available for access by third parties;
    ix) Disseminate any performance or benchmark tests or analysis relating to the Causaly Service.
    x) Disclose any Causaly Confidential Information without our prior written consent.

Intellectual property

13. We and our licensors own all intellectual property rights in the Service, the software, the text, graphics, design, and the "look and feel" of the Service.

14. We grant you a limited, non-exclusive, non-transferable license to use the Service for your use in accordance with these Terms.

15. You retain ownership of any content you upload or create using the Service. However, you grant us a license to use, store, and process that content solely to provide the Service to you.

16. When you use AI Features, your Input may be processed to generate AI Output. You acknowledge that AI Output provided to you may be similar or identical to output independently generated for other users of the Services. Causaly does not assert any intellectual property rights in your AI Output.

17. Notwithstanding the foregoing, and subject to Clause 18, Causaly may use Feedback, Personalization Data, and System Data (together “Performance Data”) and Customer Queries to develop, improve, and support its Software and services.

Warranties, Remedies and Exclusions

18. Warranties: Causaly warrants to the Customer that:

a) Customer Content: Causaly will not use Customer Content to train, fine-tune, or otherwise develop artificial intelligence, machine learning, or other models, whether for Causaly's benefit or for any third party. Customer Content is used solely to process queries and provide responses within the Causaly Service and is not used for any model improvement or development purposes.
b) Performance Data: Causaly will not use the Performance Data of Customers that have subscribed to a Team Plan to train, fine-tune, or otherwise develop artificial intelligence, machine learning, or other models, whether for Causaly's benefit or for any third party. This warranty does not apply to Causaly Customers that have not subscribed to a Team Plan.
c) Performance Warranty. During the term of the agreement, the software will conform in all material respects with the agreement.
d) Viruses. Causaly will use commercially reasonable efforts, consistent with current industry practices, to ensure that its software contains no material computer viruses, Trojan horses, worms or other similar malicious code.
e) Services. Causaly will perform Services with reasonable skill and care in accordance with generally accepted industry standards.
f) Infringement. The provision and use of the software and Services in accordance with this Agreement will not infringe any third-party Intellectual Property Rights.
g) Compliance with Law. The Services will comply with all laws applicable to Causaly in the performance of its obligations under this Agreement.

19. Performance Remedy: If Causaly fails to comply with the warranties set out in clause 18(c) or 18(e) above, and the Customer provides written notice to Causaly of non-compliance, Customer's remedy is, at Causaly's option, to repair, re-perform, or replace the non-conforming elements of Causaly's Service.

20. Infringement Remedy: The Customer's primary remedy for breach of the warranty in clause 18(f) is for Causaly, at its expense, to: (i) secure the Customer's right to continue using the affected Services; (ii) modify the Service so they are non-infringing but functionally equivalent; or (iii) terminate the affected Services and provide a pro-rata refund of any prepaid Fees for the unused portion of the Services. This remedy is without prejudice to any other rights or remedies the Customer may have which cannot be excluded by applicable law.

21. Bugs: While Causaly makes reasonable efforts to ensure its software is free from material errors, it does not warrant that its software will be free from all minor bugs, errors, or omissions.

22. DISCLAIMER: EXCEPT WHERE STATED OTHERWISE IN THIS AGREEMENT:

a) NEITHER PARTY MAKES ANY REPRESENTATIONS OR WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

b) ALL WARRANTIES, CONDITIONS AND OTHER TERMS IMPLIED BY STATUTE OR COMMON LAW ARE, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW EXCLUDED FROM THIS AGREEMENT. FOR THE AVOIDANCE OF DOUBT, EACH EXCLUSION AND LIMITATION OF LIABILITY IN THIS AGREEMENT APPLIES ONLY

TO THE EXTENT THAT IT IS REASONABLE IN THE CIRCUMSTANCES AND SATISFIES THE REQUIREMENT OF REASONABLENESS UNDER THE APPLICABLE LAW.

c) NONE OF THE AI OUTPUTS OR SERVICES CONSTITUTE LEGAL, FINANCIAL, COMPLIANCE, OR OTHER PROFESSIONAL ADVICE. THE CUSTOMER IS RESPONSIBLE FOR VERIFYING ALL AI OUTPUTS PRIOR TO RELYING ON THEM, AND CAUSALY DISCLAIMS ANY LIABILITY ARISING FROM DECISIONS MADE BASED ON SUCH AI OUTPUTS.

d) IF THE CUSTOMER USES ANY PRE-RELEASE, TRIAL, OR BETA FEATURE OF THE SOFTWARE ("BETA SERVICE"), SUCH BETA SERVICE IS PROVIDED 'AS IS' AND WITHOUT WARRANTY OF ANY KIND. IT MAY ALSO BE CHANGED OR DISCONTINUED AT ANY TIME, AND CAUSALY WILL HAVE NO LIABILITY ARISING OUT OF OR IN CONNECTION WITH THE BETA SERVICE. THE PARTIES ACKNOWLEDGE THAT PARTICIPATION IN ANY BETA SERVICE IS ENTIRELY VOLUNTARY AND THE CUSTOMER HAS BEEN GIVEN THE OPPORTUNITY TO DECLINE PARTICIPATION. THE CUSTOMER FURTHER ACKNOWLEDGES THAT BETA SERVICES MAY CONTAIN DEFECTS OR ERRORS AND BY CHOOSING TO USE THEM, IT ACCEPTS ALL ASSOCIATED RISKS.

Limitation of liability

23. Nothing in these Terms excludes or limits our liability for:
    a) death or personal injury caused by our negligence;
    b) fraud or fraudulent misrepresentation; and
    c) any matter in respect of which it would be unlawful for us to exclude or restrict our liability.

24. We are only liable to you for losses that are a foreseeable consequence of our breach of these Terms or our negligence. Losses are foreseeable if they were an obvious consequence of our breach or were known to both you and us at the time you started using the Service.

25. Neither party shall be liable for any:
    a. Loss of profit;
    b. Loss of revenue;
    c. Loss of business; or
    d. Loss of business opportunity.

26. Subject to clause 23, our total aggregate liability to you for all claims arising out of or in connection with these Terms or the Service, including but not limited to liability in contract (including indemnities, if any), tort (including negligence), misrepresentation, restitution, equity or otherwise, shall not exceed the greater of:
    a. £100, or
    b. The total Fees paid by you in the 12 months immediately preceding the claim.

Reliance on AI Outputs and Actions

27. Artificial intelligence and large language models are frontier technologies that are still improving in accuracy, reliability and safety. All Service Outputs are intended to inform human professional judgment and are not a substitute for independent scientific, clinical, regulatory, or professional review. Customer is solely responsible for implementing appropriate human oversight measures in connection with its use of the Causaly Service, including verifying all Service Outputs before reliance. Further information on the performance characteristics and known limitations of the AI Features is set out in this clause 27 and the Documentation. When you use our Services, you acknowledge and agree:
    a) AI Outputs may not always be accurate and may contain material inaccuracies even if they appear accurate because of their level of detail or specificity.
    b) Actions may not be error free or operate as you intended.
    c) You should not rely on any AI Outputs or Actions without independently confirming their accuracy.
    d) The Services and any AI Outputs may not reflect correct, current, or complete information.
    e) You are solely responsible for the accuracy, quality and legality of Customer Content and for its use of AI Outputs.
    f) When using AI Features, you must not: (i) represent any AI Output as having been approved or vetted by Causaly; or (ii) use the AI Features in breach of any applicable laws.
    g) That human review of each intermediate step of an Agentic Operation may not occur and you accept responsibility for defining and implementing appropriate human oversight checkpoints within your own workflows.

Third Party Applications

28. The Services may integrate or interoperate with applications or software provided by third parties ("Third Party Applications"). Third Party Applications are provided by third parties under their own terms and conditions, and Causaly makes no representations or warranties concerning, and has no liability for any Third Party Application. If the Customer chooses to use or enable a Third Party Application with the Services, the Customer consents to Causaly exchanging relevant Customer Content with such Third Party Application as necessary for the integration.

Confidential Information, Data protection and privacy

29. Causaly will keep confidential any information you provide to us in connection with your use of the Services. Causaly will not disclose your Confidential Information to any third party except: (i) where necessary to provide the Services to you; (ii) to our trusted service providers who assist us in operating the Services, each of whom is bound by appropriate confidentiality obligations; (iii) where required by law, court order, or regulatory authority; or (iv) with your consent.

30. We process your personal data in accordance with all relevant data protection regulations.

31. Please read our Privacy Policy, available at https://www.causaly.com/privacy-policy, which explains how we collect, use, and protect your personal data.

32. You represent and warrant that you have all necessary rights, consents, and authorizations to provide personal data to Causaly and to permit its processing under this Agreement. You acknowledge that Causaly relies on your instructions with respect to the scope, direction and extent to which Causaly is entitled to use and process the Customer personal data. You also acknowledge that you control what data you upload onto the Services and therefore

what personal data is processed by Causaly. By using the Service, you consent to such processing.

Suspension and termination

33. We want you to be happy with the Service. You have the right to cancel your subscription at any time.
    a) You can cancel by logging into your account and using the "Cancel Subscription" feature.
    b) Cancellation will take effect at the end of the current billing period. You will not receive a refund for the current billing period, but you will not be charged for any subsequent periods.
    c) If you cancel during a Trial Period, you will keep access to the Service until the Trial Period ends and your payment method will not be charged.
    d) If you cancel within 72 hours of being charged for a renewal, or for the first payment following a Trial Period, we will refund that payment in full. Any other refund is at our discretion.

34. We may suspend or terminate your access to the Service immediately if:
    a. You breach these Terms;
    b. We reasonably suspect you are using the Service for illegal or unauthorized purposes;
    c. We are required to do so by law; or
    d. We decide to discontinue the Service (in which case we will provide you with reasonable notice).

35. Upon termination, your right to use the Service will cease immediately. Following termination, you will have 30 days to export any data or content you have submitted to the Services. We will delete your account data in accordance with our retention policy, unless we are required by law to retain it.

Changes to these terms and to the Service

36. We may update, modify, or discontinue the Service at any time. We will try to give you reasonable notice of significant changes, but we reserve the right to do so without notice where necessary for security or legal reasons.

37. We may amend these Terms.
    a. If the changes are beneficial to you or have no material adverse effect, we may post the new Terms on our website and notify you via email.
    b. If the changes are to your detriment, we will provide you with at least 30 days' notice before the changes take effect.
    c. If you do not agree to the new Terms, you may cancel your subscription before the changes take effect. If you continue to use the Service after the changes take effect, you will be deemed to have accepted the new Terms.

Complaints and dispute resolution

38. If you have a complaint about the Service, please contact us at research.support@causaly.com. We will acknowledge your complaint within 5 working days and aim to resolve it within 14 days.

Governing law and jurisdiction

39. This Agreement, and any dispute or claim arising out of or in connection with it or its subject matter, formation, or interpretation (including non-contractual disputes or claims), shall be governed by and construed in accordance with the laws of England and Wales.

40. Subject to the paragraph below, the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Agreement.

General

41. **Notices.** All notices given by you to us must be sent to research.support@causaly.com or Causaly Limited, 10-16 Elm Street, London, United Kingdom, WC1X 0BJ. We may send notices to you via email or by posting on the Service.

42. **Written Communications.** When accessing the Causaly Service, You accept that communication with Causaly will mainly be electronic. Causaly will contact You by e-mail or provide You with information by posting notices on the Causaly Service. For contractual purposes, You agree to this electronic means of communication and You acknowledge that all contracts, notices, information and other communications that Causaly provides to You electronically complies with any legal requirement that such communications be in writing.

43. **Severability:** If any provision of these Terms is held to be invalid or unenforceable, the remaining provisions will continue in full force and effect.

44. **No Waiver:** If we fail to enforce any of these Terms, it does not mean we waive our right to enforce them in the future.

45. Assignment: These Terms may not be transferred or assigned by you without our prior written consent, but may be assigned by us without restriction.

46. **Subcontracting:** With the exception of any obligations set out in the Data Processing Addendum, Causaly may subcontract its obligations under this Agreement, in whole or in part, without your prior written consent. Causaly remains liable for the subcontracted obligations and accepts full responsibility for its subcontractors' actions or inactions.

47. **Third Party Beneficiaries**: This Agreement does not confer any benefits on any third party unless it expressly states that it does.

48. **Export Control**: The Services are subject to the applicable export control laws of various countries such as the U.S., and U.K, and the parties agree to comply with all laws in this regard. In particular, with respect to the use you make of Causaly's Services, it will not cause Causaly to be in violation of such export control laws.

49. **Force Majeure**: A party is not liable under the Agreement for non-performance caused by events or conditions beyond its reasonable control including, natural disasters, terrorist attacks, wars, riots and armed conflicts, collapse of buildings, fires, floods explosions storms or significant accidents, failure of a utility service, transport or telecommunications network (including internet), pandemics, malicious damage, compliance with any law or governmental order, breakdown of plant or machinery. The affected party must notify the other party of the date on which it started, its likely duration, and the effect of the force majeure event on its ability to perform any of its obligations under the Agreement and use

all reasonable endeavors to mitigate the impact on the other party. If the event continues beyond 30 days, the non-affected party may terminate the Agreement.

50. Free Trial

50.1 This Section applies only if Customer is offered and accepts the Trial Period to access the Causaly Service. In such instance, access will be provided at no charge for a pre-defined period, starting from the date the first Authorized User accesses the Causaly Service. Eligibility for the Trial Period is determined solely by Causaly, and Causaly reserves the right to revoke or modify the Trial Period offer at any time without notice.

50.2 During the Trial Period:

(i) access may be restricted in terms of features or usage limits at Causaly's sole discretion;
(ii) Causaly may terminate the Trial Period at any time without notice, in which case no Fees will be charged.

50.3 Causaly may require valid payment details before a Trial Period begins. Causaly will tell Customer whether payment details are required before the Trial Period starts.
(i) Where payment details are not required, access to the Causaly Service will automatically terminate at the end of the Trial Period unless Customer subscribes to the Service.
(ii) Where payment details are required, the Trial Period will convert automatically into a paid subscription to the Subscription Plan shown to Customer at the point those details were provided, and Causaly will charge the payment method on the first day following the end of the Trial Period, unless Customer cancels before the Trial Period ends. Causaly will notify Customer by email at least seven (7) days before the end of the Trial Period, stating the amount that will be charged, the date of the charge, and how to cancel.

50.4 For Customers participating in a Trial Period, the Agreement commences on the date access is granted to the first Authorized User. Where Clause 50.3(i) applies, the Agreement automatically expires at the end of the Trial Period. Where Clause 50.3(ii) applies, the Agreement continues on the terms of the paid subscription from the first day following the end of the Trial Period, unless Customer has cancelled before the Trial Period ends.

50.5 The Causaly Service, Causaly Content, and Service Outputs are provided on an "AS IS" basis during any Trial Period, and Causaly gives no representations or warranties of any kind in respect thereof, whether express or implied, including but not limited to warranties of satisfactory quality, merchantability, fitness for a particular purpose, or non-infringement.

50.6 No Fees shall be payable by Customer for access to the Causaly Service during an approved Trial Period.

51. **Entire Agreement:** These Terms constitute the entire agreement between you and us regarding the Service and supersede all prior agreements and understandings.

Contact Information

Should you have any reason for a complaint, or if you have any questions about these Terms or the Service, then please contact us at:

Causaly Limited, 10-16 Elm Street, London, United Kingdom, WC1X 0BJ

Or: Email: research.support@causaly.com