

CAUSALY TERMS OF SERVICE

Last updated: April 13, 2026

These Causaly Terms of Service (“**Terms**”) set out the agreement between you and Causaly when you use the Causaly Service and/or other products and services we make available to you (“**Services**”). Please read them carefully before using the Services.

By creating an account or using the Services, you agree to be legally bound by these Terms.

If you do not agree with these Terms, you may not use the Services.

1. DEFINITIONS

"Affiliate" means any entity, individual, firm, or corporation, directly or indirectly, through one or more intermediaries, controlling, controlled by, or under common control with a Party. The term "control" as used in the preceding sentence means, with respect to a corporation, the right to exercise, directly or indirectly, more than 50% of the voting rights attributable to the shares of the controlled corporation;

"Causaly Content" means the content generated and made available within the Causaly Service, including but not limited to knowledge graphs, search results, and data visualisations, but specifically excludes GenAI Output;

"Causaly Service" means the version of the Causaly software platform hosted and made available by Causaly as a cloud service to the User, including all associated apps, software, features and functionality;

"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](#);

"Early Preview Period" means the fixed period commencing on 09 April 2026 and ending on 09 May 2026, during which You may access the Causaly Service free of charge, as further set out in these Terms;

"Feedback" means any ideas, suggestions, concepts, proposals or other feedback about the Causaly Service or other Causaly products and services that you provide to us;

"GenAI Features" means generative artificial intelligence features of the Services that may be provided to You, such as Causaly's Agentic Research or Deep Research features;

"GenAI Output" means the data generated from the GenAI Features and presented to You in response to Input;

"Input" means the content, including search terms, that You input into the Services in your sole discretion;

"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;

“System Data” means data that is automatically generated through use of the Causaly Service, such as technical logs, metadata, usage and analytics data;

“Third Party Materials” means data, technology and/or services licensed or otherwise provided by a third party that is contained or linked to within the Causaly Service or Causaly Content;

“Trial Period” means any additional period of free access to the Causaly Service that Causaly may, at its sole discretion, offer to You following the Early Preview Period, the duration and conditions of which will be communicated to You at the time of the offer ;

“You” or **“User”** means the individual consumer using the Causaly Service and/or other Causaly products and services for personal, non-commercial purposes;

“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; and

“We”, “us”, or “Causaly” means Causaly Limited of registered office address 10-16 Elm Street London United Kingdom WC1X 0BJ (if you are located outside of the United States) or Causaly US Inc., of registered office address 1209 Orange Street Wilmington, Delaware 19801 (if you are located within the United States).

2. ACCESS TO THE CAUSALY SERVICE

2.1 **Minimum age:** You must be at least 13 years old or the minimum age required in your country to consent to use of the Services. If you are under 18 years, you must have parental or legal guardian permission to use the Services, and your parent or legal guardian must agree to these Terms on your behalf. By using the Services, you represent and warrant that you meet the applicable age requirement. If Causaly becomes aware that a user does not meet the minimum age requirement, Causaly reserves the right to suspend or terminate that user's account without notice.

2.2 **Access Restrictions.** Unless otherwise set forth in the Agreement, You will not, and will not attempt to:

- (a) licence, sub-licence, sell, re-sell, rent, lease, transfer, distribute, time share, or otherwise make any of the Causaly Service available for access by third parties;
- (b) copy, modify, duplicate, create derivative works from, frame, mirror, republish, or distribute all or any portion of the Causaly Service or Causaly Content in any form or media,;
- (c) reverse compile, disassemble, reverse engineer, or otherwise reduce to human-perceivable form any part of the Causaly Service;
- (d) train machine-learning algorithms on Causaly Content;
- (e) erase or remove any proprietary or intellectual property notice contained in the Causaly Service;
- (f) access any part of the Causaly Service in order to build a product or service which competes with the Causaly Service, or use the Causaly Service or Causaly Content to compete with Causaly;

- (g) use the Causaly Service to access, store, distribute, or transmit any Virus, or any material that is unlawful, harmful, threatening, defamatory, inflammatory, violent, obscene, infringing, harassing, or racially or ethnically offensive;
- (h) use any automated system, including without limitation “robots”, “spiders”, or “offline readers”, to access the Causaly Service in a manner that sends more request messages to the Causaly Service than a human can reasonably produce in the same period of time by using a conventional online web browser;
- (i) access the Causaly Service in any way other than by the Web-Interface, or attempt to interfere with or compromise the integrity or security of the Causaly Service;
- (j) conduct or attempt to conduct any penetration testing, vulnerability scanning, security assessment, or any other form of security or network testing on or against the Causaly Service or any underlying infrastructure, without Causaly's prior written consent;
- (k) circumvent, disable, or attempt to breach any security controls, access controls, authentication mechanisms, or other technical or organisational measures implemented by Causaly to protect the Causaly Service; or
- (l) publicly disseminate any performance or benchmark tests or analysis relating to the Causaly Service.

2.3 Your Responsibilities. You will:

- a) use the Services in accordance with these Terms and all applicable laws;
- b) keep the contact details and payment information registered to your account accurate and up to date; and
- c) ensure you have a suitable internet connection to access the Services. Causaly is not responsible for any problems, delays, or failures arising from your network or device.

2.4 The Causaly Service may contain links to, or call the servers of, third party websites, data or services that are not under Causaly's control and are provided as a convenience to You, accessed solely at Your discretion (“**Third Party Sites**”). Causaly is not responsible for, and makes no express or implied warranties with regard to, the information, content or other material, products, or services that are contained on or are accessible through, or the policies regarding use and privacy in respect of Third Party Sites. You shall access such Third Party Sites at its own risk.

2.5 **Early Preview.** Causaly is currently offering eligible users free access to the Causaly Service during the Early Preview Period. Access during the Early Preview Period is granted at Causaly's sole discretion and is limited to users who have registered via the waitlist at www.mycausaly.com. During the Early Preview Period: (i) access may be restricted in terms of features or usage limits at Causaly's sole discretion; (ii) You acknowledge that the Causaly Service and any GenAI Output generated is experimental and should not be relied upon for any business critical decision-making; and (iii) Causaly may ask You to provide feedback on the Causaly Service, and You agree to engage with such feedback requests in good faith and in a timely manner; and (iv) Causaly may suspend or terminate Your access at any time without notice or liability to You. At the end of the Early Preview Period, your access to the Causaly Service will cease unless Causaly notifies You of options to continue access on terms to be communicated at that time. Causaly is under no obligation to offer continued access following the Early Preview Period.

3. ACCOUNT REGISTRATION

- 3.1 **Account Registration:** To access the Causaly Service, you 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.

Account Security: You are solely responsible for maintaining the confidentiality of your account login details (including your username and password) and for all activity that occurs in connection with your account. You must not share your login details with any other person. Your account is personal to you and may only be used by you. You must notify Causaly promptly at support@causaly.com if you become aware of, or reasonably suspect, any unauthorised access to your account or if your login details are lost, stolen, or compromised. Causaly will not be liable for any loss or damage arising from your failure to comply with this Section 3.2. Causaly reserves the right to suspend or terminate your access to the Services immediately and without notice if Causaly reasonably determines that your usage is not aligned with your obligations under these Terms, including where Causaly identifies that your account credentials have been shared with or used by any other person.

4. CAUSALY CONTENT AND GENAI OUTPUT

- 4.1 When you use GenAI Features, your Input may be processed to generate GenAI Output. You acknowledge that GenAI 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 GenAI Output, and IP infringement claims relating to Causaly Content and/or GenAI Output are not covered by the indemnity in Section 11.
- 4.2 **Important — accuracy of GenAI Output.** GenAI Output is generated through machine learning processes and is not verified, endorsed, or guaranteed to be accurate, complete, or up to date by Causaly. You should independently review and verify all GenAI Output before relying on it. GenAI Output does not constitute professional, medical, legal, or regulatory advice and must not be used as a substitute for qualified professional judgment.
- 4.3 When using GenAI Features, you must not: (i) represent any GenAI Output as having been approved or vetted by Causaly; or (ii) use the GenAI Features in breach of any applicable laws.
- 4.4 **Use of your Input to improve the Services.** Causaly may use your Input and GenAI Output to maintain, develop, and improve the Services, including to monitor performance, fix errors, and enhance functionality. This use does not include training AI models.
- 4.5 **Medical and research disclaimer.** The Services are intended solely for research, educational, and general informational use only. 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. Causaly accepts no liability for any harm, loss, or adverse outcome arising from reliance on the Services, Causaly Content, or GenAI Output for clinical, diagnostic, or therapeutic purposes. Nothing in this clause limits Causaly's liability for matters that cannot be excluded under applicable law, as set out in Section 10.2.

5. INTELLECTUAL PROPERTY RIGHTS

- 5.1 As between you and Causaly, you own all Intellectual Property Rights in your Input and GenAI Output. You grant Causaly a limited licence to access, use, and process your Input and GenAI Output solely to: (i) provide the Services to you; (ii) ensure the quality and technical integrity of the Services; (iii) provide customer support; and (iv) develop and improve the functionality of the Services. You acknowledge that the Services are not intended for the processing of sensitive personal data, and you agree not to submit Input that contains sensitive personal data (such as health, financial, or government identification information) except where expressly permitted.
- 5.2 As between you and Causaly, Causaly and its Affiliates are the owner or licensee of all Intellectual Property Rights in the Causaly Service, Causaly Content, and System Data. These works are protected by copyright and other laws and treaties around the world. All such rights are reserved. Except as expressly set out in the Agreement, the Agreement does not grant You any rights to, under or in, any patents, copyright, database right, trade secrets, trade names, trademarks (whether registered or unregistered), or any other rights or licenses in respect of the Causaly Service, Causaly Content or System Data.
- 5.3 Causaly shall use System Data for the operation, maintenance, and improvement of the Causaly Service. Causaly shall not publicly make available any System Data that identifies You.
- 5.4 You hereby grant to Causaly a fully paid, royalty-free, perpetual, irrevocable, worldwide and fully sub-licensable right and license to use, reproduce, perform, display, distribute, adapt, modify, re-format, create derivative works of and otherwise exploit in any manner all Feedback.
- 5.5 All right, title and interest, including all intellectual property rights, in and to Third-Party Materials are owned by the applicable third party. You have no right, license or authorization with respect to Third-Party Materials except as expressly set forth in the applicable third-party license and the Agreement. All other rights in and to the Third-Party Materials are expressly reserved by the applicable third-party licensor.

6. CONFIDENTIAL INFORMATION AND YOUR DATA

- 6.1 **How Causaly protects your information.** Causaly will keep confidential any information you provide to us in connection with your use of the Services ('Your Information'). Causaly will not disclose Your 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.
- 6.2 **Your privacy.** The way we collect, use, and protect your personal data is set out in our Privacy Policy at <https://www.causaly.com/privacy-policy>. Our Privacy Policy forms part of these Terms and you should read it carefully.
- 6.3 **How you should treat our information.** When using the Services, you may have access to information that is proprietary or confidential to Causaly, such as non-public features, pricing, or technical details of the Services ('Causaly Confidential Information'). You agree not to disclose Causaly Confidential Information to any third party without our prior written consent, and to use it only for the purpose of using the Services as permitted under these Terms. This obligation does not apply to 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, provided you give us reasonable advance notice where permitted by law.
- 6.4 **Data breach notification.** If Causaly becomes aware of a security breach that is likely to affect your personal data, we will notify you without undue delay in accordance with our obligations under applicable data protection law.

7. EARLY PREVIEW

- 7.1 **Early Preview Access.** During the Early Preview Period, access to the Causaly Service is provided free of charge. No Fees are payable during the Early Preview Period and no payment details are required. Causaly reserves the right to introduce paid subscription plans following the Early Preview Period, the terms of which will be communicated separately.
- 7.2 **End of Early Preview.** At the end of the Early Preview Period, Your access to the Causaly Service will cease automatically. Causaly may contact You before the Early Preview Period ends with information about any options to continue access following the Early Preview Period. You may close Your account at any time during the Early Preview Period by contacting support@causaly.com at no charge.
- 7.3 **Future Products and Services.** The Services provided under these Terms are limited to the early access version of the Causaly platform, offered free of charge. Any future products or services offered by Causaly, including but not limited to any paid subscription model, will be governed by separate terms and conditions which will be made available to you at the relevant time. Nothing in these Terms commits Causaly to offering any future product or service, or commits you to accepting any such offering.

8. TERM AND TERMINATION

- 8.1 **Term of Agreement.** These Terms commence on the date you create your account or first use the Services (whichever is earlier). If you are participating in the Early Preview Period, these terms automatically expire at the end of the Early Preview Period, unless Causaly notifies You of options to continue access on new terms. Causaly may terminate the Early Preview Period at any time, with or without cause, and without liability to You.
- 8.2 **Closing Your Account.** You may close your account at any time during the Early Preview Period by contacting support@causaly.com. On closure, your access to the Causaly Service will end and your account data will be handled in accordance with our [Privacy Policy](#).
- 8.3 **Termination by Causaly for cause.** Causaly may terminate your account immediately by written notice if you: (i) seriously or repeatedly breach these Terms; (ii) infringe Causaly's Intellectual Property Rights; or (ii) use the Services in breach of any applicable law. Where the breach is capable of remedy, Causaly will give you reasonable notice and an opportunity to remedy it before terminating.
- 8.4 **Suspension.** Causaly may suspend your access to the Services if you are in material or persistent breach of these Terms. Except where immediate suspension is necessary to protect the security or integrity of the Services or other users, Causaly will notify you before suspending your account and give you a reasonable opportunity to remedy the breach. Causaly will notify you promptly once a suspension has been lifted or, if the breach is not remedied, when your account will be terminated.
- 8.5 **Termination for breach or insolvency.** Either party may terminate these Terms immediately by written notice if: (i) the other Party commits a material breach that is incapable of remedy; (ii) fails to remedy a remediable breach within 30 days of written notice to do so; or (iii) becomes insolvent, enters into any form of administration, liquidation, or analogous insolvency process. Your right to cancel your subscription at any time under Section 8.2 is not affected by this clause.
- 8.6 **Consequences of termination.** On termination of these Terms for any reason: (i) your right to access the Services will end immediately; (ii) any Fees that are due and unpaid will remain payable; and (iii) each party will cease using the other's confidential information. Your data will be handled in accordance with Sections 8.7 and our [Privacy Policy](#).

- 8.7 **Your data after termination.** Following termination, you will have 30 days to export any data or content you have submitted to the Services. After this period, Causaly may delete your data in accordance with its data retention practices, and our [Privacy Policy](#). Causaly may retain data for longer where required by law or to defend a legal claim.
- 8.8 **Survival.** Termination of these Terms does not affect any rights or obligations that have already accrued. Clauses that by their nature should survive termination will do so, including payment obligations, confidentiality, liability limitations, and dispute resolution.

9. WARRANTIES

- 9.1 **Your warranties.** By using the Services, you confirm that: (i) you meet the minimum age requirements set out in Section 2.1; (ii) the information you provide when registering for an account is accurate and up to date; and (iii) you have the necessary rights and permissions in respect of any Input you submit to the Services to allow Causaly to use it in accordance with these Terms.
- 9.2 **Availability.** Causaly will use reasonable care and skill to provide the Services. 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 endeavour to give you reasonable advance notice. Nothing in this clause affects your statutory rights as a consumer under the Consumer Rights Act 2015 or any other applicable consumer protection law.
- 9.3 Causaly will provide the Services with reasonable care and skill. The Services, Causaly Content and GenAI 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 the Services will be uninterrupted, error-free, or that any specific results will be obtained from use of the Services. Nothing in these Terms affects your statutory rights as a consumer, including rights under the Consumer Rights Act 2015 or any other applicable consumer protection law.
- 9.4 Except as expressly provided for in the Agreement (i) all representations, warranties, conditions and all other terms of any kind whatsoever implied by statute or common law are, to the fullest extent permitted by law, excluded from the Agreement; and (ii) Causaly will not be responsible for any interruptions, delays, failures, or non-availability affecting the Causaly Service or the performance of the Causaly Service which are caused by third party services (including Third Party Sites), errors or bugs in third party software, hardware, or the Internet on which Causaly relies to provide the Causaly Service, or any changes to the Causaly Service made by or on behalf of You, and You acknowledges that Causaly does not control such third party services (including hosting services) and that such errors and bugs are inherent in the use of such software, hardware and the Internet.
- 9.5 Notwithstanding anything to the contrary in this Section 9, the Causaly Service, Causaly Content and GenAI Output is provided on an "AS IS" basis and Causaly gives no representations or warranties of any kind in respect of the Causaly Service, Causaly Content and GenAI Output, whether express or implied, including but not limited to warranties of satisfactory quality, merchantability, fitness for a particular purpose, or non-infringement.

10. LIABILITY

- 10.1 Subject to Section 10.2, Causaly will not be liable to You, whether in contract, tort (including negligence) or restitution, or for breach of statutory duty or misrepresentation, or otherwise, for any loss arising under or

in connection with these Terms in the following categories: loss of profit, goodwill, business opportunity, revenue or reputation; loss of anticipated savings or wasted expenditure; loss of or damage to data; or any special, indirect or consequential damage or loss, costs or expenses. Nothing in this Section 10.1 limits your rights as a consumer under the Consumer Rights Act 2015 or any other applicable consumer protection law, including your right to seek compensation for foreseeable loss caused by Causaly's breach of these Terms.

- 10.2 Nothing in these Terms excludes or limits Causaly's liability for: (i) death or personal injury caused by Causaly's negligence; (ii) fraud or fraudulent misrepresentation; (iii) any breach of the terms implied by the Consumer Rights Act 2015 or any other applicable consumer protection laws; (iv) any liability arising under applicable data protection law, including the UK GDPR; or (v) any other liability that cannot be excluded or limited under applicable law. Your statutory rights as a consumer are not affected by these Terms.
- 10.3 Subject to Section 10.2, Causaly's total aggregate liability to you in contract, tort (including negligence) or restitution, or for breach of statutory duty or misrepresentation, or otherwise, arising under or in connection with these Terms shall in all circumstances be limited to the greater of: (i) the Fees paid or payable by you under these Terms; or (ii) £100. Nothing in this Section 10.3 limits your statutory rights as a consumer.

11. INDEMNITY

- 11.1 Causaly shall indemnify You from and against any and all losses, damages, claims, liabilities or expenses (including reasonable lawyer's fees) suffered or incurred by You arising out of a claim that the Causaly Service as made available under the Agreement infringes any third party's Intellectual Property Rights ("Claim(s)"). To help us defend any such Claim, we ask that you: (i) notify us as soon as reasonably practicable once you become aware of a Claim; (ii) not make any admission of liability or settle any Claim without our prior written consent (not to be unreasonably withheld or delayed); (iii) take reasonable steps to keep your costs and expenses arising from the Claim to a minimum; and (iv) provide us with reasonable assistance in defending or settling the Claim, at our cost. Where you do so, we shall have the right to lead the defence and settlement of any Claim. Your entitlement to indemnification under this clause is not conditional on strict compliance with the above, but your failure to cooperate reasonably may limit our ability to defend the Claim and may reduce the indemnity to the extent we are materially prejudiced as a result.
- 11.2 In the defence or settlement of any Claim, Causaly may procure the right for You to continue using the Causaly Service, replace or modify any part of the Causaly Service so that it becomes non-infringing or, if such remedies are not reasonably available, terminate your access to the Services on 30 days' written notice to You
- 11.3 In no event shall Causaly (or any of its employees, officers, users, individual contractors and other representatives) be liable under this Section 11 or any other term of the Agreement to the extent that the alleged infringement is based on or arose as a result of: (i) a modification of the Causaly Service by anyone other than Causaly; (ii) Your use of the Causaly Service in a manner contrary to the instructions given by Causaly or contrary to any of the disclaimers or restrictions set forth in the Agreement; (iii) Your use of the Causaly Service after notice of the alleged or actual infringement from Causaly or any appropriate authority; (iv) any Input, Causaly Content, GenAI Output, Third Party Sites, or Third Party Materials; and (v) Your fraud, fraudulent misrepresentation, negligence or the wilful misconduct.
- 11.4 You are responsible for ensuring that your use of the Services and any Input you submit complies with these Terms and applicable law. If Causaly suffers direct loss as a direct result of your deliberate and unlawful misuse of the Services, Causaly may seek to recover that loss from you through the courts to the extent permitted by applicable law. For the avoidance of doubt, you are not required to indemnify Causaly against third-party claims or legal costs, and nothing in these Terms imposes any indemnity obligation on you as a

consumer. Nothing in these Terms affects your statutory rights as a consumer under applicable law, including under the Consumer Rights Act 2015.

12. CHANGES TO THE CAUSALY SERVICE

12.1 Causaly aims to continuously improve the Services. We may update or modify the Services from time to time, including adding or removing features. Where a change materially and adversely affects your use of the Services, Causaly will give you at least 30 days' prior notice by email. If you do not wish to continue using the Services following such a change, you may cancel your subscription and receive a pro-rata refund for any prepaid Fees covering the period after the change takes effect. We will not make changes that result in a material degradation of the core functionality of the Services.

13. GENERAL

13.1 **Entire Agreement.** The Agreement shall constitute the entire agreement between the Parties in relation to the subject matter of the Agreement, and shall supersede all previous agreements, arrangements, and understandings between the Parties in respect of that subject matter. Excluding Order Forms, terms in a purchase order or other ordering document used by You will not amend or modify the Agreement; any such documents are for administrative purposes only.

13.2 **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.

13.3 **Notices.** All notices to Causaly must be given to support@causaly.com. Causaly may give notice to You at either the e-mail or postal address You provide to Causaly, or any other way that Causaly deems appropriate. Notice will be deemed received and properly served 24 hours after an e-mail is sent or 3 business days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and, in the case of an e-mail that such e-mail was sent to the specified e-mail address of the addressee.

If You are located in:	The Causaly entity entering into the Agreement is:	Notices should be addressed to:	Governing law is:	Courts with exclusive jurisdiction are:
United States of America	Causaly US Inc.	1209 Orange Street Wilmington, Delaware 19801	New York	New York
Outside of United States of America	Causaly Limited	10-16 Elm Street London United Kingdom WC1X 0BJ	England & Wales	England & Wales

13.4 **Assignment.** You may not transfer or assign your rights under these Terms to anyone else. Causaly may transfer or assign its rights and obligations under these Terms to an affiliate or to a successor entity in

connection with a merger, acquisition, or sale of all or substantially all of its assets, provided that Causaly gives you reasonable prior notice of any such assignment and your rights under these Terms are not materially diminished as a result. If you do not wish to continue using the Services following such an assignment, you may cancel your subscription in accordance with Section 8.

- 13.5 **Events Outside a Party's Control.** Neither Party shall be liable to the other Party for any delay or non-performance of any of its obligations under the Agreement arising from any cause beyond its control including, without limitation, telecommunications failure, Internet failure, act of God, governmental act, war, fire, flood, explosion, or civil commotion.
- 13.6 **Third Party Rights.** Other than as expressly stated in the Agreement, a person who is not a Party to the Agreement may not enforce any of its terms.
- 13.7 **Waiver.** No forbearance or delay by either Party in enforcing its rights shall prejudice or restrict the rights of that Party, and no waiver of any such rights or any breach of any contractual terms shall be deemed to be a waiver of any other right or of any later breach.
- 13.8 **Severability.** If any provision of the Agreement is judged to be illegal or unenforceable, the continuation in full force and effect of the remainder of the provisions of the Agreement shall not be prejudiced.
- 13.9 **Changes to Terms.** We may update these Terms from time to time. The current version is always available on the Causaly website with a "Last Updated" date. If we make a change that materially affects your rights or obligations (for example, changes to cancellation rights, or liability), we will give you at least 30 days' advance notice by email to the email address registered to your account. If you do not wish to continue using the Services on the updated Terms, you may stop using the Services before the changes take effect. Your continued use of the Services after the notice period will be taken as your acceptance of the updated Terms. Changes that do not materially affect your rights (for example, clarifications, corrections, or updates to reflect changes in law) will take effect immediately upon posting to the Causaly website and we will update the "Last Updated" date accordingly. For new users, if you create an account after a "Last Updated" date, the Terms in force at the time will apply to you from the moment you register.
- 13.10 **Complaints and how to contact us.** If you have a question, concern, or complaint about the Services, please contact us at:

- Email: support@causaly.com
- Post: Causaly Limited, 10-16 Elm Street, London, United Kingdom, WC1X 0BJ

We aim to respond to all complaints within 10 business days. If you are not satisfied with our response, you may be entitled to refer your complaint to an alternative dispute resolution (ADR) scheme or to the courts. For further information on your rights as a consumer, you can contact Citizens Advice (www.citizensadvice.org.uk) or the Competition and Markets Authority (www.gov.uk/cma).

- 13.11 **Closing your account.** You may close your account by contacting us at support@causaly.com. Before closing your account, you should export any data or content you wish to retain, as Causaly will delete your account data following closure in accordance with our Privacy Policy. Closing your account will cancel any active subscription in accordance with Section 8. Your rights to request erasure or portability of your personal data are set out in our Privacy Policy

