

Additional terms for AI Features

1. Scope and coverage

These terms (the “AI Terms”) apply when using AI-powered features in Interaxo (the “AI Features”).

They are an addition to our general Terms and Conditions (together with these AI Terms and other relevant appendices, the “Agreement”). If there is any conflict between these AI Terms and the Agreement about the AI Features, AI Terms shall take precedence. The Data Processing Agreement shall, however, prevail on matters concerning the processing of personal data.

2. AI Features

The AI Features form part of the Services delivered under the Agreement and are provided as an integrated capability within the product, not as a separate AI product or standalone service.

As part of our SaaS delivery, the AI Features may be updated, modified, improved or replaced over time, including to maintain performance, security and compliance, and to introduce new functionality.

3. Data usage with AI

The Customer grants the right to process the Customer’s data and content to:

- i) deliver the AI Features; and
- ii) maintain, improve and develop Customer-specific AI Features, and develop new AI-powered functionality, in each case consistent with the restrictions in this section.

We will use customer data in accordance with the Agreement for the purpose of generating customer-specific outputs.

We will not, however, use customer data to train or improve AI models operated or supplied by third parties, or share any customer-specific outputs or predictions with other customers.

The Customer is responsible for ensuring not to provide special categories of personal data or other highly sensitive information that is not covered by the Data Processing Agreement.

4. Third-party AI technology

We use third-party AI technology and models (the “AI Providers”) as part of delivering the AI Features within the Services. We select our AI Providers with due care and take reasonable steps to ensure they are bound by appropriate confidentiality, security and data protection obligations.

We are responsible for delivering the AI Features as part of the Services. The warranties, limitation of liability and other terms of the Agreement apply to the AI Features in the same way as to the rest of the Services.

- We manage the relationship with our AI Providers; you do not need to enter into, or comply with, any separate agreement with them in order to use the AI Features.
- We do not own or control the underlying AI models. Our responsibility covers the AI Features as we deliver them and does not extend to the AI Providers' own products or services; our liability is governed by the limitation of liability in the Agreement and is not tied to the separate terms of any AI Provider.
- The output generated by AI features depends on the source data you provide. Output may be inaccurate or incomplete, so you are responsible for reviewing and quality-assuring AI-generated output before relying on it.
- Service levels for the AI Features are as set out in the Agreement; however, the specific availability, latency or performance of the underlying third-party models is not separately warranted.

You may opt out of the AI Features at any time by contacting us.

The AI Providers may vary over time. If we make a material change of AI Providers (change of subcontractor), we will give notice in accordance with our Data Processing Agreement.

5. Compliance and other legal terms

You must use the AI Features in line with:

- applicable laws and regulations (including data protection law and any AI-specific rules that apply to your organisation); and
- the same acceptable use and restrictions that apply to the rest of the Services under the Agreement.

Our general terms on confidentiality, limitation of liability and other legal topics in the Agreement also apply to the AI Features.

Acceptance of these AI Terms is a condition for use of the AI Features under the Agreement.

Appendix A – AI Providers

This appendix lists the AI subcontractors and models used to deliver the AI Features, and where processing takes place.

Subcontractor	Processing location	Processing platform
Microsoft	EU (Sweden)	Microsoft Azure (Foundry Models managed in and by Microsoft Azure)