

LEGAL

Terms and Conditions

The rules for using Supervisor across our websites, applications, APIs, and connected services.

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01 Agreement and service provider

These Terms and Conditions govern access to and use of Supervisor, including our websites, applications, APIs, integrations, support channels, and related services. Supervisor is provided by Grandpa Technologies LLC, doing business as Supervisor.

By creating an account, accepting an order, or using the service, you agree to these terms. If you use Supervisor for an organization, you represent that you have authority to bind that organization. In that case, you and your refer to the organization and its authorized users.

02 Eligibility and authority

You must be at least 18 years old and legally able to enter into a contract to use Supervisor. You may use the service only in compliance with applicable law and any rules imposed by the organization that provides your account.

03 Accounts and workspaces

You must provide accurate account information, protect your credentials, and promptly notify us of suspected unauthorized access. You are responsible for activity performed through your account unless caused by our breach of these terms.

Workspace owners and administrators control membership, roles, integrations, retention settings, and access to workspace content. Your organization may access, export, restrict, or delete content associated with its workspace.

04 The service

Supervisor helps users ask questions, organize operational context, connect business tools, generate content and interfaces, schedule actions, and supervise workflows. Features may vary by plan, device, location, integration, and release channel.

We may improve, modify, or discontinue features. We will provide reasonable notice when a material change substantially reduces paid functionality, unless immediate action is required for security, legal, or reliability reasons.

05 Acceptable use

You may not use Supervisor to:

- Violate law or the rights of another person or organization.
 - Access accounts, systems, data, or connected services without authorization.
 - Distribute malware, conduct phishing, interfere with the service, or bypass security, rate limits, permissions, or usage restrictions.
 - Generate or distribute unlawful, fraudulent, deceptive, abusive, or exploitative content.
 - Use the service to make high impact decisions about a person without required notice, consent, human review, and legal safeguards.
 - Reverse engineer, copy, resell, or commercially exploit the service except as expressly permitted by law or a written agreement with us.
 - Upload information that you do not have the right to use or instruct Supervisor to take actions you are not authorized to request.
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06

Your content and instructions

As between you and Supervisor, you retain ownership of content you submit to the service and output generated for you, to the extent permitted by law. You grant Supervisor a limited, worldwide license to host, copy, transmit, display, transform, and otherwise process that content only as needed to provide, secure, support, and improve the service and to comply with law.

You represent that you have the rights and permissions needed for the content and instructions you provide. You are responsible for deciding whether content is appropriate for Supervisor and for configuring workspace access accordingly.

07

AI output and actions

Supervisor uses artificial intelligence and probabilistic systems. Output may be inaccurate, incomplete, offensive, or unsuitable for your purpose. Similar output may be generated for other users. You must review output and confirm consequential actions before relying on them.

Supervisor does not provide legal, medical, financial, employment, or other professional advice. You remain responsible for decisions, approvals, messages, records, and transactions made through your account, including actions triggered by schedules or integrations.

08

Third party services and integrations

You may connect Supervisor to third party products. Your use of those products remains subject to their terms and privacy practices. You authorize Supervisor to exchange information with a connected service and to take actions there according to your instructions and workspace permissions.

We do not control third party services and are not responsible for their availability, changes, security, or conduct. Removing an integration may stop future access but may not reverse actions already completed in the third party service.

09 **Plans fees and taxes**

Paid features are governed by the pricing, billing interval, usage limits, and renewal terms shown when you subscribe or stated in an order. Unless an order says otherwise, subscriptions renew automatically until canceled. You authorize us and our payment provider to charge applicable fees and taxes.

Fees are nonrefundable except where required by law or expressly stated in an order. We may change prices for a future renewal period by providing advance notice. You remain responsible for usage incurred before cancellation takes effect.

10 **Confidentiality**

Each party may receive nonpublic information from the other. The receiving party will use reasonable care to protect it and will use it only to perform or receive the service, exercise rights under these terms, or comply with law. This obligation does not cover information that is public through no fault of the receiving party, independently developed, or rightfully received without a duty of confidentiality.

11 **Supervisor property and feedback**

Supervisor and our licensors own the service, software, interfaces, documentation, trademarks, and related technology, excluding your content. These terms give you a limited, nonexclusive, nontransferable, revocable right to use the service while your account is active and compliant.

If you provide feedback, you grant us a perpetual, worldwide, royalty free right to use it without restriction or obligation to you.

12 **Beta and preview features**

Beta, preview, experimental, or early access features may be incomplete, change without notice, have limited support, or be discontinued. You use them at your own risk and should not rely on them for production or safety critical workloads unless we expressly agree otherwise in writing.

13 Suspension and termination

You may stop using Supervisor at any time. Workspace owners may cancel a subscription according to the applicable plan or order. We may suspend or terminate access if you materially breach these terms, create a security or legal risk, fail to pay fees, or use the service in a way that could harm Supervisor or others.

Where practical, we will provide notice and an opportunity to cure. Upon termination, your right to use the service ends. Provisions that by their nature should survive, including payment obligations, confidentiality, ownership, disclaimers, liability limits, and dispute terms, will survive.

14 Disclaimers

To the fullest extent permitted by law, Supervisor is provided as is and as available. We disclaim implied warranties of merchantability, fitness for a particular purpose, title, and noninfringement. We do not warrant that the service or AI output will be uninterrupted, error free, secure, accurate, or suitable for every use. These disclaimers do not limit rights that cannot be waived under applicable law.

15 Limitation of liability

To the fullest extent permitted by law, neither party will be liable for indirect, incidental, special, consequential, exemplary, or punitive damages, or for lost profits, revenue, goodwill, or data, arising from these terms or the service, even if advised that such damages are possible.

Except for payment obligations, misuse of the other party's intellectual property, breach of confidentiality, indemnification obligations, or liability that cannot legally be limited, each party's total liability arising from the service will not exceed the amount you paid Supervisor for the service during the 12 months before the event giving rise to the claim or USD 100 if you used only free services.

16 Indemnification

To the extent permitted by law, you will defend and indemnify Grandpa Technologies LLC and its personnel against third party claims arising from your content, your instructions, your unlawful or unauthorized use of the service, or your material breach of these terms. We will promptly notify you of a covered claim and reasonably cooperate in its defense.

17 **Governing law and disputes**

These terms are governed by the laws of the State of New York, excluding conflict of law rules. The state and federal courts located in New York County, New York will have exclusive jurisdiction over disputes arising from these terms or the service. Nothing in this section limits rights or remedies that cannot be waived under applicable consumer law.

18 **Changes to these terms**

We may update these terms as the service and applicable requirements change. We will post the updated version and revise the date above. If a material update negatively affects your rights, we will provide additional notice when required. Continued use after the effective date of an update constitutes acceptance to the extent permitted by law.

19 **General terms and contact**

These terms, the Privacy Policy, any applicable order, and any incorporated policies form the entire agreement about the service. If a provision is unenforceable, it will be limited to the minimum extent necessary and the remaining provisions will continue in effect. A failure to enforce a provision is not a waiver. You may not assign these terms without our consent. We may assign them in connection with a reorganization, financing, merger, acquisition, or sale of assets.

Questions about these terms may be sent to support@trysupervisor.com.

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