

SILIMIND

# Terms & Conditions

Governing use of all Silimind websites, products, services, software, and digital platforms

Effective Date: March 27, 2026 · Version 1.0

Covers: General T&C · AI Marketplace · SiliSuite · SiliSecure · SiliLearn

Document Type	Terms and Conditions — Multi-Product
Company	Silimind
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Business Address	Available Upon Request via <a href="mailto:legal@silimind.com">legal@silimind.com</a>
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These Terms and Conditions ('Terms') constitute a legally binding agreement between you ('User', 'you', 'your') and Silimind ('Company', 'we', 'us', 'our') governing all access to and use of Silimind's websites, software platforms, APIs, digital products, AI tools, marketplace, educational content, security software, and consulting services. By accessing or using any Silimind product or service — whether by clicking 'I Agree', completing account registration, submitting a purchase, or simply accessing a Silimind platform — you acknowledge that you have read, understood, and agree to be legally bound by these Terms in their entirety, including all product-specific addenda in Sections 2 through 5, Silimind's Privacy Policy, and Silimind's Acceptable Use Policy, each of which is incorporated herein by reference.

**BINDING ARBITRATION & CLASS ACTION WAIVER NOTICE:** Section 1.18 of these Terms contains a binding individual arbitration clause and a class action waiver. By agreeing to these Terms, you waive the right to a jury trial and the right to participate in class or representative proceedings for covered disputes. You may opt out within 30 days of first acceptance — see Section 1.18 for details. Product-specific terms in Sections 2–5 supplement and do not replace the General Terms in Section 1. In the event of a conflict, the more specific provision governs.

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These General Terms apply universally to all visitors, registered users, customers, enterprise clients, and third parties who access or use any Silimind website, platform, API, software, digital product, or service. Product-specific terms in Sections 2–5 supplement these General Terms where applicable. In the event of a direct conflict, the more specific product-level term governs only with respect to that product.

### 1.1 Acceptance of Terms

By accessing or using any part of Silimind's services — including browsing the website, creating an account, submitting a form, making a purchase, using an API key, or clicking any acceptance button — you irrevocably agree to be legally bound by these Terms, our Privacy Policy, and our Acceptable Use Policy. If you do not agree, your sole remedy is to immediately cease all use of Silimind's services and close any registered accounts. If you are accepting on behalf of a company or other legal entity, you represent and warrant that you have the authority to bind that entity, and references to 'you' shall mean that entity. Acceptance by conduct (continued use) is legally equivalent to explicit click-through acceptance.

### 1.2 Definitions

- 'Services' means all Silimind websites, software platforms, APIs, AI tools, marketplace, educational content, security software, consulting, and any other products or services offered by Silimind.
- 'User Content' means any data, text, files, code, prompts, project inputs, submissions, or other materials you provide to Silimind's Services.
- 'AI Outputs' means content, code, text, plans, or other results generated by Silimind's or third-party AI tools through the Services.
- 'Agreement' means these Terms together with all incorporated policies, product addenda, Order Forms, and Statements of Work.
- 'Confidential Information' means any non-public information disclosed by either party in connection with the Services that is designated as confidential or that reasonably should be understood to be confidential.

### 1.3 Eligibility

You must be at least 18 years of age — or the age of majority in your jurisdiction if higher — to use Silimind's Services. By using the Services, you represent and warrant that: (a) you meet the applicable age requirement; (b) you have the legal capacity to enter into binding contracts; (c) you are not located in, nor acting on behalf of any person or entity located in, a jurisdiction where use is prohibited by applicable law or international sanctions; and (d) your use will not violate any applicable law or regulation. Silimind reserves the right to verify eligibility at any time and to immediately suspend accounts where eligibility cannot be confirmed.

### 1.4 Changes to Terms

Silimind reserves the right to modify, update, or replace these Terms at any time at its sole discretion. Material changes will be communicated via email to registered users and/or a prominent notice on the relevant platform at least 14 calendar days before the change takes effect, except where: (a) immediate change is required by applicable law or court order; (b) the change is necessary to address an imminent security threat; or (c) the change is purely editorial and does not affect your rights. Your continued use of the Services after the effective date of any change constitutes your binding acceptance of the revised Terms. A full version history changelog is maintained at [legal@silimind.com](mailto:legal@silimind.com) upon request. If you do not agree to a change, you must stop using the Services before the effective date.

### 1.5 Platform Availability

Silimind provides its platforms on an 'as available' basis. We do not guarantee uninterrupted, error-free, secure, or virus-free access to any Service. We may modify, suspend, or discontinue any Service, feature, or content at any time, with or without notice, for any or no reason. Silimind shall have no liability to you or any third party for any modification, suspension, or discontinuation of any Service. Planned maintenance will be communicated in advance where commercially practicable but is not guaranteed.

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## **1.6 Permitted Use**

You may access and use Silimind's Services solely for lawful purposes and strictly in accordance with these Terms. All use is subject to the restrictions in Section 1.7 and any applicable product-specific restrictions in Sections 2–5. Access beyond the scope of your licence or subscription tier is not permitted.

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## **1.7 Prohibited Use**

You agree not to, and shall ensure that no person acting under your account or authority will:

- Use the Services for any unlawful purpose or in violation of any applicable local, state, national, or international law or regulation;
  - Infringe, misappropriate, dilute, or otherwise violate any intellectual property, privacy, publicity, or proprietary rights of any party;
  - Transmit, upload, or deploy any virus, worm, trojan horse, ransomware, spyware, malware, or other malicious or destructive code;
  - Attempt to probe, scan, or test the vulnerability of any Silimind system, network, or account, or breach any security or authentication measures, without prior written authorisation;
  - Scrape, crawl, spider, or use any automated tool to extract data from Silimind's platforms without express prior written consent;
  - Reverse-engineer, decompile, disassemble, or attempt to derive the source code, training data, model weights, or underlying structure of any Silimind software or AI model;
  - Use the Services or any AI Output to develop, train, or improve competing AI models or products without Silimind's prior written consent;
  - Impersonate any person or entity, or falsely represent your affiliation with any person, entity, or Silimind;
  - Circumvent, disable, or interfere with any security feature, access control, rate limit, or usage restriction;
  - Use AI tools or AI Outputs to generate, distribute, or facilitate misinformation, deepfakes, illegal content, targeted harassment, discriminatory content, or any content that violates Silimind's Acceptable Use Policy;
  - Use the Services in any manner that could damage, disable, overburden, or impair Silimind's infrastructure or interfere with any other party's use of the Services;
  - Facilitate, encourage, or assist any third party in performing any of the foregoing acts.
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## **1.8 Account Registration and Security**

You may be required to register an account to access certain Services. You agree to: (a) provide accurate, current, complete, and not misleading registration information; (b) promptly update such information as needed; (c) maintain the strict confidentiality of your login credentials and not share them with any third party; (d) immediately notify Silimind at [legal@silimind.com](mailto:legal@silimind.com) of any actual or suspected unauthorised access to your account or security breach; and (e) accept full responsibility for all activities occurring under your account, whether or not authorised by you. Silimind shall not be liable for any loss or damage arising from unauthorised account use caused by your failure to maintain credential security. Silimind reserves the right to disable any account, username, or password at any time for any reason.

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## **1.9 User Content and Submissions**

By submitting User Content to Silimind's platforms, you grant Silimind a perpetual, irrevocable (for the purpose of providing Services), worldwide, royalty-free, non-exclusive, sublicensable licence to use, copy, process, store, adapt, transmit, and display such User Content solely to the extent necessary to provide, maintain, improve, and protect the Services. You retain ownership of your User Content. You represent and warrant that: (a) you own or have all necessary rights to grant this licence; (b) your User Content does not and will not infringe any third-party intellectual property, privacy, or other rights; (c) your User Content does not violate applicable law; and (d) your User Content does not contain personally identifiable information of third parties unless you have obtained all required consents. Silimind may remove any User Content at its discretion without liability.

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### **1.10 Intellectual Property Rights**

All Silimind platforms, software, AI models, trademarks, service marks, trade names, logos, domain names, content, documentation, and associated intellectual property ('Silimind IP') are owned by or licensed to Silimind and are protected by applicable copyright, trademark, patent, trade secret, and other intellectual property laws worldwide. Nothing in these Terms transfers any title, ownership, or IP rights to you. You receive only the limited use rights expressly granted in your licence or subscription. Any feedback, suggestions, or ideas you voluntarily provide regarding Silimind's Services ('Feedback') shall be owned exclusively by Silimind without obligation of any kind to you, and you hereby irrevocably assign all right, title, and interest in such Feedback to Silimind.

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### **1.11 Payments, Billing, and Refund Policy**

All fees for paid Services are stated at time of purchase or in a separate Order Form or Statement of Work (SOW). All amounts are in USD unless otherwise stated. Subscription fees are billed in advance and are non-refundable except as expressly stated in the applicable product section or as required by applicable mandatory law. Silimind reserves the right to change pricing with 30 days' prior written notice. You are responsible for all applicable taxes, levies, and duties. In the event of a billing dispute, you must notify Silimind at [legal@silimind.com](mailto:legal@silimind.com) within 30 days of the charge; disputes raised after that period are waived to the fullest extent permitted by law. Silimind may suspend or terminate access for non-payment without further notice.

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### **1.12 Automatic Renewal and Cancellation**

Subscriptions automatically renew for successive periods equal to the initial term unless cancelled before the renewal date. You are solely responsible for cancelling before the renewal date if you do not wish to renew. No refunds are issued for renewal periods already charged, except where required by applicable mandatory consumer protection law. Automatic renewal disclosures required by applicable state or national law (including California's Automatic Renewal Law) are provided at the time of subscription and are incorporated herein.

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### **1.13 Third-Party Services and Links**

Silimind's platforms may integrate with, link to, or facilitate access to third-party services, websites, applications, or APIs. Such integrations and links are provided for convenience only and do not constitute Silimind's endorsement, recommendation, or warranty of any third-party service. Third-party services are governed solely by their own terms, privacy policies, and practices. Silimind has no responsibility for and expressly disclaims all liability arising from: the content, accuracy, legality, security, or availability of any third-party service; your use of or reliance on any third-party service; or any data shared with or collected by any third party.

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### **1.14 Disclaimers of Warranty**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SILIMIND EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO: IMPLIED

WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT; WARRANTIES ARISING FROM COURSE OF DEALING, USAGE, OR TRADE PRACTICE; AND ANY WARRANTY THAT THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE, ERROR-FREE, ACCURATE, COMPLETE, OR FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. NO ORAL OR WRITTEN ADVICE OR INFORMATION PROVIDED BY SILIMIND OR ITS AGENTS SHALL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THESE TERMS.

### **1.15 Limitation of Liability**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW: (A) IN NO EVENT SHALL SILIMIND OR ITS OFFICERS, DIRECTORS, EMPLOYEES, CONTRACTORS, LICENSORS, AFFILIATES, OR AGENTS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES, INCLUDING LOSS OF PROFITS, REVENUE, DATA, BUSINESS OPPORTUNITY, GOODWILL, OR ANTICIPATED SAVINGS, EVEN IF SILIMIND HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES; AND (B) SILIMIND'S AGGREGATE LIABILITY FOR ALL CLAIMS ARISING OUT OF OR RELATED TO THESE TERMS OR THE SERVICES SHALL NOT EXCEED THE GREATER OF: (I) THE TOTAL FEES ACTUALLY PAID BY YOU TO SILIMIND IN THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM, OR (II) ONE HUNDRED US DOLLARS (USD \$100). THE EXISTENCE OF MULTIPLE CLAIMS SHALL NOT ENLARGE THIS LIMIT. SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OF CERTAIN WARRANTIES OR LIMITATIONS ON LIABILITY — IN SUCH CASES THESE LIMITATIONS APPLY TO THE FULLEST EXTENT PERMITTED BY LAW.

### **1.16 Indemnification**

To the fullest extent permitted by applicable law, you agree to defend, indemnify, and hold harmless Silimind and its officers, directors, employees, contractors, licensors, affiliates, successors, and assigns from and against any and all claims, damages, losses, liabilities, costs, and expenses (including reasonable legal fees and court costs) arising out of or relating to: (a) your access to or use of the Services; (b) your User Content; (c) your violation of any provision of these Terms; (d) your violation of any applicable law or regulation; (e) your violation of any third-party right, including intellectual property, privacy, or publicity rights; or (f) any dispute between you and a third party arising from or related to your use of the Services. Silimind reserves the right, at its own expense, to assume exclusive control of any matter subject to indemnification by you, and you agree to cooperate fully with Silimind's defence of such claims.

### **1.17 Termination or Suspension of Access**

Silimind may immediately suspend or permanently terminate your access to all or any part of the Services, without prior notice and without liability to you, if Silimind determines, in its sole discretion, that you: (a) have breached any provision of these Terms; (b) have engaged in conduct harmful to Silimind, other users, or third parties; (c) have committed fraud, abuse, or misuse of the platform; (d) have failed to pay any amounts due; or (e) are required to be terminated under applicable law. Silimind may also terminate Services for any reason with 30 days' notice. Upon termination or suspension: (i) your right to access the Services ceases immediately; (ii) Silimind may delete your account and associated data in accordance with its data retention policies; and (iii) any amounts owed by you remain due. Provisions that by their nature should survive termination will do so, including without limitation Sections 1.9, 1.10, 1.14, 1.15, 1.16, 1.19, 1.20, and 1.21.

### **1.18 Governing Law**

These Terms shall be governed by and construed in accordance with the laws of the State of Delaware, United States of America, without regard to any conflict of law principles that would require application of the laws of another jurisdiction. Nothing in this section limits any mandatory statutory rights you may have under the consumer protection laws of your jurisdiction of residence.

### **1.19 Export Controls and Trade Compliance**

You may not use, export, re-export, transfer, or otherwise dispose of any Silimind Service, software, technology, or AI model in violation of applicable US export control laws and regulations, including the Export

Administration Regulations (EAR), the International Traffic in Arms Regulations (ITAR), and economic sanctions administered by the US Department of Treasury's Office of Foreign Assets Control (OFAC). By using Silimind's Services, you represent and warrant that you are not: (a) located in, or acting on behalf of an entity located in, a country or territory subject to comprehensive US sanctions; (b) listed on any US government restricted or denied party list; or (c) using the Services for any purpose prohibited by applicable export or sanctions law. You agree to comply with all applicable export laws and to obtain any required government authorisation before exporting or re-exporting any Silimind technology.

## 1.20 Dispute Resolution, Binding Arbitration, and Class Action Waiver

**PLEASE READ THIS SECTION CAREFULLY — IT SIGNIFICANTLY AFFECTS YOUR LEGAL RIGHTS, INCLUDING YOUR RIGHT TO FILE A LAWSUIT IN COURT AND YOUR RIGHT TO A JURY TRIAL.**

(a) **Informal Resolution:** Before initiating arbitration, you agree to contact Silimind at [legal@silimind.com](mailto:legal@silimind.com) with a written description of your dispute and desired resolution. Both parties will attempt to resolve the dispute informally for 30 calendar days. (b) **Binding Arbitration:** If the dispute is not resolved informally, any Dispute shall be resolved by final and binding individual arbitration administered by the American Arbitration Association (AAA) under its then-current Consumer Arbitration Rules or Commercial Arbitration Rules, as applicable. Arbitration shall be conducted in English in the State of Delaware or, at your election, by telephone or videoconference. The arbitrator's award shall be final and binding and may be entered as a judgment in any court of competent jurisdiction. (c) **Scope:** 'Dispute' means any claim, controversy, or dispute arising out of or relating to these Terms, the Services, or the relationship between the parties. (d) **Exceptions:** Either party may seek injunctive or other equitable relief in a court of competent jurisdiction to prevent actual or threatened infringement of IP rights, disclosure of confidential information, or other irreparable harm.

(E) CLASS ACTION WAIVER: TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, YOU AND SILIMIND EACH IRREVOCABLY WAIVE ANY RIGHT TO PARTICIPATE IN A CLASS ACTION LAWSUIT, CLASS-WIDE ARBITRATION, PRIVATE ATTORNEY GENERAL ACTION, OR ANY OTHER REPRESENTATIVE OR CONSOLIDATED PROCEEDING. THE ARBITRATOR MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS AND MAY NOT PRESIDE OVER ANY CLASS OR REPRESENTATIVE PROCEEDING.

(f) **Opt-Out:** You may opt out of binding arbitration within 30 calendar days of first accepting these Terms by sending written notice to [legal@silimind.com](mailto:legal@silimind.com) with the subject line 'ARBITRATION OPT-OUT' and your full name and account email. Opt-out applies only to arbitration; the class action waiver remains effective. EU and UK consumers may have additional rights under applicable mandatory law that are not affected by this section.

## 1.21 Force Majeure

Silimind shall not be liable for any delay or failure in performance resulting from causes beyond Silimind's reasonable control, including but not limited to: acts of God, natural disasters, pandemic, epidemic, war, terrorism, civil unrest, government action, regulatory changes, internet or telecommunications failures, cyberattacks, power outages, strikes, or third-party service failures ('Force Majeure Event'). Silimind will provide prompt notice of any Force Majeure Event affecting the Services and will use commercially reasonable efforts to resume normal operations as soon as practicable.

## 1.22 Severability, Waiver, and Entire Agreement

If any provision of these Terms is held to be invalid, illegal, or unenforceable by a court of competent jurisdiction, that provision shall be modified to the minimum extent necessary to make it enforceable, or severed if modification is not possible, and the remaining provisions shall continue in full force and effect. Silimind's failure to enforce any right or provision of these Terms shall not constitute a waiver of that right or provision in any current or future instance. No waiver shall be effective unless made in writing and signed by an authorised representative of Silimind. These Terms, together with Silimind's Privacy Policy, Acceptable Use Policy, and any applicable Order Forms, SOWs, or product addenda, constitute the entire agreement between you and Silimind regarding their subject matter and supersede all prior and contemporaneous negotiations, representations, warranties, agreements, or understandings, whether oral or written.

### **1.23 Contact Information**

For all legal notices, questions, complaints, and requests, contact Silimind at: [legal@silimind.com](mailto:legal@silimind.com). Business address available upon request via email. All formal legal notices must be sent to [legal@silimind.com](mailto:legal@silimind.com) and will be deemed received upon written acknowledgement by Silimind.

These terms govern your access to and use of Silimind's AI Marketplace ('Marketplace'), where users may browse, access, purchase, license, deploy, or use AI tools, templates, automation workflows, prompts, digital modules, skills, models, and third-party offerings. These terms supplement Section 1.

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## 2.1 Marketplace Overview

The Marketplace is operated by Silimind as a platform through which Silimind and authorised third-party contributors ('Sellers') offer digital AI products and services. Silimind acts as platform operator and, where applicable, direct seller. The availability of specific products may depend on your subscription tier, geographic location, account standing, or the existence of a separate agreement. Silimind reserves the right to determine which products are available in which markets without liability.

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## 2.2 Product Listings and Descriptions

Product capabilities, compatibility requirements, output quality descriptions, and use-case examples are provided for informational purposes only and do not constitute warranties of any kind, express or implied. Silimind does not warrant that any product listing is complete, accurate, current, or error-free. Users are solely responsible for evaluating whether a product meets their specific technical, legal, and business requirements before purchase. No product listing constitutes professional, legal, regulatory, or technical advice.

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## 2.3 Digital Product Licensing

Unless otherwise explicitly stated in a product listing, all Marketplace products are licensed, not sold. Purchase grants you a limited, non-exclusive, non-transferable, non-sublicensable, revocable licence to use the product in strict accordance with the applicable licence terms and these Terms. No title, ownership, or IP rights are transferred to you. Licence scope (personal, commercial, enterprise) is specified in the individual product listing; where not specified, the licence is for internal personal use only.

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## 2.4 Buyer Responsibilities

As a buyer, you are solely and entirely responsible for:

- Determining that the product is lawful and appropriate for your intended use case, including compliance with applicable law;
  - Verifying technical compatibility with your existing systems before relying on any integration;
  - Complying with all applicable laws in your jurisdiction governing your use of AI tools and AI Outputs, including data protection, consumer protection, anti-discrimination, employment, and sector-specific regulations;
  - Ensuring appropriate human oversight before deploying AI tools in any high-stakes or consequential context;
  - Obtaining all required consents, notices, and authorisations before processing any personal data through a Marketplace product.
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## 2.5 Seller and Contributor Responsibilities

Third-party Sellers represent, warrant, and covenant that:

- They hold all necessary rights, licences, and permissions to list, distribute, and licence their products through the Marketplace;
- Their products do not infringe, misappropriate, or violate any third-party intellectual property, privacy, or other rights;

- Their products do not contain undisclosed malicious code, hidden data collection mechanisms, or unauthorised tracking;
  - Product descriptions are accurate, complete, and not misleading.
  - Sellers shall indemnify and hold harmless Silimind against all claims arising from their products. Silimind is not a party to the contract between Seller and Buyer and does not guarantee Seller product performance or availability.
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## **2.6 Third-Party Tools and Integrations**

Some Marketplace products interact with or require third-party APIs, platforms, or services. Silimind has no control over, and expressly disclaims all responsibility for, the availability, accuracy, security, privacy practices, or legal compliance of any third-party service. Your use of third-party integrations is entirely at your own risk and subject to those parties' own terms.

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## **2.7 AI-Generated Content and Intellectual Property Uncertainty**

AI Outputs generated through Marketplace tools may have uncertain or contested copyright status under current and evolving law. You acknowledge that: (a) Silimind makes no representation or warranty that AI Outputs are registrable, owned by you, or free from third-party claims; (b) AI Outputs may inadvertently reproduce third-party copyrighted material and you bear all responsibility for reviewing Outputs before use; (c) you must not represent AI Outputs as exclusively human-created where applicable law, professional standards, or platform policies require disclosure of AI involvement; and (d) Silimind shall have no liability arising from your use of or reliance on any AI Output.

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## **2.8 DMCA and Copyright Takedown Procedure**

Silimind respects intellectual property rights and complies with the Digital Millennium Copyright Act (17 U.S.C. § 512). If you believe that any Marketplace content infringes your copyright, submit a written DMCA notice to [legal@silimind.com](mailto:legal@silimind.com) with the subject 'DMCA Notice' containing: (a) identification of the copyrighted work claimed to be infringed; (b) identification of the allegedly infringing material and its location; (c) your contact information; (d) a statement of good faith belief that use is not authorised by the rights holder; and (e) a statement under penalty of perjury that the information is accurate and you are authorised to act. Counter-notices and repeat infringer policies are available upon request. Silimind reserves the right to terminate accounts of users who repeatedly infringe or are credibly accused of infringement.

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## **2.9 Acceptable Use of AI Marketplace Assets**

You may not use Marketplace products or AI Outputs to:

- Generate content that is unlawful, defamatory, harassing, threatening, fraudulent, or discriminatory;
  - Train, fine-tune, or improve competing AI models without Silimind's express prior written consent;
  - Enable, facilitate, or conduct mass surveillance or privacy violations;
  - Circumvent or defeat any safety, content filtering, or ethical guardrail embedded in any AI model;
  - Generate synthetic media designed to deceive, impersonate, or defame;
  - Process sensitive personal data categories without appropriate legal basis and required safeguards.
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## **2.10 Restrictions on Resale, Redistribution, and Reverse Engineering**

Unless your licence explicitly permits it, you may not:

- Resell, sublicense, redistribute, rent, lend, or transfer any Marketplace product or AI Output to any third party;
- Reverse-engineer, decompile, disassemble, or attempt to extract training data, model weights, or proprietary logic from any AI model;

- Create derivative works of Marketplace products for commercial redistribution without an appropriate commercial licence;
- Clone, replicate, or rebuild Marketplace functionality for any competing product or service;
- Remove, obscure, or alter any copyright, trademark, or proprietary notices on any Marketplace product or AI Output.

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### **2.11 Payments, Fees, and Transactions**

Marketplace purchases are processed through Silimind's payment infrastructure. All prices are displayed at checkout inclusive of applicable platform fees. Silimind retains a platform commission on third-party Seller transactions as disclosed in Seller agreements. Buyers are solely responsible for applicable taxes and duties in their jurisdiction. Silimind is not a party to payment disputes between Buyers and third-party Sellers.

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### **2.12 Refunds and Cancellations**

Digital products are non-refundable once accessed, downloaded, or otherwise delivered, except: (a) where the product is materially defective and Silimind cannot remedy the defect within a reasonable period; (b) where required by the mandatory consumer protection law of your jurisdiction of residence; or (c) as expressly stated in the product listing. Subscription-based Marketplace access may be cancelled prospectively with effect from the next billing period; no pro-rata refunds are issued for any partial period already charged unless required by applicable mandatory law.

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### **2.13 Platform Moderation and Removal Rights**

Silimind reserves the absolute right to remove, suspend, modify, delist, or restrict any Marketplace product, at any time, with or without notice, for any reason including but not limited to: policy violations, legal requirements, security vulnerabilities, quality concerns, IP complaints, or third-party disputes. Silimind shall have no liability to any Seller or Buyer for any product removal, modification, or restriction undertaken in good faith. Silimind may also suspend the entire Marketplace at its sole discretion.

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### **2.14 No Warranty on Third-Party Marketplace Content**

SILIMIND MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND REGARDING THIRD-PARTY MARKETPLACE PRODUCTS, INCLUDING WITHOUT LIMITATION WARRANTIES AS TO ACCURACY, COMPLETENESS, QUALITY, RELIABILITY, FITNESS FOR PURPOSE, NON-INFRINGEMENT, SECURITY, OR LEGALITY. ALL THIRD-PARTY PRODUCTS ARE PROVIDED 'AS IS'. YOUR RELIANCE ON ANY THIRD-PARTY MARKETPLACE PRODUCT IS ENTIRELY AT YOUR OWN RISK.

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### **2.15 Limitation of Marketplace Liability**

Silimind's role in connection with third-party Seller products is limited to operating the platform. Silimind's aggregate liability for any and all claims related to the Marketplace shall not exceed the amount actually paid for the specific product giving rise to the claim. Silimind shall not be liable for any loss arising from your use of, or inability to use, any Marketplace product.

SiliSuite is Silimind's consultation, automation planning, AI system design, software scoping, project management, and deployment facilitation platform. These terms govern all access to and use of SiliSuite features, outputs, and related services.

### 3.1 Scope of SiliSuite Services

SiliSuite may include, without limitation: AI-assisted requirements gathering, software requirements specification (SRS) generation, business process automation recommendations, project scoping and estimation tools, AI system design guidance, proposal and Statement of Work generation, project workspace management, and integration workflow templates. The specific features available depend on your subscription tier or separately executed service agreements. Silimind may add, modify, or remove features at any time without liability.

### 3.2 Consultation and Planning Outputs — Advisory Only

ALL OUTPUTS GENERATED BY SILISUITE — INCLUDING PROPOSALS, SRS DOCUMENTS, AUTOMATION RECOMMENDATIONS, SYSTEM DESIGNS, COST ESTIMATES, TIMELINES, AND PROJECT PLANS — ARE PROVIDED FOR ADVISORY AND INFORMATIONAL PURPOSES ONLY. THEY DO NOT CONSTITUTE PROFESSIONAL ENGINEERING, LEGAL, FINANCIAL, REGULATORY, OR TECHNICAL ADVICE. YOU ARE SOLELY RESPONSIBLE FOR REVIEWING, VALIDATING, ENGAGING QUALIFIED PROFESSIONALS TO ASSESS, AND INDEPENDENTLY DECIDING WHETHER TO RELY ON ANY SILISUITE OUTPUT BEFORE TAKING ANY ACTION.

### 3.3 Project Scoping, Estimates, and Quotes

Timeline estimates, cost projections, resource requirements, and technical specifications generated by SiliSuite are approximations based on information you provide and general industry benchmarks at the time of generation. They do not constitute binding quotes, fixed-price commitments, or guaranteed outcomes unless expressly confirmed in a separately signed SOW or Order Form executed by an authorised Silimind representative. Actual costs and timelines may vary materially. Silimind expressly disclaims any liability for reliance on unconfirmed estimates.

### 3.4 No Guarantee of Business Results

SILIMIND MAKES NO REPRESENTATIONS, WARRANTIES, OR GUARANTEES THAT USE OF SILISUITE, IMPLEMENTATION OF ITS RECOMMENDATIONS, OR COMPLETION OF ANY PROJECT OR ENGAGEMENT WILL RESULT IN ANY PARTICULAR BUSINESS OUTCOME, COST SAVINGS, REVENUE INCREASE, OPERATIONAL IMPROVEMENT, REGULATORY APPROVAL, COMPETITIVE ADVANTAGE, OR OTHER RESULT. RESULTS WILL VARY AND DEPEND ON FACTORS OUTSIDE SILIMIND'S CONTROL.

### 3.5 Client Responsibilities and Accuracy of Submitted Information

You are solely responsible for:

- The accuracy, completeness, currency, and lawfulness of all information submitted to SiliSuite;
- Ensuring that submitted data does not violate third-party confidentiality obligations, applicable law, or these Terms;
- Independently verifying and validating all SiliSuite outputs before relying on them for any business or technical decision;
- Engaging qualified professionals to review outputs where professional judgement is required.

- Silimind shall have no liability for outputs that are inaccurate, incomplete, or inappropriate as a result of inaccurate, incomplete, or misleading inputs provided by you.
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### **3.6 Timeline Dependencies**

Project timelines generated or facilitated through SiliSuite may depend on third-party vendors, regulatory approvals, client availability, market conditions, or other factors entirely outside Silimind's control. Silimind shall not be liable for delays caused by such dependencies. Any implementation, delivery, or consulting services are governed solely by a separately negotiated and executed SOW or service agreement.

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### **3.7 Third-Party Software Integrations**

SiliSuite may recommend or integrate with third-party software, APIs, or services. Silimind does not warrant the availability, accuracy, security, fitness, or legal compliance of any recommended or integrated third-party product. You bear sole responsibility for reviewing applicable third-party terms, assessing suitability, and ensuring lawfulness in your jurisdiction.

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### **3.8 Account Access and Project Workspace Security**

Project workspaces are associated with your account. You are solely responsible for: (a) managing user access permissions; (b) ensuring only authorised personnel access your workspace; and (c) not storing sensitive personal data, regulated financial data, protected health information, or classified information in project workspaces without executing a Data Processing Agreement with Silimind. Silimind may access workspace data solely to the extent necessary to provide and maintain the Services, as described in the Privacy Policy.

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### **3.9 Intellectual Property for Deliverables**

Platform-generated outputs produced through SiliSuite's automated AI tools are provided under your subscription licence for your internal business use. For bespoke deliverables produced under a separately signed SOW, IP ownership and licence terms will be specified in that agreement. Absent an express written assignment in a signed SOW, Silimind retains all ownership of platform-generated outputs and grants you only a limited, non-transferable licence to use them for your internal purposes. You may not sublicense, sell, or publicly distribute SiliSuite-generated outputs without Silimind's prior written consent.

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### **3.10 Subscription Features vs Paid Service Deliverables**

Subscription access to SiliSuite provides access to platform tools and AI-generated outputs within defined usage limits. Human-delivered consulting services, custom software development, implementation, and on-site engagements are entirely separate paid services requiring a distinct SOW or Order Form with separately negotiated fees. Subscription fees do not include implementation, delivery, or professional services unless unambiguously stated in writing.

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### **3.11 Support and Maintenance Boundaries**

Platform support is provided as described in your subscription tier documentation. Support does not include: custom development, debugging of third-party integrations, on-site attendance, or services outside the documented scope unless separately contracted and paid for. Silimind may update, modify, or discontinue platform features with reasonable notice. Support communications must be directed exclusively to [legal@silimind.com](mailto:legal@silimind.com).

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### **3.12 Suspension or Removal of Access**

In addition to the general termination rights in Section 1.17, Silimind may immediately suspend SiliSuite access for: non-payment of fees, abusive use of platform resources, security concerns, or breach of these Terms. Silimind will, where practicable, provide reasonable opportunity to export project data before permanent

account deletion. Silimind shall not be liable for any data loss following termination in accordance with its data retention policies.

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### **3.13 Data Usage and Processing**

Information submitted through project intake forms and platform workflows may be processed by Silimind's AI systems to generate outputs and improve the Services. Such processing is governed by Silimind's Privacy Policy. You must not submit personal data of third parties to SiliSuite without appropriate legal basis, required notices, and data subject consent. Enterprise clients with special data handling requirements must execute a Data Processing Agreement prior to submitting any regulated data.

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### **3.14 No Professional Advice**

Nothing generated by SiliSuite constitutes legal, financial, tax, medical, regulatory, or professional engineering advice. You should consult qualified professionals in the relevant field before making any decision based on SiliSuite outputs. Silimind explicitly disclaims any professional adviser relationship and any duty of care arising from use of the platform.

SiliSecure is Silimind's AI-powered camera intelligence, monitoring, and security detection platform. Given the safety-critical and legally sensitive nature of surveillance and monitoring technology, these terms must be read carefully and understood fully before deploying SiliSecure in any environment.

**CRITICAL NOTICE:** SiliSecure is an assistive AI tool — NOT a guaranteed prevention or detection system. It does not replace trained security personnel, law enforcement, or emergency services. The system will produce missed detections and false alarms. Deploying cameras, audio, or biometric recognition without lawful authorization may result in criminal and civil liability. Users bear sole and complete responsibility for all legal compliance. See Sections 4.3, 4.7, 4.10, 4.12, 4.13, and 4.14.

#### 4.1 Product Purpose and Scope

SiliSecure provides AI-powered video analytics, anomaly detection, object and activity recognition, alert generation, and related security intelligence features designed to assist — not replace — human security operations. The platform processes video feeds from cameras and sensors provided, installed, maintained, and operated entirely by the customer. Silimind does not access live camera feeds without your configuration and express consent, and has no visibility into your physical security environment.

#### 4.2 Monitoring and Alerting Limitations

SiliSecure's detection and alerting capabilities are subject to fundamental technological limitations. Alert generation may be delayed, filtered, throttled, or affected by network conditions, system load, or configuration choices. You must not rely on SiliSecure as your sole or primary means of monitoring any safety-critical, life-safety, or security-critical environment. You are solely responsible for maintaining appropriate human oversight of all monitored areas at all times.

#### 4.3 No Emergency Response Guarantee

SILISECURE DOES NOT CONNECT TO, ALERT, OR DISPATCH EMERGENCY SERVICES, LAW ENFORCEMENT, OR ANY THIRD-PARTY INCIDENT RESPONSE SERVICE. THE PLATFORM GENERATES ALERTS TO DESIGNATED RECIPIENTS SOLELY AS CONFIGURED BY YOU. SILIMIND HAS NO DUTY TO ACT ON ANY ALERT OR TO CONTACT ANY EMERGENCY SERVICE ON YOUR BEHALF OR ON BEHALF OF ANY THIRD PARTY. SILIMIND IS NOT LIABLE FOR FAILURE TO PREVENT, DETECT, OR RESPOND TO ANY INCIDENT INCLUDING THEFT, INTRUSION, ASSAULT, INJURY, DEATH, OR PROPERTY DAMAGE. YOU MUST MAINTAIN INDEPENDENT EMERGENCY RESPONSE PROTOCOLS AND HUMAN MONITORING AT ALL TIMES.

#### 4.4 Customer Responsibility for Hardware, Network, and Camera Infrastructure

You are solely responsible for:

- Selection, procurement, installation, configuration, and maintenance of all cameras, sensors, recording devices, and network equipment;
- Ensuring all hardware meets SiliSecure's minimum published technical requirements;
- Maintaining adequate, reliable power supply and network connectivity to all components;
- Physical security and integrity of all monitoring hardware;
- Replacing or upgrading hardware that no longer meets performance requirements.
- Silimind is not responsible for any detection failures, performance degradation, or outages attributable to hardware deficiencies, network outages, power failures, or inadequate installation.

#### 4.5 False Positives and False Negatives

AI-based detection systems are probabilistic in nature and will inevitably produce false positive alerts (detecting events that did not occur) and false negatives (failing to detect events that did occur). Detection accuracy varies substantially based on: environmental lighting, weather, occlusion, and obstructions; camera resolution, angle, and positioning; network bandwidth and latency; AI model version and update status; and the specific activity or object being detected.

SILIMIND MAKES NO WARRANTY REGARDING DETECTION ACCURACY RATES, SENSITIVITY, OR SPECIFICITY IN YOUR DEPLOYMENT ENVIRONMENT. YOU ACKNOWLEDGE AND ACCEPT THESE INHERENT LIMITATIONS AND AGREE THAT SILIMIND SHALL NOT BE LIABLE FOR ANY CONSEQUENCE ARISING FROM A FALSE POSITIVE OR FALSE NEGATIVE DETECTION.

#### 4.6 Installation and Configuration Responsibility

Proper installation and configuration of SiliSecure is essential to its performance and legal use. You are solely responsible for: following Silimind's published installation guidelines; configuring alert thresholds, detection zones, and retention settings appropriately for your environment; conducting thorough testing before operational reliance; and maintaining configuration accuracy as your physical environment changes. Silimind provides documentation and support but cannot guarantee performance from incorrectly installed or configured deployments.

#### 4.7 Compliance with Surveillance, Privacy, and Recording Laws

YOU ARE SOLELY AND ENTIRELY RESPONSIBLE FOR ENSURING THAT YOUR DEPLOYMENT OF SILISECURE COMPLIES WITH ALL APPLICABLE FEDERAL, STATE, LOCAL, AND INTERNATIONAL LAWS, INCLUDING WITHOUT LIMITATION:

- EU General Data Protection Regulation (GDPR) — Articles 5, 6, 13 and associated recitals governing lawful basis, data minimisation, and transparency for video surveillance;
- California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA);
- Illinois Biometric Information Privacy Act (BIPA) and equivalent biometric privacy statutes in Texas (CUBI), Washington (WFBPA), and other applicable jurisdictions;
- Federal and state wiretapping, interception, and recording consent laws, including the Electronic Communications Privacy Act (ECPA);
- Workplace monitoring and employee privacy regulations in applicable jurisdictions;
- Local ordinances and planning permissions governing camera placement and public-space surveillance.
- YOU MUST OBTAIN ALL LEGALLY REQUIRED NOTICES, CONSENTS, PERMITS, AND AUTHORISATIONS BEFORE DEPLOYING THE SYSTEM. SILIMIND PROVIDES NO LEGAL ADVICE AND ASSUMES ABSOLUTELY NO LIABILITY FOR YOUR COMPLIANCE FAILURES, FINES, PENALTIES, OR LEGAL PROCEEDINGS.

#### 4.8 Authorised Use Only

SiliSecure may only be deployed on properties and in contexts where you have clear, unambiguous, and lawful authority to conduct monitoring. You may not use SiliSecure to:

- Monitor individuals without a valid legal basis as required by applicable law;
- Conduct covert surveillance in violation of any applicable law or in contexts where monitoring disclosure is legally required;
- Profile, discriminate against, or make consequential decisions about individuals on the basis of protected characteristics;
- Compile personal dossiers, profiles, or databases on individuals for non-security or commercial purposes;
- Sell, share, or monetise surveillance data or AI detections relating to identifiable individuals without lawful basis.

- Any such use constitutes a material breach of these Terms and may result in immediate account termination and reporting to relevant authorities.

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#### 4.9 Maintenance, Updates, and AI Model Changes

Silimind may periodically update the AI models, algorithms, detection logic, and features of SiliSecure. Updates may materially alter detection behaviour, thresholds, and output formats. Silimind will endeavour to provide advance notice of material changes to core detection functionality. You are responsible for re-testing your deployment following significant updates. Silimind does not guarantee backward compatibility with custom configurations following major updates and shall not be liable for changes in detection performance following updates.

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#### 4.10 Prohibited High-Risk Deployments

WITHOUT A SEPARATE WRITTEN AGREEMENT EXPRESSLY AUTHORISING SUCH USE, SILISECURE IS PROHIBITED FROM USE IN:

- Healthcare settings where patient safety depends on detection or where patient monitoring creates HIPAA obligations;
- Critical infrastructure including power grids, water treatment, financial systems, or telecommunications networks;
- Childcare, eldercare, disability care, or any setting involving vulnerable populations;
- Aviation, aerospace, nuclear, defence, or military applications;
- Any context where applicable regulation requires certified, audited, or licensed safety systems.
- DEPLOYMENT IN THESE CONTEXTS WITHOUT A SEPARATE WRITTEN AGREEMENT IS A MATERIAL BREACH AND IS ENTIRELY AT YOUR OWN RISK. SILIMIND SHALL HAVE NO LIABILITY WHATSOEVER FOR LOSSES ARISING FROM SUCH UNAUTHORIZED HIGH-RISK DEPLOYMENTS.

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#### 4.11 Data Handling and Event Logs

SiliSecure may process, store, and transmit event metadata, alert data, detection logs, and, where configured, video clips associated with detected events. All data handling is governed by Silimind's Privacy Policy. Enterprise customers with regulated data requirements must execute a Data Processing Agreement before deployment. You are solely responsible for configuring and enforcing video retention periods in compliance with applicable law. You bear full responsibility for the lawful processing, transfer, and international transfer of any biometric or sensitive personal data processed through SiliSecure.

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#### 4.12 Biometric Data and Applicable Privacy Regulations

If your SiliSecure deployment involves or may involve facial recognition, gait analysis, voice biometrics, or any other biometric identification technology, you must:

- Comply with all applicable biometric privacy laws including BIPA, and equivalent state and national legislation;
- Obtain written informed consent from all individuals subject to biometric processing where required by applicable law;
- Provide all legally required notices regarding biometric data collection, use, retention, and destruction;
- Maintain a legally compliant biometric data retention and destruction schedule;
- Execute a Data Processing Agreement with Silimind before enabling any biometric feature.
- Silimind reserves the right to disable biometric features for any customer who cannot demonstrate ongoing compliance with applicable biometric privacy law. Silimind shall not be liable for any regulatory action, fine, or litigation arising from your use of biometric features.

#### **4.13 Limitation of Liability for Security Incidents**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SILIMIND AND ITS OFFICERS, DIRECTORS, EMPLOYEES, CONTRACTORS, LICENSORS, AND AFFILIATES SHALL NOT BE LIABLE FOR ANY LOSS, DAMAGE, INJURY, OR HARM OF ANY KIND ARISING FROM OR RELATED TO: (A) MISSED DETECTIONS OR DELAYED ALERTS OF ANY KIND; (B) SYSTEM DOWNTIME, OUTAGES, OR MAINTENANCE; (C) FALSE POSITIVE OR FALSE NEGATIVE DETECTIONS; (D) HARDWARE FAILURES OR MALFUNCTIONS; (E) NETWORK INTERRUPTIONS OR CONNECTIVITY LOSS; (F) MISCONFIGURATION OR IMPROPER INSTALLATION; (G) ANY INCIDENT — INCLUDING THEFT, INTRUSION, ASSAULT, INJURY, OR DEATH — THAT OCCURRED DURING, DESPITE, OR AS A RESULT OF USE OF SILISECURE; OR (H) ANY REGULATORY ACTION, FINE, OR PENALTY ARISING FROM YOUR USE OF SILISECURE.

#### **4.14 User's Sole Responsibility for Security Outcomes**

YOU ACKNOWLEDGE AND AGREE THAT YOUR USE OF SILISECURE IS ENTIRELY AT YOUR OWN RISK FOR ALL SECURITY OUTCOMES. SILIMIND IS A TECHNOLOGY PROVIDER ONLY. THE DESIGN, OPERATION, MAINTENANCE, LEGAL COMPLIANCE, AND OUTCOMES OF YOUR SECURITY PROGRAMME ARE SOLELY YOUR RESPONSIBILITY. SILIMIND SHALL NOT BE RESPONSIBLE FOR ANY PERSONAL INJURY, PROPERTY DAMAGE, BUSINESS LOSS, REGULATORY PENALTY, OR OTHER HARM RESULTING FROM YOUR SECURITY DECISIONS, DEPLOYMENT CHOICES, OR RELIANCE ON SILISECURE IN ANY WAY.

SiliLearn is Silimind's educational, training, certification, and learning-content platform. These terms govern all access to and use of SiliLearn courses, modules, assessments, certificates, and related educational content and materials.

### 5.1 Educational Purpose Only

SiliLearn content is designed and provided exclusively for learning, professional development, and training purposes. It is not a substitute for licensed professional, regulatory, legal, medical, financial, or other expert advice. Content accuracy is maintained as a best effort; Silimind makes no warranty that content is complete, current, or free from error, and accepts no liability for decisions made in reliance on SiliLearn content.

### 5.2 User Eligibility and Access Tiers

Access to SiliLearn may be subscription-based, course-based, institution-licensed, or individually purchased. Eligibility requirements, if any, are specified in the relevant course listing or institutional agreement. You may not: share login credentials with any third party; allow multiple individuals to use a single personal account; or access courses for which you have not purchased or been granted a licence. Institutional licences specify permitted concurrent users and authorised use cases. Violations may result in immediate account suspension.

### 5.3 Course Content and Licensing

All course content — including videos, text, code, assessments, graphics, interactive exercises, and downloadable materials — is protected by copyright and is licensed, not sold. Your access grants a personal, non-exclusive, non-transferable licence to view and use the content solely for your own lawful learning. You may not: reproduce, redistribute, publicly display, sublicense, or resell course content in any form; record or capture platform content by any means; or use content in commercial training programmes without an institutional licence.

### 5.4 Certificates, Credentials, and Accreditation Limitations

Certificates of completion issued by SiliLearn confirm that a user completed the specified course activities as recorded by the platform. UNLESS EXPLICITLY AND UNAMBIGUOUSLY STATED IN THE COURSE LISTING:

- Certificates are NOT professionally accredited by any regulatory, licensing, professional body, or accreditation authority;
- They do not satisfy continuing education, CPD, or CE requirements for any licensed or regulated profession;
- They do not constitute academic qualifications, degrees, diplomas, or credentials recognised by any educational institution;
- Silimind makes no representation that certificates will be accepted, valued, or recognised by any employer, government agency, professional body, or licensing authority.
- Where accreditation is genuinely claimed, the accrediting body, scope, and recognised jurisdiction will be disclosed in the course listing. Silimind will not misrepresent the accreditation status of any course.

### 5.5 No Guaranteed Employment or Outcomes

COMPLETION OF ANY SILILEARN COURSE, PROGRAMME, CERTIFICATE, OR LEARNING PATH DOES NOT GUARANTEE, AND SILIMIND MAKES NO REPRESENTATION REGARDING: EMPLOYMENT, JOB PLACEMENT, PROMOTION, SALARY INCREASE, LICENSURE, BUSINESS SUCCESS, SKILL ACQUISITION TO ANY SPECIFIC LEVEL, OR ANY OTHER PARTICULAR OUTCOME. ANY TESTIMONIALS, CASE STUDIES, OR OUTCOME STATISTICS PROVIDED ARE FOR ILLUSTRATIVE PURPOSES ONLY, ARE NOT REPRESENTATIVE OF TYPICAL OR AVERAGE RESULTS, AND ARE NOT GUARANTEES OF FUTURE OUTCOMES FOR ANY INDIVIDUAL.

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## 5.6 Student Conduct and Platform Use

You agree to use SiliLearn solely in a manner consistent with its educational purpose. You must not:

- Share, distribute, resell, or publicly post course content in any form or by any means;
- Use automated scripts, bots, or AI tools to complete assessments, accumulate progress, or obtain certificates fraudulently;
- Impersonate any other user, instructor, or Silimind representative;
- Engage in academic dishonesty of any kind, including cheating, plagiarism, or misrepresentation of completion;
- Harass, threaten, abuse, or discriminate against any instructor, administrator, or fellow learner;
- Post or transmit any content that is unlawful, defamatory, offensive, or in violation of any third-party rights.
- Violations may result in immediate account suspension and forfeiture of all access without refund.

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## 5.7 Instructor and Administrator Rights

Instructors and platform administrators retain full discretion to: modify, update, replace, or remove course content; change assessment criteria, formats, and passing thresholds; revoke access for conduct violations without refund; make all academic and content decisions within their professional judgement; and take reasonable action to maintain the quality and integrity of the platform. Silimind reserves the right to remove any instructor or content that violates platform policies without prior notice.

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## 5.8 Payment, Access Terms, and Renewal

Course fees, subscription pricing, and institutional licensing terms are displayed at time of purchase. Access to purchased courses is provided for the licence period stated at purchase; Silimind does not guarantee perpetual access to any course content. Courses may be retired with 60 days' prior notice where practicable; in such cases, a pro-rata refund or access to equivalent alternative content may be offered at Silimind's sole discretion. Subscription renewals are governed by Section 1.12.

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## 5.9 Downloadable Material Restrictions

Where downloadable materials (workbooks, code samples, templates, reference guides) are provided, these are licensed for your personal, non-commercial use only. You may not: distribute materials to any third party for any purpose; incorporate materials into commercial training programmes, products, or services without an institutional licence; or remove, alter, or obscure any copyright notices, trademarks, or attributions from any downloaded material.

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## 5.10 Account Suspension for Abuse or Misuse

Silimind may suspend or permanently terminate your SiliLearn account without refund for: credential sharing; distributing copyrighted course content; academic dishonesty; harassment or abusive conduct; fraudulent certificate acquisition; or any other material breach of these Terms. Prior to permanent account termination, Silimind will generally provide written notice with a reasonable opportunity to respond, except in cases of serious, repeated, or egregious violations where immediate termination is warranted.

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## 5.11 Updates to Educational Content

Silimind may update, revise, replace, or retire educational content at any time to reflect changes in technology, law, industry best practice, or platform requirements. Updated content supersedes prior versions. Silimind makes no guarantee that content you previously accessed will remain available in its original form or that certificates earned on prior content versions will be reissued or updated.

## **5.12 Accessibility and Platform Availability**

Silimind endeavours to make SiliLearn accessible in compliance with applicable accessibility standards (including WCAG 2.1 AA) where commercially practicable. Platform availability is subject to the general disclaimers in Section 1.5. Silimind will make reasonable efforts to provide advance notice of planned downtime and to minimise unplanned outages, but provides no uptime guarantee.

## **5.13 Children's Data and COPPA Compliance**

SiliLearn is not intended for, and may not be used by, children under the age of 13 without express verifiable parental or guardian consent as required by the Children's Online Privacy Protection Act (COPPA) and equivalent applicable law. Silimind does not knowingly collect personal data from children under 13. Institutional licences covering users under 13 require a separate Data Processing Agreement and a compliant parental consent mechanism established by the institution prior to use. If Silimind becomes aware that personal data has been collected from a child under 13 without appropriate consent, Silimind will promptly delete such data and may suspend the associated account.

BY ACCESSING OR USING ANY SILIMIND WEBSITE, PRODUCT, OR SERVICE — INCLUDING AI MARKETPLACE, SILISUITE, SILISECURE, AND SILILEARN — YOU CONFIRM THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS IN THEIR ENTIRETY, INCLUDING ALL PRODUCT-SPECIFIC SECTIONS, INCORPORATED POLICIES, AND ANY APPLICABLE ORDER FORMS OR STATEMENTS OF WORK. IF YOU DO NOT AGREE, YOU MUST IMMEDIATELY CEASE ALL USE OF SILIMIND'S SERVICES.

<b>Company</b>	Silimind
<b>Contact (All)</b>	legal@silimind.com
<b>Business Address</b>	Available Upon Request via legal@silimind.com
<b>Effective Date</b>	March 27, 2026
<b>Version</b>	1.0
<b>Changelog</b>	Available upon request via legal@silimind.com

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