

Wissen AI Terms of Use

These Terms of Use (“Terms”) govern access to and use of our websites and products, including the Wissen platform and related services (the “Services”). The Services are offered for business use only.

If you are using the Services under a signed master services agreement and statement(s) of work (“Customer Agreement”), that Customer Agreement governs the Services. These Terms apply only to the extent they are not inconsistent with the Customer Agreement.

Key Points

- Enterprise only: the Services are not offered to consumers.
- Authorised users must follow the Customer Agreement and these Terms.
- Customer content remains Customer’s; Wissen retains rights in the platform and reusable components.
- Do not misuse the Services (security, reverse engineering, unlawful use).
- System Outputs do not constitute investment advice or regulated financial research.
- England and Wales law; courts of England and Wales have exclusive jurisdiction.

1. About Wissen and these Terms

The Services are provided by WISSEN AI LTD (company number 15819311), registered office at 44 Waverley Road, London, England, E18 1HX (“Wissen”, “we”, “us”).

By accessing or using the Services, you confirm that you are using them on behalf of a business entity and you agree to these Terms.

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

2. Definitions

Capitalised terms not defined here may be defined in the applicable Customer Agreement.

- **“Customer”** means the business entity that has entered into a Customer Agreement with Wissen.
- **“Authorised User”** means an individual authorised by Customer to access and use the Services under Customer’s account.
- **“Customer Materials”** means data, content, systems, and other materials Customer (or its Authorised Users) provides or makes available in connection with the Services.
- **“Wissen Platform”** means Wissen’s underlying software, infrastructure, models, tooling, and reusable components used to provide the Services.
- **“System Outputs”** means any outputs, results, or materials generated through Customer’s use of the Services.

3. Who May Use the Services

The Services are intended for use by business users only. You must not use the Services as a consumer.

You may use the Services only if you are (a) the Customer or (b) an Authorised User acting on Customer's behalf and within the scope of Customer's permissions.

4. Accounts, Access, and Administrator Responsibilities

Access to the Services is provided through accounts managed by Customer. Customer is responsible for (a) authorising users; (b) setting roles and permissions; and (c) ensuring that access is promptly removed when no longer required.

You must keep login credentials confidential and use secure authentication practices. You are responsible for all activity conducted through your account credentials.

We may maintain audit logs and access records to operate the Services, support investigations, and meet compliance obligations.

5. Acceptable Use

You must use the Services in compliance with applicable laws and these Terms. You must not:

- Upload, submit, or transmit content that you do not have rights to use or that infringes intellectual property, confidentiality, or privacy rights.
- Use the Services to develop, train, or improve competing products using the Services' outputs or confidential features, except as permitted by the Customer Agreement.
- Reverse engineer, decompile, or attempt to discover source code, underlying ideas, or algorithms of the Services, except to the extent permitted by mandatory law.
- Probe, scan, or test the vulnerability of the Services, bypass security measures, or interfere with the integrity or performance of the Services.
- Transmit malware, exploit code, or conduct phishing or other harmful activity.
- Use the Services to generate or disseminate unlawful content or to support unlawful discrimination, harassment, or rights violations.

6. Customer Materials and System Outputs

As between Wissen and Customer, Customer retains all right, title, and interest in Customer Materials.

Customer is responsible for the accuracy, quality, and legality of Customer Materials and for ensuring it has all necessary rights and permissions to provide Customer Materials for processing in the Services.

As between Wissen and Customer, Customer owns System Outputs generated by Customer's use of the Services, subject to the Customer Agreement.

We do not use Customer Materials or personal data processed in the Services to train general-purpose AI models. We may use limited operational telemetry (often aggregated and anonymised) to maintain, secure, and improve the Services' performance and reliability, consistent with the Customer Agreement.

7. Wissen Platform and Intellectual Property

Wissen retains all rights in the Wissen Platform and all tools, libraries, templates, components, and reusable assets used to provide the Services.

Subject to Customer's payment of applicable fees and the Customer Agreement, Customer may own certain deliverables created specifically for Customer, excluding Wissen Platform components and reusable materials.

Except for the rights expressly granted in the Customer Agreement, no licence or other right is granted by implication, estoppel, or otherwise.

8. Confidentiality and Data Protection

Confidentiality obligations are set out in the Customer Agreement. You must protect Confidential Information and use it only for authorised purposes.

To the extent Wissen processes personal data on behalf of Customer in providing the Services, Wissen acts as a processor and Customer acts as the controller. The parties may enter into a data processing addendum (DPA) where required.

9. Third-Party Services and Materials

The Services may incorporate or interoperate with third-party software, models, data, and other materials ("Third-Party Materials"). Third-Party Materials are subject to their own terms.

Where Wissen provides access to data or content as part of the standard Services, such access is subject to the terms of Wissen's upstream providers. Where Customer wishes to integrate additional or proprietary data sources into the Services, Customer is responsible for holding all necessary licences and entitlements for such use and for ensuring that integration is permitted under the applicable third-party terms.

Wissen does not warrant the accuracy, completeness, or timeliness of any Third-Party Materials.

10. No Investment Advice

System Outputs are provided for informational and research workflow purposes only. They do not constitute investment advice, financial advice, regulated research, or a recommendation to buy, sell, or hold any security or financial instrument. Wissen is not a regulated investment adviser or financial analyst. Customers and Authorised Users are solely responsible for their own investment decisions and should seek independent professional advice where appropriate. Wissen accepts no liability for any investment or financial decision made in reliance on System Outputs.

11. Fees and Payment

Fees, invoicing, and payment terms (if any) are set out in the Customer Agreement. These Terms do not override the Customer Agreement.

12. Suspension and Termination

We may suspend or restrict access to the Services if we reasonably believe that: (a) there is a security risk; (b) your use violates these Terms or applicable law; or (c) required fees are overdue under the Customer Agreement.

Termination of Services, and the effects of termination (including data return/deletion and transition assistance), are governed by the Customer Agreement.

13. Warranties and Disclaimers

Except as expressly provided in the Customer Agreement, the Services are provided “as is” and “as available”.

We do not warrant that the Services will be uninterrupted or error-free, or that all defects can be corrected.

14. Limitation of Liability

Liability limitations are governed by the Customer Agreement. To the maximum extent permitted by law, Wissen will not be liable for indirect, incidental, special, consequential, or punitive damages, or for loss of profits, revenue, data, or business interruption arising out of or related to the Services.

If you are an Authorised User, any claims arising from your use of the Services should be brought by Customer under the Customer Agreement.

15. Indemnity

Indemnity obligations (if any) are set out in the Customer Agreement. These Terms do not expand or reduce those obligations.

16. Compliance with Laws

You and Customer will comply with applicable laws in connection with use of the Services, including applicable data protection laws, export controls, and anti-corruption laws.

17. Notices

Notices to Wissen under these Terms should be sent to: WISSEN AI LTD, Attn: The Directors, 44 Waverley Road, London, England, E18 1HX, and to security@wissen-ai.com (or another address we designate).

18. Governing Law and Jurisdiction

These Terms (and any disputes or claims, including non-contractual disputes) are governed by the laws of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

19. Changes to these Terms

We may update these Terms from time to time. If we make material changes, we will provide reasonable notice (for example, within the Services or by email to account administrators). Continued use of the Services after the effective date of an update constitutes acceptance of the updated Terms.

20. Contact

Questions about these Terms or any security or privacy matters: security@wissen-ai.com.