

Terms of Service

Complete B2B subscription terms for the Legiscope v5 privacy-governance platform, its AI-assisted workflows and related services.

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PUBLICATION NOTE

These Terms govern the Legiscope application at app.legiscope.com and form part of the Agreement when the Customer accepts a final Order Form issued by Legiscope that identifies the applicable Terms and DPA ”

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Contract framework

1.1 Parties, scope and object

- (a)

These Terms of Service (Terms) govern the supply and professional use of the app.legiscope.com software-as-a-service platform and related services. Legiscope means the app.legiscope.com platform operated by Legiscope UAB, company code 304581221, registered at Laisvės pr. 60-1107, LT-05120 Vilnius, Lithuania. Legiscope UAB is the provider and contracting party; a reference in these Terms to Legiscope performing, owing or enforcing an obligation means Legiscope UAB acting as operator of the platform. Customer means the business, public body or other organisation identified in the Order Form. Legiscope UAB and the Customer are each a Party and together the Parties.
- (b)

The object of the Agreement is to provide the Customer a hosted, customer-controlled workspace for maintaining privacy and data-protection governance records and compliance work, coordinating supported workflows, reviewing evidence, using enabled AI-assisted operations and exporting Customer records within the purchased Plan and Limits.
- (c)

The Service is designed to support the Customer’s work; it does not assume the Customer’s legal responsibilities. The Agreement is exclusively for professional business use. It is not offered to consumers, and each signatory represents that they are authorised to bind the identified Party.

1.2 Agreement, formation and precedence

- (a)

The Agreement consists only of: (a) the Order Form sent to the customer by Legiscope that defines the details and options of the Services purchased; (b) these current Terms, including the Plan Catalogue reproduced in them; and (c) the Data Processing Agreement (DPA) as published at www.legiscope.com/dpa.html.

- (b) The Parties first negotiate the commercial scope of the subscription — the Plan and options, quantities, term and price; these exchanges do not bind either Party. During the negotiation, Legiscope provides a product demonstration in one of two forms. A standard demonstration is a presentation of the Service on screen by Legiscope personnel that displays the product features ; during that presentation, the prospect submits no data and no account is created. Legiscope can also provide an assisted demonstration - a hands-on session in a dedicated demonstration account, provided under the Assisted Demonstration Agreement published at www.legiscope.com/demo-agreement.html and accepted by the prospect — by email or through the demonstration booking flow — before the demonstration begins. Neither form of demonstration forms the Agreement described in these Terms; an assisted demonstration is governed exclusively by the Assisted Demonstration Agreement.
- (c) Once the commercial scope is agreed, Legiscope issues the final Order Form, which constitutes its offer. The offer is valid for 30 days. The Order Form states the selected Plan and options, the applicable prices and discounts, the quantities, allowances and term, and any separately priced service offered by Legiscope.
- (d) The Agreement is formed when the Customer accepts the Order Form through one of the following methods: (i) an agreed electronic signature; (ii) acceptance of an electronic quote through the billing provider's hosted acceptance flow; (iii) payment of the initial payment stated in the Order Form; or (iv) clear written confirmation sent by email by an authorised representative of the Customer — in each case preserving the accepted terms.
- (e) The Agreement takes effect on the acceptance date (Effective Date) unless the Order Form states a different date. Legiscope activates access to the Service only after receipt of the initial payment stated in the Order Form.

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Service, plans and licence

2.1 Service licence and delivery

- (a) Subject to payment and compliance with the Agreement, Legiscope grants the Customer a limited, non-exclusive, non-transferable right during the Subscription Term to permit its Authorised Users to access and use the Service for the Customer within the selected Plan and Limits.
- (b) Legiscope supplies the Service online and remotely.
- (c) A preview, prototype, beta, evaluation feature or marketing reference is not a contractual commitment unless the Order Form expressly includes it. Legiscope may withdraw a non-contracted preview at any time.

2.2 Compliance workflows

- (a) The Service provides compliance-management workflows. Its current core covers privacy and data-protection governance — including records of processing activities, application inventories, processor relationships, personal-data-breach management, data-subject-rights handling, impact assessments, audits and evidence, and remediation planning. Legiscope may extend the Service to further compliance domains and workflows; a new capability is provided under the Agreement as stated in “Documented instructions and new services”.
- (b) The Service operates on the information and documents the Customer supplies, and helps the Customer structure, draft and review its compliance records. It does not verify the authenticity, completeness or sufficiency of Customer records, certify compliance, decide whether a legal obligation applies, or send notifications or responses to authorities or third parties in the Customer’s name. Conclusions, approvals and communications remain the Customer’s.

2.3 Plans and entitlements

- (a) The Customer subscribes to one Plan, identified in the Order Form. The entitlements, limits and standard list prices of each Plan are set out in the Legiscope Plan Catalogue, reproduced in the table below. The version reproduced in these Terms is binding; the public pricing page displays the same catalogue for convenience and has no contractual effect.
- (b) The price, total commitment, Token allocation and any negotiated variation stated in the accepted Order Form prevail over the Plan Catalogue. The Order Form also identifies any non-standard connected ingestion, integration, SSO or API connection or bespoke capability.

LEGISCOPE PLAN CATALOGUE – VERSION 2026-09-01 • ✓ INCLUDED WITH THE PLAN • EMPTY CELL: NOT INCLUDED					
PLAN TERM OR ENTITLEMENT	MINI	ORGANISATION	GROUP	ASSURANCE	ENTERPRISE
STANDARD LIST PRICING (PRICE PER YEAR)					
1 y. contract	€3,335	€5,520	€11,040	€16,560	From €27,600
3 y. contract	€3,045	€5,040	€10,080	€15,120	From €25,200
5 y. contract	€2,900	€4,800	€9,600	€14,400	From €24,000
SCOPE					
Managed organisations An independently administered organisation with its own records and permissions; the Customer can purchase additional organisations when it needs more.	1	10	20	50	Order Form
Authorised Users Named user accounts included with the Plan; the Customer can purchase additional users when it needs more.	20	50	100	200	Order Form

PLAN TERM OR ENTITLEMENT	MINI	ORGANISATION	GROUP	ASSURANCE	ENTERPRISE
AI tokens Each Plan includes the stated amount of AI tokens; the Customer can purchase additional tokens when it needs more.	150,000	500,000	1,000,000	1,500,000	2,500,000
SERVICES					
Core services All common features of the Service, AI-assisted and manual, including registers, RoPA, workflows, reporting, evidence and exports.	✓	✓	✓	✓	✓
Automated DPIA AI-assisted DPIA generation and review; manual DPIA is included in every Plan.		✓	✓	✓	✓
Ingestion service Structured ingestion of Customer documents into records; the Order Form states the enabled scope.		✓	✓	✓	✓
Ingestion connectors Connected sources feeding records automatically; the Order Form states the enabled connections.			✓	✓	✓
Support Included support time per year; additional support can be purchased. Bug fixes are always free.		2 h / year	5 h / year	10 h / year	✓
Included onboarding Remote onboarding unless the Order Form states otherwise.		1 h	2 h	2 h	4 h
ENTERPRISE OPTIONS					
SSO Federated identity against a supported Customer directory, under a specific agreement that may involve additional costs; available from Legiscope version 5.5.				Option	Option
MCP access Programmatic access to the Customer tenant through the Legiscope MCP interface, under a specific agreement that may involve additional costs; available from Legiscope version 5.5.				Option	Option

Customer responsibilities, acceptable use and suspension

3.1 Account creation and administration

- (a) The Customer tenant is created after receipt of the initial payment. Within five Business Days after the later of the Agreement taking effect, receipt of the initial payment and receipt of the complete provisioning information reasonably required, Legiscope creates the Customer tenant and the initial Customer Administrator account identified in the Order Form and provides a secure activation method.
 - (b) The Customer administers its own accounts. Authorised User accounts are created and managed by the Customer through the Service's administration functions; Legiscope does not intervene in the Customer's account administration. Customer Administrators manage user access, roles, organisation scope and integrations on the Customer's behalf. The Customer must keep its administrator contact current and must promptly remove or restrict access that is no longer authorised.
 - (c) Each account is for one named individual. Credentials and authentication factors must not be shared. The Customer is responsible for activity through its accounts.
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3.2 Customer responsibilities and acceptable use

The Customer determines the purposes of its privacy programme and remains responsible for the lawfulness, accuracy, completeness and quality of Customer Content, its users' instructions and its configuration. It must provide required notices and obtain the rights, authorisations and lawful bases needed for Customer Content, integrations and selected workflows. This allocation does not reduce Legiscope's processor obligations under the DPA.

The Customer and its Authorised Users must not:

- use the Service unlawfully, infringe another person's rights or submit content the Customer is not authorised to process;
- share accounts, bypass access or usage controls, or use the Service outside the purchased programme scope;
- upload malware or attempt unauthorised access, disruption, probing, extraction or circumvention, except for an audit or security test expressly permitted by the DPA or a specific written agreement with Legiscope;
- resell, sublicense, provide service-bureau access, reverse engineer or extract non-public software, models, system prompts, reusable prompt templates, security controls or platform components except where mandatory law permits;
- unlawfully scrape personal data or infringe database, confidentiality or intellectual-property rights;

- submit special-category or criminal-conviction data without an applicable Article 9(2) or Article 10 condition and any required sector-specific authorisation, or outside a workflow and provider route permitted by the Order Form or documented configuration — the sensitive-data conditions in the DPA's Annex II are conditions of use of the Service.

3.3 Suspension

- (a) Legiscope may suspend access to all or part of the Service, or to a specific account or function, where reasonably necessary: (i) to address a serious security threat; (ii) to stop unlawful use, or use in breach of the Agreement that causes harm to Legiscope, its customers or third parties; (iii) to comply with applicable law; or (iv) after notice, for persistent non-payment of an undisputed amount. A suspension is limited in scope and duration to what is proportionate to its cause.
- (b) Except where the urgency of the cause or a legal prohibition prevents it, Legiscope gives the Customer notice and an opportunity to remedy the cause before suspending. Legiscope restores the affected access promptly once the cause is resolved. Fees remain due during a suspension caused by the Customer.

4 Fees, term and renewal

4.1 Fees, invoicing and taxes

- (a) The Order Form states the fees, the total commitment for the fixed term, the currency, the billing contact, the Service Start Date and any one-off fees. Subscription fees are invoiced in advance, either annually at the start of each Contract Year or as a single upfront payment for the Subscription Term, as agreed in the Order Form; if the Order Form is silent, fees are invoiced annually. Fees exclude VAT and other applicable taxes unless expressly stated otherwise. Subscription invoices are payable by bank transfer. A purchase of additional Tokens is payable through the billing provider's payment flow or by wire transfer.
- (b) The initial payment is the first annual subscription fee unless the Order Form states another amount or payment schedule. Unless the Order Form states otherwise, each later annual subscription fee is invoiced in advance at the start of the relevant Contract Year and payable under paragraph (c).
- (c) Invoices are payable within 14 calendar days of issue, unless the Order Form states a different due date.
- (d) On an overdue undisputed amount, Legiscope may charge statutory late-payment interest. The Customer additionally bears recovery costs, including debt-collection charges, court costs and attorney fees. If an undisputed amount remains unpaid more than 90 days after its due date,

the Customer owes a contractual penalty of 10% of the overdue amount, in addition to interest and recovery costs. Persistent non-payment leads to suspension.

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- (e) Fees are non-cancellable and non-refundable except where the Agreement provides an express pro-rata remedy. A Plan upgrade during a Subscription Term requires an accepted Order Form amendment; the Customer may purchase additional Tokens at any time. A downgrade is not available during a running Subscription Term; it takes effect only at the end of the current term, for the renewal term, and only if agreed before the applicable non-renewal deadline.

4.2 Tokens and usage

- (a) Tokens are contractual units used to access AI-assisted operations in the Service. When such an operation is performed, Tokens are deducted from the Customer's Token balance.
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- (b) Legiscope credits the annual Token amount included in the Plan when it activates the Customer's account after receipt of the initial payment. At the beginning of each later Contract Year, Legiscope credits the applicable annual Token amount after receiving all subscription fees then due. Additional Tokens purchased by the Customer are credited after Legiscope receives payment for them.
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- (c) The Service shows the Customer's current Token balance and aggregate summaries of Tokens credited and consumed. These summaries do not identify individual operations or disclose operation-level Token consumption, Legiscope's internal allocation methods, processing costs or other internal commercial information. Legiscope maintains the authoritative Token ledger and will review and correct any verified error notified by the Customer.
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- (d) Unused Tokens roll over between Contract Years while the subscription continues. When the balance reaches zero, operations that consume Tokens pause until Tokens are credited; other Service features remain available. Tokens are non-transferable and have no cash, refund or redemption value. Any Token balance unused when the Agreement ends lapses and is not carried into a later subscription.

4.3 Fixed term, renewal and price protection

- (a) The Customer freely chooses its Plan and subscription duration from the options offered before accepting the Order Form. Longer subscription terms provides greater discounts in exchange for the Customer's commitment to remain subscribed for the full selected duration. The Order Form records the Customer chosen Plan, duration, price, applicable discount and total commitment. The initial Subscription Term begins on the Service Start Date and runs for the fixed duration selected in the Order Form: 12, 36 or 60 months.
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- (b) After the initial Subscription Term, the subscription renews automatically for successive terms of the same duration as the initial Subscription Term at the renewal price determined under paragraph (c), unless either Party gives written notice of non-renewal before the current term ends. A notice of non-renewal does not terminate the current committed term.
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- (c) Legiscope may change its list prices for new subscriptions at any time. The annual subscription price applicable to a Subscription Term is fixed until that term ends. A renewal takes place at the same annual price unless: (i) Legiscope publishes a different applicable price and its effective date on its website at least 90 days before that date, in which case the different price applies to renewals beginning on or after that date; or (ii) where no applicable public price exists, Legiscope communicates a different renewal price to the Customer in writing at least 120 days before the current term ends.

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Customer Content, AI Output and intellectual property

5.1 Legiscope intellectual property

- (a) Legiscope owns the proprietary elements of the Service and retains all intellectual-property rights in them. These elements include all Legiscope-developed code, architecture, interfaces, workflows, functionality, UX/UI and visual design, documentation, methodologies, database structures, system and developer prompts, reusable prompt templates, model-routing and orchestration logic, evaluation methods and underlying technology.
- (b) Third-party libraries and components remain subject to the rights of their respective owners. Except for the rights expressly granted by the Agreement, no rights in the Service are transferred to the Customer.

5.2 Customer Content and AI Output

- (a) Customer Content belongs to the Customer. Customer Content includes all data, records, documents, files, instructions, configurations and other materials that the Customer or an Authorised User uploads, imports, enters, creates, transmits or stores in the Service, including through an integration. It includes records maintained through supported workflows, such as RoPAs, DPIAs, processor relationships, incidents and breaches, data-subject requests, audits and supporting evidence. Legiscope acquires no ownership, intellectual-property right or other proprietary interest in Customer Content.
- (b) To provide the Service, the Customer grants Legiscope and its authorised subprocessors a limited, non-exclusive licence, for the duration of the Agreement, to host, copy, transmit, analyse, transform and otherwise process Customer Content only to perform the Agreement and follow the Customer's documented instructions.
- (c) AI Output documents generated for the Customer in the ordinary course of using the Service through automated or AI processing, belongs to the Customer

- (d) Ownership of AI Output does not give the Customer any rights in the Legiscope technology used to generate it.

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Confidentiality, security and data protection

6.1 Confidentiality

- (a) Confidential Information means all Customer Content and either Party's non-public information reasonably understood to be confidential, including technology, security information and negotiated commercial terms. For this clause, Customer Content includes information generated in the Service for the Customer. Except for Customer Content, information is excluded where the recipient demonstrates prior lawful knowledge without restriction, independent development, lawful receipt without restriction or public availability without breach.
- (b) Subject to paragraph (c), each Party must protect the other's Confidential Information with reasonable care and use it only to perform or exercise rights under the Agreement. Disclosure is limited to personnel, authorised providers and professional advisers who need it and are bound by confidentiality, or disclosures permitted by the Agreement or paragraph (d), including controller and auditor disclosures under the DPA. Each Party remains responsible for delegated obligations.
- (c) Legiscope may process Customer Content itself and through the authorised subprocessors listed at <https://www.legiscope.com/subprocessors.html> only to provide, secure and support the Service, comply with law or follow the Customer's documented instructions. This includes AI processing when the Customer or its Authorised Users use or enable an AI-assisted feature. The Agreement's processing restrictions remain applicable, and the DPA governs Customer Personal Data and prevails over conflicting provisions of this clause.
- (d) Legally required disclosure must be limited to what is required. Unless legally prohibited, the recipient must give advance notice where practicable, otherwise prompt subsequent notice, and reasonable assistance to limit disclosure. Nothing restricts lawful regulatory reporting, protected whistleblowing, access to justice, confidential professional advice or mandatory public-sector transparency.
- (e) On request or termination, Confidential Information no longer needed for an authorised purpose must be returned or deleted, subject to legal retention and the Agreement's retention and backup provisions. Confidentiality continues while Customer Content is retained, while information qualifies as a trade secret, and for three years after termination for other Confidential Information. Personal-data obligations continue while the data is processed.

6.2 Data protection and processing roles

- (a) Each Party will comply with the data-protection law applicable to its role. Where Legiscope processes Customer Personal Data on the Customer's documented instructions, the complete DPA as published at acceptance automatically forms part of the Agreement and controls that processing. No separate DPA signature is required.
- (b) The DPA remains the controlling and complete instrument for the subject matter, duration, nature, purpose, personal-data categories, data subjects, processor and subprocessor activities, security, subprocessors, international transfers, assistance, audit, personal data breach, return and deletion obligations applicable to Customer Personal Data.
- (c) Where support, troubleshooting, tenant security, incident response, restoration or Customer-directed transactional email requires processing Customer Personal Data to operate the Customer's tenant or respond to its instruction, Legiscope acts as processor and the DPA applies. Legiscope acts as an independent controller only for the separately defined activities in Legiscope controller register for which it determines its own purposes and essential means, for example to ensure the platform security, or set up and manage backups. The same technical event may produce distinct data elements processed in different roles.

6.3

Customer instructions and new features

- (a) The Customer instructs Legiscope to process Customer Personal Data as necessary to provide the purchased Service and the features that the Customer or its Authorised Users enable, configure or use. The Agreement, Order Form, account configuration, authenticated user actions and documented support requests are the Customer's documented instructions under the DPA.
- (b) A new feature enabled, configured or used by the Customer is covered by the same instructions and DPA. A separate Order Form is required only if the feature is separately priced. If the feature requires a new subprocessor, the DPA's subprocessor-change process applies.
- (c) Legiscope determines and operates the Service's shared technical infrastructure, including its backup, disaster-recovery and security systems. The Customer's documented instructions concern the processing of Customer Personal Data and do not confer a right to direct or require changes to that shared infrastructure. Legiscope's technical discretion remains subject to applicable law and its obligations under the DPA, including concerning security, retention, return and deletion of Customer Personal Data.

6.4

Security and customer-controlled connectors

- (a) Legiscope protects Customer Personal Data in accordance with Article 32 GDPR and implements the technical and organisational measures stated in the DPA. The Customer is responsible for determining whether its selected Service and configuration are suitable for the data it submits and for securing its endpoints, user permissions, downloaded exports and systems outside Legiscope's control.

- (b) In case of a personal data breach affecting Customer Personal Data processed by Legiscope or its authorised subprocessors, Legiscope will notify the Customer and provide assistance in accordance with the DPA and applicable data-protection law.
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- (c) The Service may include connectors that allow the Customer to import data from third-party services. The Customer controls each connector and decides which sources and data to import. By enabling or configuring a connector, the Customer instructs Legiscope to retrieve, import and automatically process the selected data within the functionality and Limits of the purchased Service.
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6.5 Service availability

- (a) Legiscope will use reasonable efforts to make the Core Service available at least 99.9% of each calendar month. The Core Service means the production web application functionality that allows Authorised Users to authenticate and access Customer records. It excludes AI processing, Customer-selected connectors, email delivery, preview or beta features and professional services outside the application.
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- (b) Monthly Availability Percentage is the percentage of applicable minutes during the calendar month in which the Core Service is available. An Unavailable Minute occurs when the Customer's Authorised Users cannot authenticate or access Customer records because of a failure within the Legiscope-managed Service. The calculation excludes: scheduled maintenance notified at least 48 hours in advance, up to four hours per month; emergency maintenance reasonably necessary to protect the Service; Customer systems, actions, configuration or credentials; Customer-selected services and connections; internet failures outside the Service boundary; force majeure events; and suspension permitted by the Agreement.
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- (c) If Monthly Availability Percentage is below 99.9%, Legiscope will refund the pro rata portion of the applicable monthly subscription fee corresponding to the Unavailable Minutes. The monthly subscription fee is one-twelfth of the annual subscription fee and excludes Tokens, add-ons, professional services and taxes. The Customer must request the refund within 15 days after the affected month and identify the relevant dates and times. Legiscope will pay an approved refund or add a credit to the account of the same amount within 30 days. The refund cannot exceed the applicable monthly subscription fee.
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6.6 Legiscope as independent controller

- (a) Legiscope UAB acts as an independent controller when it processes personal data for its own contracting, billing, customer-relationship, platform-security, service-operation and legal-compliance purposes.
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- (b) This processing is separate from Customer Personal Data processed on the Customer's behalf under the DPA. It does not permit Legiscope to use Customer Content for its own purposes.
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AI-assisted features and professional judgment

7.1 AI-assisted features and material risks

- (a) AI-assisted processing occurs when an Authorised User starts an AI operation or the Customer enables or configures an identified AI workflow. It forms part of the Customer-instructed Service purpose. Legiscope sends only the Customer Content, instructions and context needed for the operation to an authorised AI subprocessor listed on the Subprocessors page and may select or change the provider and model used.
- (b) Customer Content is not used by Legiscope to train, fine-tune models or pooled into a cross-customer training dataset.
- (c) Customer is warned that AI Output is probabilistic and may be inaccurate, incomplete, inconsistent, fabricated, biased, outdated or non-unique. It may omit legal significant issues or misstate facts, citations, relationships, deadlines or conclusions. Legiscope does not warrant that AI Output is protectable, exclusive or free from third-party rights.
- (d) AI Output is draft decision-support material. It is not legal advice, an official finding, a certification or a guarantee of compliance. Before using it for a legally significant purpose, the Customer must verify it against the original evidence, current authoritative sources and applicable law, correct material errors and obtain competent human approval. AI Output must not be the sole or determinative basis for a decision producing legal or similarly significant effects on a person.

7.2 Professional review and template limitations

- (a) The Service provides software tools and information for professional review, not legal advice, legal representation or a legal-document drafting service. Any document generated through the Service is a draft produced under the Customer's control. Use of the Service does not create a lawyer-client relationship or, by itself, confer legal professional privilege; it does not affect any privilege or professional-secrecy protection that otherwise applies to Customer Content.
- (b) Templates, checklists, action lists and workflows may be simplified or limited to a specific purpose. They are not a complete statement of applicable law, a compliance determination or a substitute for assessing the Customer's particular circumstances. Legiscope does not warrant that they are exhaustive or suitable for the Customer's intended use, or that they address every applicable requirement, exception, fact, deadline or jurisdiction. The Customer must select, review, adapt, complete and approve them before relying on them for a legally significant purpose and remains responsible for obtaining professional advice where appropriate and for every decision, filing, notification and communication made in its name.

Warranties and liability

8.1 Warranties and disclaimers

- (a) Each Party warrants that it has authority to enter into the Agreement. Legiscope warrants that it will provide the Service with reasonable skill and care and materially in accordance with these Terms and the Order Form.
 - (b) If the Customer notifies Legiscope of a material non-conformity in sufficient detail, Legiscope will use reasonable efforts to correct it or re-perform the Affected Service. If Legiscope cannot do so within a reasonable period, the Customer may terminate the Affected Service and receive a pro-rata refund of prepaid subscription fees for the period after termination. Except for rights that cannot lawfully be limited, these are the Customer's exclusive remedies for breach of the warranty in paragraph (a).
 - (c) Legiscope uses reasonable efforts to provide a reliable Service. However, Legiscope does not warrant that every error, risk, deadline, legal issue or compliance gap will be detected, that every source is accurate or current, or that use of the Service makes the Customer compliant with law.
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8.2 Liability

- (a) To the maximum extent permitted by law, Legiscope is not liable for indirect or consequential loss or for loss of profit, revenue, anticipated savings or goodwill.
 - (b) Except where liability cannot lawfully be limited, Legiscope's total liability for all claims arising in a Contract Year under or in connection with the Agreement will not exceed two (2) times the subscription fees payable under the affected Order Form for that Contract Year.
 - (c) The Customer remains responsible for its legal and regulatory obligations and for decisions made using the Service. To the maximum extent permitted by law, the Customer bears any regulatory fine or penalty imposed on it and may not recover that amount from Legiscope. Nothing transfers a statutory responsibility or limits a public authority's powers.
 - (d) Nothing in this provision excludes or limits Legiscope's liability for fraud, wilful misconduct, gross negligence, death or personal injury caused by negligence, or any liability that cannot lawfully be excluded or limited. Nothing limits the rights of a data subject under applicable law.
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Termination, switching, export and deletion

9.1 Termination

- (a) The Customer commits to the subscription duration selected in the Order Form in consideration of the price and any corresponding duration-based discount. These Terms grant no general right to terminate for convenience during that term. The Customer may give written notice of non-renewal at any time, effective at the end of the current Subscription Term. Unless lawfully terminated earlier, the Agreement, Service access and payment obligations continue until that date. The service contract terminates upon successful switching or porting or receipt of an erasure-only exit request, and Legiscope notifies the Customer.
 - (b) Legiscope may terminate the Agreement if the Customer fails to pay an undisputed amount when due, materially breaches the Agreement, uses the Service unlawfully, creates a material security risk, or if continued performance would be unlawful. Where the cause can reasonably be remedied, Legiscope will first give the Customer a reasonable opportunity to do so.
 - (c) The cancellation and refund rule below applies exclusively where termination takes effect under one of the following provisions and satisfies the conditions stated in that provision: (i) paragraph (b) of “Warranties and disclaimers” in these Terms; (ii) paragraph (d) of “Updates to the Service and Agreements” in these Terms; (iii) paragraph (d) of “Sub-processor changes and objections” in the DPA, following an objection under paragraph (c) of that section; or (iv) Clause 10(b) of the Commission Clauses incorporated into the DPA. In those cases, subscription fees for the terminated Service cease from the effective termination date. Unpaid fees attributable to the period after that date are cancelled, and Legiscope refunds prepaid fees attributable to that period. For partial termination, cancellation and refund are limited to the affected Service. This provision creates no additional right to terminate. Mandatory termination and settlement rights remain unaffected.
 - (d) Termination ends access to and the licence for the Service. Outstanding payment obligations and the ownership, confidentiality, liability and dispute provisions continue to apply. Subject to paragraph (c) and mandatory law, termination following switching, porting or an erasure-only request does not entitle the Customer to a refund or release it from the unpaid balance of the fixed-term price stated in the Order Form, less applicable credits, which remains payable on the original payment schedule.
 - (e) The Customer is responsible for exporting any exportable data it wishes to retain before the Agreement ends or during the applicable retrieval period. Retention and deletion are governed by “Retention, deletion and backups” and the DPA.
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Data Act export and switching

- (a) The Customer may use the Service's automated export tools at any time to download all exportable data and digital assets in a structured, commonly used and machine-readable format. The exportable categories are Customer Content generated directly or indirectly by the Customer's use of the Service. Formats and structures are listed at <https://www.legiscope.com/portability-deletion.html>.
- (b) The exclusions to the export are Legiscope or third-party intellectual property and trade secrets, including source code, platform components, reusable templates, system prompts, model weights, algorithms and routing logic; credentials, security logic, data and events, internal risk signals and provider-wide telemetry; provider-wide irreversibly anonymised analytics; other customers' data and Content; and third-party material the Customer is not entitled to receive. Duplicate disaster-recovery and immutable backup copies are excluded where their exportable contents are otherwise included in the export. Customer instructions to AI operations that are not retained cannot subsequently be exported. Saved outputs form part of Customer Content. Exclusions apply only to the extent permitted by the Data Act and do not impede or delay switching.
- (c) The Customer may retrieve its exportable data and digital assets for 30 calendar days after the switching transition ends, notwithstanding termination of the Agreement.
- (d) The Customer initiates switching to another provider, porting to its own infrastructure and/or erasure through the Service's automated exit tools. Starting the selected process constitutes notice; no advance notice period or separate contact or manual coordination is required. The Customer provides necessary destination-provider details. Legiscope provides relevant exit information and reasonable assistance to the Customer primarily through those tools and the published documentation. The Customer is responsible for operating the tools and importing the exported data at its destination. Switching through the automated tools and associated data egress are free. Additional services requested by the Customer beyond Legiscope's statutory switching obligations require prior agreement on scope and price. Switching or porting proceeds without undue delay within 30 calendar days, subject to Article 25(4) of the Data Act.
- (e) The Customer may extend the transition once for its chosen duration. The Agreement continues during transition and Legiscope continues contracted services with due care for business continuity, with subscription fees accruing pro rata at the existing rate beyond the Subscription Term.

Retention, deletion and backups

- (a) The Customer may delete its account through the Service at any time, including during the Subscription Term. The Customer is responsible for exporting its data first.

- (b) If the Agreement ends before the Customer deletes its account, the DPA's courtesy-retention and deletion periods apply to the account and all its contents. Following successful switching, Legiscope guarantees full erasure of the Customer's exportable data and digital assets after retrieval or the later retention and backup periods agreed here and in the DPA.
- (c) When the Customer deletes its account, the account, Customer Content and AI Output are deleted from active systems without undue delay. Disaster-recovery copies are access-restricted and can not be accessed by any customer individually. Copies held in retention-locked vaults cannot be altered or deleted, nor can their retention period be shortened, before their automated scheduled expiry and deletion. Residual copies are scheduled to expire 90 days and are automatically deleted without undue delay following expiry. The DPA governs the deletion of Customer Personal Data.

10

General provisions and definitions

10.1

Updates to the Service and Agreements

- (a) Legiscope may reasonably develop, modify, replace or discontinue Service features and technical components, taking into account the functionality and continuity of the Customer's purchased Plan. Legiscope may also amend these Terms or the DPA to reflect changes to the Service, law, security or provider arrangements. New functionality introduced after the Agreement is formed does not become part of the purchased scope merely because it is made available to the Customer. Its modification or withdrawal does not trigger paragraph (c), unless it was expressly added to that scope by an accepted Order Form or amendment, or is needed to provide functionality already within that scope.
- (b) Legiscope will give the Customer's contract contact at least 30 days' email notice of material amendments to these Terms or the DPA and Service changes meeting the conditions in paragraph (c). The notice will describe the change and its effective date. Other changes may take effect without advance notice. Changes required by law or reasonably necessary to address an urgent material security risk may take effect immediately, with notice as soon as reasonably practicable.
- (c) The Customer may object where a change either: (i) removes or materially reduces purchased functionality on which it reasonably relied when entering into the Agreement and materially impairs its use of the Service; or (ii) materially reduces the Customer's contractual rights or protections, or materially increases its obligations, under the Agreement during the current Subscription Term.
- (d) The objection must explain that impact and be sent before the change takes effect, or within 30 days after notice of an immediate change. The Parties will seek a reasonable solution, including withdrawing the change or providing equivalent functionality. If the impact remains unresolved 30 days after the objection, either Party may terminate the affected Service by

written notice, effective no earlier than the change itself. The Agreement may be terminated in full only if the affected Service cannot reasonably be separated. If termination occurs under this paragraph, the fee cancellation and refund provisions in paragraph (c) of “Termination” apply.

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- (e) Legiscope may set prices for new subscriptions and optional functionality. The price and financial commitment for the current Subscription Term remain fixed; renewal pricing follows “Fixed term, renewal and price protection”. Changes cannot amend the Commission Clauses or reduce data-protection safeguards required by the DPA or applicable law. Separate DPA notice and objection requirements and mandatory rights remain unaffected.
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10.2 General provisions

- (a) Neither Party may transfer the Agreement without the other Party’s prior consent, except to an affiliate or in connection with a merger, reorganisation or sale of the relevant business or assets, provided that the new party assumes the Agreement. Legiscope may use subcontractors while remaining responsible for its obligations under the Agreement and DPA.
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- (b) Neither Party is liable for delay or failure to perform caused by an event beyond its reasonable control that it could not reasonably prevent or overcome. This does not excuse the Customer’s payment obligations.
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- (c) The Customer grants Legiscope a non-exclusive, royalty-free licence during the Agreement to use its name and unmodified logo solely to identify it as a Legiscope customer on Legiscope’s website, in newsletters, on social media and in other marketing and communications materials. Legiscope will not imply endorsement or publish a testimonial or case study without the Customer’s prior written approval.
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- (d) Notices under the Agreement must be sent by email to contact@legiscope.com for Legiscope and to the notice email in the Order Form for the Customer. Either Party may change its notice email by written notice. Mandatory rules governing court or authority documents continue to apply.
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10.3 Contract interpretation and governing law

- (a) The Agreement constitutes the entire agreement between the Parties concerning its subject matter and supersedes all prior proposals, discussions and understandings. No person other than a Party may enforce the Agreement, except as expressly provided by the DPA or mandatory law. A failure or delay in exercising a right does not waive that right. If any provision is unenforceable, it will be limited to the minimum extent necessary and the remainder of the Agreement will continue in effect.
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- (b) The Order Form controls the Customer-specific commercial terms and any non-standard scope expressly permitted by these Terms. It does not otherwise amend these Terms. The DPA governs the processing of Customer Personal Data, and its Commission Clauses prevail over any conflicting provision. These Terms govern all other matters. A purchase order or other Customer document is administrative only and does not form part of or amend the Agreement.
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- (c) The Agreement and any non-contractual obligations arising from or connected with it are governed by Lithuanian law, excluding its conflict-of-law rules. Subject to mandatory law, the courts of Vilnius, Lithuania have exclusive jurisdiction over any dispute arising from or connected with the Agreement. The English version prevails unless the signed Order Form expressly designates another controlling language.

10.4

Definitions

- Affected Service means the purchased workflow, feature or professional service directly affected by an event. Any refund or credit uses the fee allocated in the Order Form, the applicable standalone price or, if neither exists, a reasonable proportion of the annual subscription fee based on the relative scope and value of the Affected Service.
- Agreement means the Order Form, these Terms and the DPA, as described in “Agreement, formation and precedence”.
- AI Output means a document or other result generated for the Customer through the Service’s artificial-intelligence functionality.
- Authorised User means a named individual whom the Customer authorises to use the Service for its internal professional purposes.
- Business Day means a day other than a Saturday, Sunday or public holiday in Lithuania.
- Contract Year means each consecutive 12-month period beginning on the Service Start Date or its anniversary.
- Customer Administrator means an Authorised User permitted to manage the Customer’s accounts, access, roles, organisation scope and integrations.
- Customer Content means data, records, documents, files, prompts, instructions, configurations and other material submitted and stored in the Service for the Customer, including Customer Personal Data.
- Customer Personal Data means personal data that Legiscope processes on the Customer’s behalf under the DPA. It excludes personal data that Legiscope processes as an independent controller for the activities described in “Legiscope as independent controller”; this exclusion does not permit Legiscope to repurpose Customer Content.
- Limits means the programme, Token amount, features, integrations, services and other entitlements applicable under these Terms and the Order Form.
- Order Form means the sales record accepted by the Parties that identifies the Customer, selected Plan and Limits, permitted non-standard scope, price, total fixed-term commitment, Subscription Term, Service Start Date and controlling Terms version.
- Plan means a subscription plan set out in the Plan Catalogue reproduced in these Terms and selected in the Order Form.
- Service means the hosted Legiscope platform, documentation and support, together with any implementation or professional service expressly included in the Order Form.

- Service Start Date means the date stated in the Order Form on which the initial Subscription Term begins.
 - Subscription Term means the initial fixed term and each renewal term described in “Fixed term, renewal and price protection”.
 - Tokens means contractual units used for AI-assisted operations. They are service-use entitlements, not deposits, payment accounts, electronic money or redeemable stored value.
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