MHF'S TERMS OF SERVICE FOR END USERS

Last updated: 3 November 2026

Applicability
These MHF's Terms of Service For End Users ("Terms") apply only to individual natural persons ("End Users"), not organisations or bodies corporate.

If you are an End User residing outside of all of the European Economic Area (EEA), Switzerland, and the UK the Terms shall be interpreted as having been modified to the minimum extent necessary to be lawful and enforceable in your place of residence.

Each Knowbot may be associated with a specific Client. These Terms apply only to you in respect of your use of a Knowbot which is not a "Client Knowbot", whether you access it via our website (www.knowbot.uk) or a Client's website, or elsewhere. For a Knowbot that is not a Client Knowbot, MHF is the service provider and, as described in the MHF's Privacy Policy for End Users, the Data Controller.

A "Client Knowbot" is one in respect of the use of which an associated Client has chosen to act as the Data Controller and provide its own terms of service for End Users and privacy policy, with MHF acting as its data processor under a data processing agreement. In such cases, the Client's terms of service and privacy policy govern your use of that Knowbot.

These Terms apply to your use of all Knowbots except Client Knowbots.
Researchify is a Knowbot for the purposes of these Terms.

Client Knowbots
There are currently no Client Knowbots. When Client Knowbots are introduced we will list them here.

By using a Knowbot (except a Client Knowbot) you accept these Terms and confirm you have read the MHF's Privacy Policy for End Users and you enter into a binding agreement with us. These Terms govern your use of the Knowbot.

Privacy – Collection and Processing of Personal Data
Please read our MHF's Privacy Policy for End Users (the "Privacy Policy"), accessible via www.knowbot.uk/privacy, which details how we collect, process and use personal data. The Privacy Policy contains essential information about your privacy rights and you should read it carefully. The Privacy Policy is incorporated into these Terms by reference. If there is any inconsistency between these Terms and the Privacy Policy about how we process Personal Data, the Privacy Policy will apply. The Privacy Policy is the primary, up-to-date source of information about our processing activities. You may exercise your privacy rights (including objecting to processing based on legitimate interests) as set out in the Privacy Policy.

For non-Client Knowbots, any sharing of redacted/anonymised conversation exports with any associated Client is on a controller-to-controller basis. Where a DSA is in place, it governs; where a DSA is not yet in place, the Interim Controller Sharing Terms in the Privacy Policy apply until a DSA is executed. "Data Sharing Addendum" or "DSA" has the meaning given in the Privacy Policy.

MHF
Mike Hudson Foundation ("MHF", "we", "our", "us") is a not-for-profit company limited by guarantee incorporated in England and Wales with its registered office at Crown House,

27 Old Gloucester Street, London, United Kingdom, WC1N 3AX and company number 12607508.

Our purpose includes providing pro-bono AI resources, including Knowbot.

Knowbot
"Knowbot" is the name of MHF's AI chatbot service. "A Knowbot" means an individual instance of that service, and "the Knowbot" means the particular instance being discussed. A Knowbot is a chatbot which uses artificial intelligence provided by large language models ("LLM") to provide conversational answers to your questions, often about one or more of our Clients. References to Knowbot or to an individual Knowbot do not include websites on which a Knowbot appears, including those controlled by MHF or its Clients.

Knowbot is provided to you by MHF. For more information about MHF and Knowbot please visit www.mikehudsonfoundation.org and www.knowbot.uk or review our Privacy Policy which more fully describes Knowbot.

Active session data on our hosting provider is removed from our servers when you close your relevant browser tab; this does not affect copies or logs retained by MHF or its Suppliers, including archives and backups, as set out in the Supplier List.

Our Suppliers
We use third-party service providers (collectively, our "Suppliers") to deliver and support Knowbot.. The names and roles of our current Suppliers are set out in our stand-alone "Supplier List," which we may update from time to time. The Supplier List forms part of these Terms and is the primary up-to-date source for supplier names and roles, retention periods and routine deletion arrangements for data held by MHF and its Suppliers.

Categories of our Suppliers include, without limitation: "LLM Suppliers", "Cloud Hosting Suppliers", "Observability Suppliers", "Error Monitoring Suppliers" and "Website Hosting Suppliers".

Consent, Privacy & Processing (Incorporation-by-reference)
By using a Knowbot, you acknowledge and agree that we use our Suppliers and that we process your data as set out in the Privacy Policy and herein. We rely primarily on legitimate interests to operate Knowbot, and where applicable on legal obligation or your consent (e.g., for non-essential cookies on Our Websites (as defined in the Privacy Policy)), as described in the Privacy Policy. The Privacy Policy is incorporated into these Terms by reference.

You accept that data you submit via a conversation with a Knowbot will be processed by us, and shared with and processed by our Suppliers and any relevant Client (in delayed, redacted/anonymised form where applicable, as described in the Privacy Policy). We do not use your Content for marketing or profiling.

Technical data (such as IP address and basic browser configuration) may also be processed by our Suppliers including to provide and secure the service, as set out in the Privacy Policy.

Where we share conversation exports with a Client, we do so as controller to controller. If a DSA is not yet in place, the Interim Controller Sharing Terms in the Privacy Policy apply; once a DSA is signed, it supersedes the Interim Terms. For a Client Knowbot, the Client is the controller and MHF acts as its processor under a data processing agreement.

Access to Knowbot

To use a Knowbot, you must be of or over the legal age at which you could consent to use it in your jurisdiction or younger where your use would be lawful with your parent or guardian's consent. For example, in the UK you must be 13 or over to use Knowbot, and if you are under 18 you must have parental or guardian consent (except for any Client's associated Knowbot which is expressly identified as an exception to this age limitation in the Privacy Policy). Knowbot is not intended for use by children under 13.

Notwithstanding the above, if a Knowbot is powered by Google's Gemini, you must be 18 or older to use it. For users in the EEA, Switzerland or UK, we only use Gemini Paid Services. Any Knowbots using Gemini will be listed here. Currently no Knowbots use Gemini.

Permitted Use
You may use a Knowbot subject to you following these Terms and complying with all applicable laws.

Prohibited Use – General
Knowbot is a service for nonprofits and you may not use Knowbot for any commercial or business purpose whatsoever.

You may not use Knowbot for any illegal, harmful, or abusive activity. For example, you must not:

- Create or train models that compete with us or our LLM Suppliers using Output generated by a Knowbot.
- Falsely claim that Knowbot-generated Output was created by humans.
- Disrupt Knowbot's operation by circumventing its limitations, safety features, or protective measures.
- Use automated means or programs to scrape or harvest or otherwise extract data or Output.
- Make unauthorized alterations to, reproduce, rent out, market or share Knowbot.
- Deliberately use Knowbot in ways that degrade its performance or operational quality.
- Engage in or facilitate reverse engineering of Knowbot's code or components, unless such restriction is legally prohibited.
- Use Knowbot in ways that breach, misuse or violate others' legal rights.
- Clinical/regulated use. Don't use a Knowbot based on a Google Gemini LLM for clinical practice, to provide medical advice, or in any manner requiring medical device clearance/approval.

Prohibited Use – Personal Data.
For the purposes of this section of the Terms:

- an "Identifier" means a piece of information which might singly or jointly with other pieces of information (so-called 'jigsaw risk') enable you to be identified and includes (but is not limited to) the examples of identifier given in the GDPR Article 4 definition of 'personal data', being: *"….a name, an identification number, location data, an online identifier…."* https://gdpr.eu/article-4-definitions/; and
- "Personal Data" shall mean any data construed as personal data or personal information under relevant applicable privacy legislation including GDPR and UK GDPR.

You are prohibited from submitting any information as Input to a Knowbot that might be used to identify you or any other person, or which is personal to you or them or which you or they might regard as private or secret, including Identifiers and Personal Data (including any special-category/sensitive

personal data such as health, religious beliefs, political opinions, trade-union membership, genetic/biometric data, sexual life or orientation).

You must not submit such data. If you nevertheless submit Personal Data about another person, you confirm you have a lawful basis to do so; however, we do not want such data and may delete or stop the conversation.

You acknowledge and agree that if you violate this prohibition any such information you do submit as an Input to a Knowbot (even if we attempt to redact/anonymise it) will be processed by us, and shared with and processed by some or all of our Suppliers as defined above and may be shared with that Knowbot's associated Client, if any. Where we provide conversation exports to a Knowbot's associated Client, that organisation acts as an independent controller for its copy and will process it under its own privacy policy, as described in the Privacy Policy.

We attempt to detect and redact/anonymise Personal Data you submit, but this is not guaranteed to be 100% effective and we cannot reliably detect special-category data submitted in free-text.

Supplier Usage Policies.
Supplier AUPs apply. You must not use Knowbot to request, generate, or facilitate content or activity that our LLM Suppliers prohibit, including weapons or CBRN, malicious cyber activity (malware, vulnerability exploitation), terrorism/violence, illegal goods/services, deception/fraud/impersonation, election interference, facial recognition databases or real-time remote biometric identification, social scoring/sensitive-attribute profiling, or national-security/intelligence purposes without the supplier's approval. Attempts to circumvent safety systems are prohibited.

By using a Knowbot, you agree to comply with our Suppliers' acceptable-use policies and any model-specific terms that apply when those models are used via our Suppliers. These may be updated from time to time. If you do not agree to any updated Supplier or model terms, you must stop using Knowbot.

Trade Compliance.
You must comply with applicable export-control and sanctions laws (including U.S./UK/EU measures). Don't use Knowbot in, by, or for the benefit of embargoed or comprehensively sanctioned countries/regions or restricted parties. We may geoblock or withhold access to meet these obligations.

Software.
A Knowbot runs within an internet browser. Your browser can download Knowbot software, which updates automatically to keep you current. Some components use open-source software, covered by separate licenses.

Your Content.
When you use a Knowbot, you can send information to it ("Input") and receive responses ("Output") from it based upon that Input. Together, these make up "Content." You agree to take full responsibility for Content, including making sure it follows all laws and these Terms. You confirm that you have all necessary rights and permissions to provide Input to the Knowbot. This includes having the necessary rights, permissions, and consents to share any Personal Data of another person (which, for the avoidance of doubt, you must not submit as Personal Data via a Knowbot). You grant MHF a non-exclusive, worldwide, royalty-free licence to host, use, reproduce and process your Content solely for the purposes set out in these Terms and the Privacy Policy.

Outputs may be non-unique. Due to how LLMs work, similar prompts can yield similar or identical outputs for different users.

Our Use of Content.
We can use your Content including to:

i) operate and enhance Knowbot's services by, for example, improving prompt design and for testing purposes;
ii) ensure legal compliance;
iii) enforce our terms of service; and
iv) maintain platform security; and
v) create redacted/anonymised analytics and conversation exports for relevant Clients, as described in the Privacy Policy.

Others' Use of Content.
Each Knowbot uses a large language model ("LLM") provided by one or more of our LLM Suppliers. You agree that our LLM Suppliers, Cloud Hosting Suppliers, Observability Suppliers, Error Monitoring Suppliers and any relevant Clients (for conversation exports) will receive some or all of your Inputs and Outputs, although we may redact and/or anonymise some of your Inputs for privacy purposes. Our LLM Suppliers are configured such that they will not use your Content to train their models; some providers may retain limited logs for abuse detection and service security, with retention periods and routine deletion arrangements set out in the Supplier List.

For non-Client Knowbots, any provision of conversation exports to a Client is controller-to-controller: governed by a DSA where one is in place, and otherwise by the Interim Controller Sharing Terms in the Privacy Policy until a DSA is executed. You agree that our Clients can use your Content to improve their services. Under either the Interim Terms or a DSA, the Client acts as an independent controller for its copy and processes it under its own privacy policy.

Accuracy.
We selected our LLM Suppliers because we believe they provide the best service available for the purposes of Knowbot. However, because LLMs use probability-based predictions, their outputs may sometimes contain inaccurate information including about people, places, or facts. We reduce the possibility of a Knowbot producing inaccurate answers by requiring the LLM to construct its answer by reading at question time only specified relevant material, typically the website of a Client website (rather than the wider internet), and through prompt design and in-context learning. Nevertheless:
If you use a Knowbot you understand and agree:

- A Knowbot's responses may contain inaccuracies. A Knowbot's outputs should not be used as your sole information source or in place of professional guidance. You should independently verify all information it provides.
- A Knowbot's responses may be incomplete, inaccurate, offensive or contain content that does not align with our views or those of its associated Client, if any. Any mention of third-party services or products in responses should not be interpreted as an endorsement or indication of affiliation with us or the relevant Client, if any.
- Before implementing or sharing any responses from a Knowbot, you must verify their accuracy and suitability for your intended purpose, including conducting human review where appropriate.
- You must not use any Knowbot responses about End Users for decisions that could materially or legally affect them, including but not limited to determinations regarding credit, education, employment, housing, insurance, legal matters, medical care, or other significant life outcomes.
- Although a Knowbot's answers are typically constructed from information on specified source material such as a Client website, that Knowbot may occasionally

answer questions based on information its underlying LLM learned during its training.

Never make important decisions or take consequential actions without first taking advice from an appropriate qualified human professional.

To the maximum extent permitted by law we disclaim responsibility for the content of websites or other media read or ingested by a Knowbot.

IP Rights.
We retain exclusive ownership of all intellectual property rights to Knowbot and MHF, including their names and logos. Any use of the Knowbot or MHF name or their logos requires our explicit written permission.

Provision, Notice and Consideration.
We do not charge you money for using Knowbot. We use your Content to improve Knowbot, and we regard that benefit as sufficient valuable consideration to compensate us for providing you with access to Knowbot.

If you wish to stop using Knowbot you may do so without giving us notice. We will deliver Knowbot with professionalism and expertise while exercising due care. However, we reserve the right to modify or discontinue or withhold access to Knowbot at any time without notice or providing reason.

Liability.
Knowbot is being continually developed. To the extent permitted by law we (MHF) disclaim liability with respect to Knowbot including errors, bugs, incomplete answers, citations, outages etc.

Subject to us having acted with professional diligence, to the maximum extent permitted by law we are not liable for any loss or damage we may cause, unless it:

- was reasonably foreseeable at the time of entering into these Terms; or
- is caused by our breach of these Terms.

We take no responsibility for any loss or damage caused by events beyond our reasonable control. We remain fully liable wherever the law prevents us from limiting our liability. All your legal rights and protections stay in place.

By using a Knowbot you may be able to link to other websites which are not under our control. We have no control over the nature, content and availability of such sites. The inclusion of any links does not imply a recommendation or endorse the views expressed within them.

Dispute Resolution.
If there is a dispute, please allow us to attempt to address your concerns before commencing legal action by contacting us through our contact forms at www.mikehudsonfoundation.org/contact or www.knowbot.uk

Delay in Enforcement.
No delay in enforcing any part of these Terms by either party waives their right to enforce it in the future. If a court finds any portion of these Terms unenforceable, all other portions remain valid and enforceable.

Changes to These Terms.

We may update these Terms from time to time and we encourage you to review these Terms and our Privacy Policy periodically. If we make significant changes, we will place a prominent notice on our website or within a Knowbot.

Governing Law. The law of England and Wales shall govern these Terms.