

# Terms of Use – Touchstage Platform

**Last Updated:** 18 July 2025

**Version:** 1.0

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## 1. Agreement to Terms

These Terms of Use (“Terms”) form a legally binding agreement between you (“User”, “Customer”, “you”) and Aikolumi Software Pvt Ltd (“Company”, “we”, “us”, “our”), governing your use of the Touchstage platform, including:

- Touchstage SaaS platform (web app)
- Browser extensions
- APIs
- AI-powered capabilities (agents, copilots, guides)
- Any related products, services, and websites (collectively “Touchstage”)

By accessing or using Touchstage, you agree to these Terms. If you do not agree, do not use Touchstage.

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## 2. Services Provided

Touchstage offers a platform where customers can:

- Record in-app user flows using browser extensions
- Build guides, copilots, and AI-powered agents
- Automate user workflows using their own APIs

- Provide end-users with chat-like interaction inside their SaaS products

Touchstage is provided as a software-as-a-service (SaaS) solution.

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### **3. Eligibility**

You must:

- Be at least 18 years old.
- Have authority to bind your organization to these Terms.

You represent that all registration information you submit is accurate.

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### **4. Accounts and Security**

- You are responsible for maintaining the confidentiality of your account login credentials.
  - Notify us immediately of unauthorized access or breaches.
  - You agree not to share login credentials with unauthorized persons.
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### **5. Acceptable Use**

You may not:

- Use Touchstage to break any laws.
- Record or transmit sensitive personal data (health, financial, biometric) unless authorized.
- Use the service to harm, harass, or exploit others.

- Reverse-engineer, attempt to gain unauthorized access to, or disrupt Touchstage systems.
  - Use Touchstage in high-risk applications where failure may cause harm (e.g., life support).
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## 6. Payment and Pricing

- Access to Touchstage may be subscription-based, with charges as per your chosen plan.
- All fees are non-refundable unless otherwise stated.
- Credits used for guides, copilots, and AI models are subject to usage terms specified at <https://touchstage.ai/pricing>.
- We may update pricing plans with prior notice.

Failure to pay may result in account suspension or termination.

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## 7. Data and Privacy

- Data collected during your use of Touchstage is processed per our Privacy Policy at <https://touchstage.ai/privacy>.
  - You retain ownership of your content (recordings, API data, inputs).
  - By using Touchstage, you grant us limited rights to process data solely to provide services.
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## 8. AI-Powered Features

- Touchstage uses AI models (e.g., GPT-4o via Azure, Gemini) to power agents and copilots.
- You acknowledge AI outputs are probabilistic and may not be 100% accurate or reliable.
- You are responsible for reviewing AI-generated outputs before acting upon them.

AI models are provided as-is without warranties.

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## 9. Customer Responsibilities

You are responsible for:

- Securing end-user data processed through your account.
  - Complying with applicable data protection laws (e.g., GDPR, CCPA).
  - Ensuring content uploaded (e.g., API docs, UI captures) does not infringe third-party rights.
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## 10. Intellectual Property

- All software, trademarks, and technology in Touchstage are owned by Aikolumi Software Pvt Ltd.
  - Using Touchstage grants no ownership of intellectual property rights.
  - You may not reproduce, distribute, or create derivative works without permission.
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## 11. Termination

We may suspend or terminate your access:

- If you breach these Terms.
- For non-payment.
- If your use creates a security risk or legal liability.

Upon termination:

- Your right to use Touchstage ceases immediately.
- Data deletion follows our Privacy Policy.

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## 12. Warranties and Disclaimers

- Touchstage is provided “AS IS” without warranties of any kind.
- We disclaim liability for:
  - AI decision outcomes.
  - Third-party APIs or services.
  - Downtime or data loss.

You use Touchstage at your own risk.

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## 13. Limitation of Liability

To the maximum extent allowed by law:

- We are not liable for indirect, incidental, consequential, or punitive damages.
  - Our total liability is capped at the fees paid by you in the past 12 months.
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## 14. Indemnification

You agree to indemnify and hold Aikolumi Software Pvt Ltd harmless from claims arising from your:

- Breach of these Terms.
  - Unauthorized use of Touchstage.
  - Violation of laws or third-party rights.
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## 15. Modifications to Terms

We may revise these Terms at any time. Changes are effective upon posting. Continued use after changes constitutes acceptance.

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## 16. Governing Law

These Terms are governed by and construed under the laws of India.

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## 17. Contact

For questions about these Terms, contact:

Touchstage / Aikolumi Software Pvt Ltd

Chandanapparambil House,

Feroke, Calicut

Kerala, India, **673631**