

Syllabox - Terms of Service

Last Updated: 11.06.2025

Definitions

- **Agreement:** these Terms of Service together with any Order Form, Privacy Policy, and Data Processing Agreement
- **Customer:** educational institutions, teachers, or organizations using Syllabox for professional educational purposes
- **End-User:** individual teachers, students, or staff authorized by the Customer to access Syllabox
- **Educational Data:** all learning-related information, student work, and pedagogical content processed through the Platform
- **Order Form:** any agreement specifying subscription details, pricing, and institutional arrangements
- **Platform:** the Syllabox AI-powered educational differentiation platform, including all APIs and related services
- **Services:** all educational services provided through the Platform, including AI content generation, workflow creation, and learning path development
- **Terms:** these Terms of Service including all referenced policies and agreements

These Terms of Service ("Terms") govern your use of Syllabox ("the Service," "Platform"), operated by Syllabox ("Syllabox," "we," "us," or "our"). By accessing or using Syllabox, you ("Customer," "User," or "you") agree to be bound by these Terms.

1. Applicability and Agreement Structure

Unless explicitly determined otherwise in writing, all Services provided by Syllabox shall be governed by these Terms. Institutional customers may have additional arrangements specified in a separate Order Form.

All transactions are governed by (in descending hierarchical order): (i) any signed Order Form, (ii) these Terms, (iii) our Privacy Policy and Data Processing Agreement, and (iv) Belgian law. In case of contradiction, the higher hierarchical document shall prevail.

The Customer shall inform End-Users of these Terms and require compliance with applicable laws and regulations. Customer indemnifies Syllabox for violations by End-Users.

2. Acceptance and Modifications

By creating an account or using Syllabox, you confirm that you:

- Are at least 13 years old, or have parental/guardian consent if under 13
- Have the legal capacity to enter into these Terms

- Will comply with all applicable laws and regulations

Syllabox may make changes to these Terms from time to time. Material changes will become effective 30 days after notification via email or in-app notice. Continued use after changes constitutes acceptance.

3. Service Description and Performance

Syllabox is a didactic-centric AI platform designed to support differentiation in educational settings. Our platform enables educators to create personalized learning experiences through AI-powered content generation while maintaining full pedagogical control. The Service includes:

- AI-powered quiz generation based on learning objectives, difficulty levels, and student contexts
- Customizable workflows for content adaptation (language level, interest contextualization, difficulty adjustment)
- Learning path creation tools that combine multiple workflows into coherent educational experiences
- Content management system for organizing, sharing, and reusing educational materials
- Transparent AI processes where teachers can view and modify prompts and generation parameters
- School-wide policy configuration tools for consistent AI usage guidelines
- Integration capabilities with existing educational platforms and content repositories

Service Level: Syllabox performs all Services as a "best effort obligation" with appropriate care and good faith. The Platform is provided "AS-IS" and "AS AVAILABLE." Customer confirms it does not base reliance on future functionality or features not yet developed.

4. User Accounts and Eligibility

Account Creation:

- Provide accurate, current, and complete information
- Maintain one account per person or institution
- Keep login credentials secure and confidential
- Notify us immediately of any unauthorized access

Age Requirements:

- Users under 13: Require verifiable parental consent
- Users 13-17: May use the Service with parental awareness
- Educational institutions may create accounts for classroom use

Account Types:

- Individual educator accounts for teachers and pedagogical staff
- Student accounts (managed by educators with appropriate permissions)
- Institutional accounts for schools and educational organizations

- Collaborative accounts for teaching teams and subject groups

5. Acceptable Use Policy

You agree to use Syllabox only for legitimate educational purposes. Prohibited activities include:

Content Violations:

- Uploading copyrighted material without permission
- Sharing inappropriate, offensive, or discriminatory content
- Posting personally identifiable information of students without consent
- Creating fake or misleading educational content

Technical Violations:

- Attempting to hack, reverse engineer, or disrupt the Service
- Using automated tools to scrape or extract data
- Circumventing security measures or access controls
- Overloading our servers or infrastructure

Educational Misuse:

- Using AI-generated content without proper pedagogical review or adaptation
- Creating assessments intended for high-stakes evaluation without human validation
- Sharing AI prompts or workflows that could compromise learning objective integrity
- Misrepresenting AI-generated content as original human-created educational material
- Using the platform to generate content outside your subject matter expertise without appropriate review

6. Educational Content and Intellectual Property

Your Educational Content:

- You retain ownership of learning objectives, curricula, and original educational designs you input
- You grant us a limited license to process your content through our AI workflows
- Generated quiz content and learning materials remain under your pedagogical control
- You may share, modify, and reuse content you create within the platform
- Workflows and learning paths you design can be shared with your institution or teaching community

Our Platform and AI Technology:

- Syllabox platform, AI models, workflow engine, and core functionalities are our property
- You receive a limited, non-exclusive license to use the Service for educational purposes

- Our AI prompts, generation algorithms, and platform architecture remain confidential
- Templates, pre-built workflows, and system-generated content elements are licensed for educational use

Collaborative Content:

- Content shared within institutional accounts becomes accessible to authorized team members
- Shared workflows and learning paths maintain attribution to their original creators
- Schools may establish policies governing internal content sharing and modification rights

Student Work and Data:

- Student-generated content belongs to the student (and/or institution)
- We process student data only as necessary to provide the Service
- Educators are responsible for obtaining appropriate consents
- Data handling complies with FERPA and other applicable laws

7. Privacy and Data Protection

Your privacy is fundamental to our Service. Our Privacy Policy details how we:

- Collect, use, and protect your personal information
- Handle student educational records in compliance with FERPA
- Implement security measures to protect your data
- Provide you with control over your information

Your privacy and that of your students is fundamental to our Service. Our Privacy Policy details how we:

- Collect, use, and protect personal and educational information
- Handle student educational records in compliance with FERPA and GDPR
- Process learning analytics data to improve differentiation capabilities
- Implement security measures to protect sensitive educational data
- Provide educators and institutions with control over their information
- Ensure AI training does not compromise individual privacy or educational confidentiality

8. Payment Terms and Late Payment

Fees and Billing:

- Subscription fees are as stated in the Order Form (excluding VAT) and must be paid in the indicated currency
- Educational discounts available for qualified institutions and individual educators
- Free tier limitations may apply to certain AI generation quotas or advanced features
- Syllabox will invoice at the beginning of each subscription period unless specified otherwise

Payment Terms:

- All invoices are due within thirty (30) days following the invoice date
- Electronic invoicing is standard unless otherwise agreed
- Invoices may only be disputed in writing within seven (7) days of invoice date, specifying invoice number and detailed reasoning
- Undisputed portions of partially disputed invoices remain due

Late Payment Consequences: If payment is not received by the due date and remains unpaid seven (7) days after a payment reminder:

- Late payment interest of 1% per month applies (partial months count as full months)
- All collection costs will be added to the amount due
- Syllabox may suspend Platform access until payment is received
- Continued non-payment may result in account termination

9. Service Availability and Support

Availability:

- We strive for 99.9% uptime but don't guarantee uninterrupted service
- Scheduled maintenance will be announced in advance
- Emergency maintenance may occur without notice

Support:

- Technical support available via mail or mobile phone
- Educational resources and tutorials provided in-app
- Response times vary by account type and issue severity

10. Termination

By You:

- Delete your account anytime through account settings
- Subscription cancellation doesn't entitle to refunds

By Syllabox:

- We may suspend accounts for Terms violations
- Permanent termination requires written notice when possible
- We'll provide data export opportunities before termination

11. Disclaimers and Limitations

Educational Disclaimer:

- Syllabox is designed to support pedagogical differentiation, not replace professional educational judgment

- AI-generated content requires educator validation for educational appropriateness and accuracy
- Learning outcomes depend on effective pedagogical implementation, not solely on AI assistance
- The platform facilitates but does not guarantee improved learning results
- Educators remain responsible for curriculum alignment and student assessment validity

Service Limitations:

- THE SERVICE IS PROVIDED "AS IS" WITHOUT WARRANTIES
- WE DISCLAIM ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS
- WE DON'T WARRANT ERROR-FREE OR UNINTERRUPTED OPERATION

Liability Limitations:

- OUR LIABILITY IS LIMITED TO THE AMOUNT YOU PAID IN THE LAST 12 MONTHS
- WE'RE NOT LIABLE FOR INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES
- SOME JURISDICTIONS DON'T ALLOW THESE LIMITATIONS

12. Indemnification

You agree to defend and hold us harmless from claims arising from:

- Your use of the Service
- Your violation of these Terms
- Your violation of third-party rights
- Content you upload or share

13. Governing Law and Disputes

These Terms are governed by Belgian law. Disputes will be resolved through:

- Good faith negotiation first
- Binding arbitration if negotiation fails

14. Educational Ethics and AI Responsibility

Ethical AI Use:

- AI must be used to enhance, not replace, human pedagogical expertise
- Transparency about AI assistance is required when sharing educational materials
- Bias monitoring and mitigation measures are implemented in our AI systems
- Student agency and human connection in learning must be preserved

Professional Development:

- Educators are encouraged to develop AI literacy alongside platform usage
- Sharing of best practices and pedagogical innovations is supported
- Continuous learning about responsible AI integration is promoted

Research and Development:

- Platform usage data may be analyzed to improve differentiation algorithms (with privacy protections)
- Educational research partnerships may be established to validate pedagogical effectiveness
- User feedback contributes to responsible AI development in educational contexts

15. Accessibility and Compliance

We're committed to making Syllabox accessible to all users and strive to comply with:

- Web Content Accessibility Guidelines (WCAG) 2.1 AA standards
- European Accessibility Act requirements for digital educational tools
- Universal Design for Learning (UDL) principles in our interface design
- Multi-language support for diverse educational communities

16. Contact and Legal Information

Syllabox Address: Traveins, 64B, 9620 Zottegem Email: hello.syllabox@gmail.com Phone: +32 (0) 492 79 59 40

For Terms questions, for technical support or for privacy concerns:
hello.syllabox@gmail.com

17. Severability

If any provision of these Terms is found unenforceable, the remaining provisions will continue in full force and effect.