

FactChat Terms of Service

Effective March 4, 2025

Article 1 (Purpose)

These Terms govern matters necessary among Mindlogic, Inc. (hereinafter the "**Provider**"), the Customer, and Individual Users with respect to FactChat (hereinafter the "**Service**") provided by the Provider.

Article 2 (Definitions)

1. The terms used in these Terms are defined as follows:

- a. **Service:** refers to the service the Provider offers to enable Individual Users belonging to the Customer to converse or chat with an LLM (Large Language Model) using the LLM, to build chatbots themselves, to use chatbots within the Customer's organization, or to let the Customer offer chatbots to an unspecified audience.
- b. **Chatbot:** a computer program that responds to questions in natural language format.
- c. **Customer:** a person or entity that has entered into a service usage agreement with the Provider in order to use the Service for its business or activities.
- d. **Individual User:** a person such as an employee of the Customer who uses the Service with the Customer's permission to sign up.
- e. **End User:** a person who uses chatbots that the Customer has built and posted via the Service, by entering natural language questions or making voice queries.
- f. **Content:** data, videos, images, photos, voice, and text information that the Customer, an Individual User, or an End User processes, creates, posts, or shares for display on a chatbot.

2. The definitions of terms used in these Terms, except for those defined in the preceding paragraph, follow relevant laws and general commercial practice.

Article 3 (Specification, Effect, and Amendment of Terms)

1. The Provider posts the contents of these Terms at a location it designates within the service screen so that the Customer and Individual Users can review them.
2. When the Customer or an Individual User uses the Service, or when the Administrator approves an application for use, the user shall be deemed to have agreed to these Terms, which then take effect.
3. The Provider may amend these Terms to the extent that the amendments do not violate the Act on the Regulation of Terms and Conditions (the "Terms Regulation Act"), the Framework Act on Electronic Documents and Transactions, the Digital Signature Act, the Act on Promotion of Information and Communications Network Utilization and Information Protection (the "Information and Communications Network Act"), the Act on Consumer Protection in Electronic Commerce (the "Electronic Commerce Act"), and other relevant laws.
4. When amending these Terms, the Provider shall announce the amended contents and the reasons for amendment from at least [7] days before the effective date until the day before the effective date.

Article 4 (Application for Use)

1. Individual Users may apply for use by entering a name, email address, and password, and may use the Service after the administrator designated by the Customer (the "**Administrator**") approves the application, or after the Administrator grants accounts to Individual Users individually or in bulk.
2. The Administrator may, after reviewing an application from an Individual User, approve or reject the application. The Provider bears no responsibility for the Customer's approval or rejection of applications for use.
3. Even after an Individual User has started using the Service, the Administrator may, at its discretion, suspend the Individual User's use, limit their usage volume, or delete the Individual User's account.

Article 5 (Contents and Provision of the Service)

1. The contents of the Service that the Provider offers to the Customer and Individual Users are as follows, and may be added to or restricted as necessary.
 - a. **Chatbot**: conversing with an LLM or chatbot selected by the Individual User, or leveraging the chatbot's knowledge and reasoning capabilities
 - b. **Studio**: building chatbots directly using RAG and data
 - c. **Store**: publishing or using built chatbots
2. The Provider generally provides the Service 24 hours a day, 365 days a year. However, the Provider may suspend all or part of the Service at any time due to service malfunctions, or for resolution of malfunctions, quality improvement, or content changes.

3. The Customer and Individual Users may use the Service provided by the Provider by operating it in the usual manner. Mechanical operations performed automatically or repetitively using automated means do not fall within the "usual manner" described above.

Article 6 (Obligations of Customer and Individual Users)

1. The Customer and Individual Users agree not to engage in any of the following acts, and acknowledge full responsibility for ensuring that anyone able to use their account does not engage in such acts:
 - a. Allowing others to use one's account, providing access to a third party, or granting access rights
 - b. Attempting to copy, disassemble, analyze, imitate, modify, or alter the Service through reverse engineering, decompiling, disassembling, or any other form of processing
 - c. Attempting to access the technical foundations of the Service, such as source code, processes, datasets or databases, management tools, development tools, servers, or hosting sites
 - d. Attempting to copy the characteristics, functions, graphics, or other aspects of the Service
 - e. Using the Service or accessing the system in abnormal ways that are not the normal usage methods provided by the Provider
 - f. Abusing or interfering with the Provider's network, users' accounts, or the Service, or otherwise disrupting its business
 - g. Uploading or transmitting software, Content, or code that may damage, disable, or destroy the Service, or adversely affect its performance
 - h. Using the Service in any way that may adversely affect other services or systems
 - i. Engaging in any other acts that violate laws or these Terms
2. The Provider or the Customer may investigate the conduct of an Individual User judged to have violated, or likely to violate, the obligations set forth in this Article, and may take appropriate measures at the Provider's or Customer's discretion. Such measures include warnings, deletion of Content, deletion of accounts or profiles, recovery of some or all benefits provided to the Individual User, restriction of some or all use of the Service, termination of the usage agreement, and reporting to relevant administrative agencies. If damage results from the Individual User's acts, compensation may be sought.

Article 7 (Protection and Collection of Content)

1. The Customer or an Individual User must lawfully secure the intellectual property rights to Content before using or providing it, and must not infringe the legitimate rights of third parties (including but not limited to intellectual property rights, rights of reputation, portrait rights, copyrights, and trademark rights).

2. The Provider may not use input from Individual Users or End Users for LLM training without prior consent.

Article 8 (Privacy Policy)

1. The Provider endeavors to protect the personal information of the Customer and Individual Users in accordance with relevant laws, and the protection and use of personal information shall follow relevant laws and the Provider's privacy policy.
2. The Customer and Individual Users shall announce, via website or service application, a privacy policy concerning the protection and management of chatbot End Users' personal information so that End Users may review it. If the Customer or an Individual User uses chatbot End Users' personal information beyond the purposes consented to, or provides it to a third party without consent, the Provider shall bear no responsibility.

Article 9 (Disclaimer of Warranties)

1. The Provider does not warrant the accuracy or error-free nature of the Service.
2. The Provider does not warrant the quality, fitness for a particular purpose, timeliness, or performance of the Service, nor that the Service will satisfy all of the user's requests or operate without interruption or error.
3. The Customer or an Individual User must use the Service at the Customer's own risk, and agrees that the Service is provided as is with all faults and without express or implied warranty.

Article 10 (Limitation of Provider's Liability)

The Provider shall not be liable for damages arising from the following:

1. Cases where the Service cannot be provided due to natural disasters or other force majeure events
2. Damage arising from maintenance, replacement, periodic inspection, construction, or other similar causes for service facilities
3. Service usage disruptions attributable to the Customer, an Individual User, or an End User
4. Damage arising from inaccuracies in the LLM's or chatbot's utterances, or from End Users accepting and acting on such utterances
5. Damage arising from violations of the obligations set forth in Articles 6 through 8 by the Customer or an Individual User
6. Damage arising from any unauthorized access to the server by a third party or from any unlawful use of the server

- 7. Damage arising from any unlawful interference with or interruption of transmissions to or from the server by a third party
- 8. Damage caused by any virus, spyware, or other malicious program that a third party transmits or disseminates, or causes to be transmitted or disseminated, through use of the Service
- 9. Damage arising from errors, omissions, gaps, or destruction of transmitted data
- 10. Other damage arising from acts in which the Provider has no intent or gross negligence

Article 11 (Governing Law and Jurisdiction)

- 1. These Terms are governed by and construed in accordance with the laws of the Republic of Korea.
- 2. For any lawsuit arising from a dispute between the Provider and the Customer, or between the Provider and an Individual User, the Seoul Central District Court shall be the exclusive court of first-instance jurisdiction.

FactChat

Multiple leading LLMs — ChatGPT, Claude, Gemini and more — on one screen, securely, pay as you go. An enterprise generative-AI platform built and operated by Mindlogic.

PRODUCT

- Core features
- Security

COMPANY

- Mindlogic
- FAQ
- Contact sales

BUSINESS INFORMATION

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