

Terms of Service

Effective October 11, 2026

Article 1 (Purpose)

The purpose of these Terms of Service is to prescribe, in relation to the service (hereinafter referred to as “the Service”) provided by Mindlogic Inc. (hereinafter referred to as “the Provider”), the matters necessary among the Provider, the Customers, and Individual Users.

Article 2 (Definitions)

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

1. **Service:** A service provided by the Provider to enable Individual Users to converse or chat with an LLM (Large Language Model), create Chatbots themselves, use Chatbots within the Customer’s organization, or enable the Customer to make Chatbots available to an unspecified number of persons by utilizing an LLM.
2. **Chatbot:** A computer program that provides answers to questions in natural language form.
3. **Customer:** An institution or individual that has entered into a service use agreement with the Provider in order to utilize the Service for its or such individual’s business, activities, or other purposes.
4. **Individual User:** A person, such as an employee affiliated with an institutional Customer, who uses the Service after receiving authorization to register from the Customer. However, where an individual directly enters into a service use agreement with the Provider (Article 4, paragraph 4), the Customer and the Individual User are the same person and are collectively referred to as an Individual User even in such case. In such case, the provisions concerning the Administrator (the portions of Article 4, paragraphs 1 through 3, in which the Customer is prescribed as the acting party) do not apply.
5. **End User:** A person who uses a Chatbot by entering natural language questions or making voice queries to converse with a Chatbot created and published by a Customer or Individual User using the Service.
6. **Content:** Data, videos, images, photographs, audio, textual information, and other materials that a Customer, Individual User, or End User processes, creates, publishes, or shares for display on a Chatbot.
7. **Credit:** A unit of use within the Service that is deducted according to the amount of Service usage and may be purchased or received from the Provider for use of the Service.

② Except as prescribed in paragraph 1 above, the definitions of the terms used in these Terms of Service follow applicable laws and regulations and general commercial practices.

Article 3 (Disclosure, Effect, and Amendment of the Terms of Service)

① The Provider posts these Terms of Service at a location designated by the Provider on the Service screen so that Customers and Individual Users may review them.

② These Terms of Service take effect at the times specified in the following subparagraphs.

1. Customer: When the Customer enters into a service use agreement with the Provider.
2. Individual User affiliated with a Customer: When the Individual User agrees to these Terms of Service and receives registration approval or is assigned an account by the Administrator.
3. Where an individual registers directly: When the individual agrees to these Terms of Service and completes the registration procedure.

③ The Provider may amend these Terms of Service to the extent that such amendment does not violate applicable laws and regulations, including the Act on the Regulation of Terms and Conditions (hereinafter referred to as the “Terms and Conditions Regulation Act”), the Framework Act on Electronic Documents and Transactions, the Electronic Signature Act, the Act on Promotion of Information and Communications Network Utilization and Information Protection (hereinafter referred to as the “Information and Communications Network Act”),

and the Act on Consumer Protection in Electronic Commerce, Etc. (hereinafter referred to as the “Electronic Commerce Act”).

- ④ Where the Provider amends these Terms of Service, it gives notice of the amendments and the reasons for the amendments from at least 7 days before the effective date until the day preceding the effective date. However, where an amendment is unfavorable to a Customer or Individual User, the Provider gives notice or notification from 30 days before the effective date.

Article 4 (Application for Registration)

- ① Individual Users affiliated with a Customer may apply for registration by entering their name, email address, and password and use the Service by having their registration applications approved by an administrator designated by the Customer (hereinafter referred to as the “Administrator”) or by being assigned accounts individually or collectively by the Administrator.
- ② After reviewing an application for registration submitted by an Individual User affiliated with a Customer, the Administrator may approve or reject the application, and the Provider assumes no responsibility for the Customer’s approval or rejection of an Individual User’s application for registration.
- ③ Even after an Individual User affiliated with a Customer begins using the Service, the Administrator may, at its discretion, suspend use of the Service, restrict usage, or delete the Individual User’s account.
- ④ Where an individual registers directly, there is no Administrator, and the service use agreement is formed when the registration procedure is completed. In such case, the provisions of paragraphs 1 through 3 of this Article concerning the Administrator do not apply.
- ⑤ Registration for and use of the Service are available only to persons aged 14 years or older. The Provider may restrict the use of or delete an account confirmed to belong to a person under 14 years of age.

Article 5 (Details and Provision of the Service)

- ① The details of the Service provided by the Provider to Customers and Individual Users are as follows, and the Provider may add to or restrict them where necessary.
 1. Chatbot: Conversing with an LLM or Chatbot selected by an Individual User or utilizing the knowledge and reasoning capabilities of a Chatbot
 2. Studio: Enabling an Individual User to create a Chatbot directly by utilizing RAG and data
 3. Store: Publishing or using a created Chatbot
- ② In principle, the Provider provides the Service 24 hours a day, throughout the year. However, the Provider may suspend all or part of the Service at any time due to a Service failure or for the purpose of resolving a Service failure, improving quality, changing details, or for other purposes.
- ③ Customers and Individual Users may use the Service by operating it in an ordinary manner provided by the Provider. Operations performed automatically or repeatedly using mechanical means do not constitute operations by the “ordinary manner” described above.

Article 6 (Trial and Evaluation Accounts)

- ① The Provider may provide test, trial, or evaluation accounts (hereinafter referred to as “Trial Accounts”) with specified periods and usage amounts to allow an institutional Customer to review the introduction of the Service.
- ② A Trial Account may be used only for the Customer’s internal review and evaluation of the introduction of the Service and shall not be used for commercial operations, resale, or the provision of services for a third party.
- ③ The Customer shall not assign or share a Trial Account with a person who is not affiliated with the Customer. The Provider may request that the Customer verify the affiliation of the actual account user in order to determine whether the account is being used appropriately.
- ④ The Provider may discontinue or withdraw the provision of a Trial Account where the Trial Account’s use period expires, its conditions of use are violated, a security risk exists, operational needs arise, or any other reasonable grounds exist.
- ⑤ This Article and Article 7 remain effective even after the end of the trial period.

Article 7 (Obligations of Customers and Individual Users)

- ① Customers and Individual Users agree not to engage in any of the following acts and agree that they bear full

responsibility for ensuring that persons who may use their accounts do not engage in such acts.

1. Allowing another person to use their account, providing their account to a third party, or granting a third party access rights
 2. Attempting to reproduce, disassemble, analyze, imitate, modify, or alter the Service through reverse engineering, decompiling, disassembling, or any other processing act
 3. Attempting to access the technical foundation of the Service, including source code, processes, datasets or databases, administration tools, development tools, servers, or hosting sites
 4. Attempting to reproduce the features, functions, graphics, or other elements of the Service
 5. Using the Service or accessing the system by an abnormal method other than the ordinary method of using the Service provided by the Provider
 6. Abusing or interfering with the Provider's network, an End User's account, the Service, or other resources, or disrupting business operations
 7. Uploading or transmitting software, Content, or code that may damage, disable, or destroy the Service or adversely affect the performance of the Service
 8. Attempting to use the Service in a manner that may adversely affect other services, systems, or other resources
 9. Using or accessing the Service or Output of the Service to develop, modify, fine-tune, distill, or improve any product, service, or artificial intelligence model that competes with the Provider's Service
 10. Using Output of the Service or data derived therefrom for the training, fine-tuning, or distillation of a machine learning model, neural network, or artificial intelligence system. However, the following cases are excluded.
 - a. A model created or trained by the Customer solely using its own inputs
 - b. A case approved in writing in advance by the Provider
 11. Exposing or extracting non-public internal instructions or configurations, including the Service's system prompts, prompt templates, agent configurations, model routing, and Credit calculation logic, or attempting to identify them by circumventing technical measures
 12. Collecting, extracting, or reproducing Output or data from the Service using automated means, including bots, crawlers, spiders, or data-mining tools, or using the Service as input for another service, website, or database. However, the use of APIs or integration features officially provided or approved in advance by the Provider is excluded.
 13. Attempting to circumvent or disable content filters, safeguards, or policy-based or technical restrictions applied by the Provider through prompt injection, jailbreaking, or other methods
 14. Providing or disclosing to a third party, without the Provider's prior written consent, non-public information concerning the Service's screen configuration, functional flow, prompts, pricing or Credit system, or other matters
 15. Any other act that violates laws and regulations or these Terms of Service
- ② The Provider may investigate acts of a Customer or Individual User that it determines have violated or are likely to violate the obligations set forth in this Article and may take appropriate measures at its discretion. Such measures include warnings, deletion of Content, deletion of an account or profile, withdrawal of some or all benefits provided to the relevant Customer or Individual User, restriction of the use of some or all of the Service, termination of the service use agreement, and reporting to relevant administrative authorities, and the Provider may claim damages where damage occurs as a result of an act of the Customer or Individual User.

Article 8 (Use of Paid Services and Credits)

- ① A Customer or Individual User may purchase Credits through a payment method designated by the Provider, and a purchase agreement is formed when payment is completed.
- ② Details concerning the validity period, order of use, withdrawal of subscription, and refunds for Purchased Credits follow the Credit Purchase and Refund Policy provided before payment.
- ③ Where a Customer under 19 years of age makes a payment without the consent of a legal representative, the agreement may be canceled in accordance with applicable laws and regulations. Where the agreement is canceled, the refund is processed in accordance with applicable laws and regulations and these Terms of Service, and where any Service has already been provided, the portion used may be settled to the extent permitted by applicable laws and regulations.
- ④ Where these Terms of Service and the Credit Purchase and Refund Policy differ, the provisions more favorable to the Customer or Individual User apply with priority.

Article 9 (Protection and Collection of Content)

- ① A Customer or Individual User shall lawfully secure and exercise or provide intellectual property rights in Content and shall not infringe the lawful rights of a third party, including, but not limited to, intellectual property rights, rights to reputation, rights of publicity, copyrights, and trademark rights.
- ② The Provider shall not use content entered by an Individual User or End User for LLM training without prior consent.
- ③ Where a Customer or Individual User enters a third party's personal information, the Customer or Individual User shall secure a lawful basis for collecting and using such personal information, and the Provider assumes no liability for any dispute or damage arising from a violation thereof, except where it results from an unlawful act committed intentionally by the Provider.
- ④ The Provider does not assert any rights to Output generated by a Customer or Individual User through the Service, and the Customer or Individual User has the right to use the Output.
- ⑤ However, because the Output is generated by AI, the scope of its protection under the Copyright Act may be limited, and identical or similar Output may also be generated for other Customers. Except in the case of an unlawful act committed intentionally by the Provider, the Customer or Individual User bears responsibility arising from the use of the Output, and the Customer or Individual User shall independently determine whether the rights of a third party are infringed before using the Output, including for commercial purposes.
- ⑥ The usage policies of the provider of the AI model that generated the relevant Output also apply to the use of the Output.

Article 10 (Privacy Policy)

- ① The Provider endeavors to protect the personal information of Customers or Individual Users as prescribed by applicable laws and regulations, and the protection and use of personal information follow applicable laws and regulations and the Provider's Privacy Policy.
- ② Customers and Individual Users shall make a Privacy Policy concerning the protection and management of Chatbot End Users' personal information available to End Users through a website, service application, or other means, and the Provider assumes no liability where a Customer or Individual User uses a Chatbot End User's personal information for any purpose other than the intended purpose or provides it to a third party without consent.

Article 11 (Disclaimer of Warranties)

- ① The Provider does not warrant the accuracy or error-free operation of the Service.
- ② The Provider does not warrant the quality, fitness for a particular purpose, timeliness, or performance of the Service or guarantee that the Service will satisfy all requests of an End User or operate without interruption or error.
- ③ A Customer or Individual User shall use the Service at the Customer's risk and agrees that the Service is provided as is, with all faults, without any express or implied warranties.

Article 12 (Disclaimer of Liability of the Provider)

The Provider is not liable for damage arising from any of the following matters.

1. Where the Service cannot be provided due to a natural disaster or any equivalent force majeure event
2. Damage arising from the maintenance, replacement, regular inspection, or construction of facilities for the Service or any other equivalent cause
3. Disruption in the use of the Service attributable to a Customer, Individual User, or End User
4. Damage caused by inaccuracies in statements made by an LLM or Chatbot or damage arising from an End User's acceptance of and actions based on statements made by an LLM or Chatbot
5. Damage arising from a Customer's or Individual User's violation of the obligations under Articles 7 through 9
6. Damage arising from any unlawful access by a third party to a server or any unlawful use of a server
7. Damage arising from any unlawful interference with or interruption by a third party of transmissions to or from a server
8. Damage caused by any virus, spyware, or other malicious program unlawfully transmitted or distributed, or caused to be transmitted or distributed, by a third party using the Service
9. Damage arising from errors, omissions, missing data, destruction, or other issues involving transmitted

data

10. Damage arising from any other act for which the Provider has neither intent nor gross negligence

Article 13 (Governing Law and Jurisdiction)

- ① These Terms of Service are governed by and construed in accordance with the laws of the Republic of Korea.
- ② Where litigation is instituted regarding a dispute arising between the Provider and a Customer or between the Provider and an Individual User, the Seoul Central District Court has exclusive jurisdiction as the court of first instance by agreement. However, where a Customer or Individual User constitutes a consumer under the Act on the Regulation of Terms and Conditions, jurisdiction follows the court prescribed by the Civil Procedure Act.

[Governing language]

This document is an English translation of the Korean original. In the event of any discrepancy between this translation and the Korean original, the Korean original prevails.

[Revision history]

The revision history and previous versions of these Terms of Service are available below.

Revision history and previous versions: <https://factchat-public.s3.ap-northeast-2.amazonaws.com/public/legal/mindlogic-terms-privacy-revision-history.html>