

TERMS OF USE

Last Updated: Most Recent Date

These Terms of Use (“Terms”) govern your access to and use of **AnkurBot** (“AnkurBot”, “we”, “our”, “us”), an AI-driven chatbot building and automation platform operated by **Ankur Solutions Ltd.**

By creating an account or using AnkurBot, you agree to be legally bound by these Terms. If you do not agree, you must not use the platform.

1. Eligibility

By accessing AnkurBot, you confirm that:

- You are at least **18 years old**.
- You have the legal capacity to enter into a binding contract.
- All information provided during signup is accurate and complete.
- You are not barred from using the service under any applicable law.

We may require identity or business verification if needed for risk, compliance, or API usage.

2. Account Creation & Responsibilities

To access AnkurBot, you must create an account. You agree to:

- Provide true, accurate, and updated information.
- Maintain the confidentiality of your login credentials.
- Not share or resell your account access.
- Immediately report any unauthorized use or security concerns.

We may suspend or terminate accounts that violate these Terms.

3. Description of Services

AnkurBot provides tools and features including (but not limited to):

- No-code chatbot builder
- AI training and automation
- API integrations
- Custom workflows
- Data handling & intent training
- Multi-channel deployment
- Web widget and embed tools
- Analytics dashboards
- Pilot program features
- Customer support automation

Services may be updated, expanded, restricted, or discontinued at any time.

4. Acceptable Use Policy

You agree **NOT** to use AnkurBot to:

- Create or deploy bots for unlawful, harmful, or fraudulent activities.
- Generate misleading, deceptive, or harmful content.
- Upload or transmit viruses, malware, or malicious code.
- Interfere with platform performance or bypass security measures.
- Train bots using stolen, illegal, or copyrighted material you do not own.
- Build chatbots used for harassment, impersonation, adult content, hate speech, or exploitation.
- Reverse-engineer, copy, or redistribute AnkurBot's technology.

Violation may lead to immediate suspension, termination, and legal action.

5. User Content & Training Data

5.1 Ownership

You retain ownership of all training data, scripts, messages, uploads, workflows, and content you input into AnkurBot.

5.2 Licence to AnkurBot

By using the platform, you grant AnkurBot a **limited, non-exclusive, global licence** to:

- Store your input data
- Process and analyze it
- Train your chatbot as requested
- Provide platform functionality
- Improve system performance (in anonymized and aggregated form only)

We **never** claim ownership of your proprietary business data or use it to train third-party bots.

6. Intellectual Property

AnkurBot's platform, branding, algorithms, UI/UX, software, documentation, and all related intellectual property are the exclusive property of **Ankur Solutions Ltd.**

Users may **not**:

- Copy or redistribute platform materials
- Create derivative works from the software
- Use platform elements outside permitted use
- Claim ownership of any part of AnkurBot's technology

7. Payments & Billing (If Applicable)

Where paid plans or features exist:

- All payments must be made upfront unless otherwise stated.
- Pricing may be updated with prior notice.
- Taxes and bank processing costs are the user's responsibility.
- Except where required by Nigerian law, **all fees are non-refundable** once service has been accessed.

Enterprise and API plans may require separate contractual agreements.

8. Pilot Program Participation

By joining the AnkurBot pilot program, you agree that:

- Acceptance into the program is not guaranteed.
- Features may be in testing or incomplete.
- The platform may change without notice.
- We may contact you for usage insights and feedback.
- Your participation helps shape product development.
- Pilot features may later become paid or modified.

9. Data Protection & Privacy

Your use of AnkurBot is governed by the **AnkurBot Privacy Policy**, aligned with:

- NDPR (Nigeria Data Protection Regulation)
- NITDA Guidelines
- Global GDPR-friendly best practices

AnkurBot collects and processes data to operate the platform, monitor security, and improve performance.

We do not sell user data.

10. Third-Party Integrations

AnkurBot may integrate with external tools or platforms such as:

- WhatsApp
- Websites
- CRM systems
- Email platforms
- Payment gateways
- Messaging APIs

You are responsible for complying with the terms of any third-party service you connect.

AnkurBot is not responsible for issues caused by external platforms.

11. Service Availability & Updates

We strive to ensure reliable service but do not guarantee that:

- The platform will be uninterrupted or error-free
- Features will remain available permanently
- Data stored will be available indefinitely

We may update or modify the platform at any time.

12. Termination & Suspension

We may suspend or terminate your access if you:

- Violate these Terms
- Deploy harmful or abusive bots
- Misuse platform resources
- Engage in fraud or illegal activities
- Refuse necessary compliance checks

You may delete your account at any time.

Termination does not grant entitlement to refunds.

13. Disclaimers

AnkurBot is provided “**as is**” and “**as available.**”

We do not warrant that:

- Bots will respond with 100% accuracy
- Integrations will work flawlessly at all times
- Outcomes or business results are guaranteed
- Content generated by AI will be error-free

Users are responsible for monitoring, reviewing, and validating their bots’ outputs.

14. Limitation of Liability

To the maximum extent permitted by Nigerian law, AnkurBot is **not liable** for:

- Business interruption
- Loss of revenue or profits
- Loss of data
- Indirect, incidental, or consequential damages
- Harm caused by third-party tools or AI outputs

Total liability is limited to the amount you paid in the previous 12 months (if applicable).

15. Modification of Terms

We may revise these Terms at any time.

Updates become effective once posted.

Continued use of AnkurBot constitutes acceptance of the revised Terms.

16. Governing Law & Dispute Resolution

These Terms are governed by the laws of the **Federal Republic of Nigeria**.

Disputes shall be resolved through:

1. **Negotiation**
2. **Mediation**
3. **Court action** in Nigerian courts if unresolved

17. Contact Information

For questions, concerns, or support:

AnkurBot Support

support@ankursolutions.com

15b Ogidi Crescent, Lekki, Lagos, Nigeria