

Creatrix Subscription Terms

Version 1.0 · Effective 20 April 2026

This is version 1.0. It remains permanently available at this address. Later versions, if any, are published alongside it and listed on the version history below.

These Subscription Terms apply to every customer's use of Creatrix software, including Creatrix Campus, Creatrix Datahub, Creatrix Connect and Creatrix AI (the "**Software**"). They are given by the Anubavam entity named in the customer's agreement (the "**Service Provider**") to that customer (the "**Client**").

These terms form part of the Client's master service agreement (the "**Agreement**") by reference, at the version stated in the Agreement. They supplement the use clauses of the Agreement and do not replace them. If these terms and the Agreement, its Data Processing Addendum or a Statement of Work are inconsistent, the Agreement, Data Processing Addendum or Statement of Work prevails. Capitalised terms not defined here have the meanings given in the Agreement.

1. Acceptable use

1.1 The Client shall ensure that Authorised Users do not use the Software to:

- (a) upload, store or transmit material that is unlawful, defamatory, obscene, or that infringes another person's rights;
- (b) upload malware, or any code designed to disrupt, damage or gain unauthorised access to any system;
- (c) attempt to access another customer's environment or data, or any part of the Software they are not authorised to use;
- (d) probe, scan or test the vulnerability of the Software, except as permitted under the Agreement;
- (e) extract data by scraping or other automated means, other than through the exports, interfaces and APIs the Software provides;
- (f) send unsolicited bulk messages through any messaging feature;

- (g) impersonate any person or misrepresent their affiliation; or
- (h) process personal data without a lawful basis.

1.2 The Client shall not share user accounts. Each Authorised User has their own credentials.

1.3 If the Client becomes aware of a breach of this paragraph, it shall notify the Service Provider promptly and take reasonable steps to stop it.

1.4 The Service Provider may suspend an individual user account that breaches this paragraph and threatens the security or integrity of the Software. It shall notify the Client promptly. Suspension of the Client's service as a whole is governed by the Agreement.

2. Creatrix AI

2.1 **What it is.** Creatrix AI comprises the generative and machine-learning features of the Software. Examples include suggested mappings, data-quality suggestions, drafting assistance, summaries and analysis.

2.2 **Where it runs.** Creatrix AI runs within the Client's contracted hosting region, on in-region model services. Client Data is not sent outside that region for model processing.

2.3 **No training on Client Data.** Client Data, prompts and outputs are not used to train or improve any model made available to any other customer or third party.

2.4 **A person decides.** Creatrix AI proposes; a person decides. Where an AI suggestion would change a record, the change takes effect only after an Authorised User accepts it, unless the Client has configured otherwise for a specific workflow. The Client remains responsible for decisions made using AI outputs, including any decision about a student or member of staff.

2.5 **Accuracy.** AI outputs may be incomplete or inaccurate. They are provided to assist, not to replace, professional judgement. The Service Provider does not warrant that an AI output is correct. This does not limit the Service Provider's obligations for the Software's other functions, or for submissions made through it.

2.6 **Allowance.** Each subscription includes Creatrix AI usage as stated in the Statement of Work or order: either a defined allowance, or fair use for a stated purpose. Where usage materially exceeds the allowance or fair use, the Service Provider gives at least ten (10) business days' written notice before limiting throughput. No additional charge applies unless the Statement of Work states a rate or a Change Request is approved. The Service Provider reports usage on request.

2.7 **Ownership of outputs.** As between the Parties, outputs generated from Client Data belong to the Client in the same way as Client Data.

3. Third-party and regulator connections

3.1 Where the Software connects to a third-party or regulator system, such as KHDA, a ministry, a payment gateway or a learning platform, the Client is responsible for its own account, credentials and terms of use with that party.

3.2 The Service Provider transmits data to that system as the Client instructs and in accordance with the published interface. It is not responsible for that system's availability, decisions or changes.

3.3 Credentials for such systems are entered by the Client into the Software's secure credential store. They must not be sent to the Service Provider by email or in support tickets.

4. Client responsibilities for data

4.1 The Client shall keep its own copy of any data it is legally required to retain. The Software is not the Client's archive of record unless a Statement of Work says so.

4.2 The Client shall configure user roles and permissions so that users can access only the data they need.

5. Service communications

5.1 The Service Provider may send Authorised Users service notices about the Software, including maintenance, releases, security and changes to these terms. These notices are not marketing.

6. Changes to these terms

6.1 The Service Provider may publish a new version of these terms on at least sixty (60) days' notice. A new version applies to the Client only as permitted by the Agreement. In particular, it

does not reduce the protection of Client Data or any other right of the Client during the current Subscription Term without the Client’s written agreement.

7. Contacts

Topic	Address
Support	Through the Creatrix support portal
Privacy and data protection	dpo@anubavam.com
Security disclosures	itsecurity@anubavam.com
Security incidents	incidents@anubavam.com
Certifications	compliance@anubavam.com
Legal notices	legal@anubavam.com

Version history

Version	Effective	Summary
1.0	20 April 2026	First published version

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