

Terms of Service for SpiraLink

Effective Date: [2024-12-01]

Last Updated: [2024-12-01]

Welcome to SpiraLink

Thank you for considering SpiraLink for your enterprise AI needs. These Terms of Service ("Terms") govern your use of our website and interactions with our voice bot demo services. By accessing our website or using any demo features, you agree to these Terms. Please read them carefully.

If you do not agree with any part of these Terms, please refrain from using our website or services. For any questions or clarifications, contact us at info@spiralink.ai.

About SpiraLink

SpiraLink specializes in AI-powered voice solutions designed for business and professional use. Our services include:

- AI voice bot technology for customer engagement, appointment scheduling, and operational support.
- Demonstration features to evaluate how our solutions can integrate into your business processes.

Our services are intended exclusively for professional and organizational purposes, not for personal or individual use.

1. Use of Our Services

SpiraLink grants you a limited, non-exclusive right to use our website and demo features solely for evaluating our services. Usage must comply with these Terms and applicable laws.

Restrictions on Use

By using our website and demo features, you agree not to:

1. Disrupt or interfere with the website's functionality.
2. Reverse-engineer, disassemble, or tamper with our AI technology or software.
3. Use demo features for real-world transactions or unauthorized testing.
4. Violate any applicable laws or infringe on SpiraLink's intellectual property rights.

2. Voice Data and Demonstration Services

Our demo services provide a secure environment for testing voice bot capabilities. By using these features, you consent to the recording and analysis of audio interactions for:

1. **Quality and Performance Analysis:** To assess and enhance the accuracy and adaptability of our voice bots.
2. **Research and Development:** To refine our AI capabilities and improve future offerings.

Important Note:

Avoid sharing sensitive or personally identifiable information during demo interactions, as they are intended for evaluation purposes only.

3. Information Collection and Privacy

SpiraLink values your privacy. During your use of our services, we may collect:

1. **Business Contact Information:** When you contact us, we may collect your name, business email, and other details to address your inquiries.
2. **Usage Data:** We collect non-identifiable information (e.g., IP address, browser type) to monitor and enhance website performance.

For detailed information on how we handle your data, refer to our [Privacy Notice](#). By using our services, you acknowledge and agree to the terms outlined in our Privacy Notice.

4. Intellectual Property Rights

All content on SpiraLink's website, including designs, logos, AI models, and software, is owned or licensed by SpiraLink.

You agree not to:

1. Copy, reproduce, distribute, or exploit any part of our intellectual property without prior written permission.
2. Use our proprietary AI code, algorithms, or models for unauthorized purposes.

Unauthorized use of our intellectual property will result in legal action.

5. Security and Access

SpiraLink implements industry-standard security measures to protect data and prevent unauthorized access. However, you acknowledge that:

- No internet-based system is entirely risk-free.
- Access to our website and demo features is provided on an **“as is”** basis.

We reserve the right to monitor access and restrict or terminate use if these Terms are violated. Unauthorized use or misuse will result in immediate action, including legal recourse if necessary.

6. Limitation of Liability

To the fullest extent permitted by law, SpiraLink disclaims all liability for:

1. Indirect, incidental, or consequential damages arising from:
 - a. The use or inability to use our website or demo features.
 - b. Technical issues or security vulnerabilities.
 - c. Unauthorized access to our systems.
2. Any damages exceeding the amount paid, if any, for accessing SpiraLink's services.

7. Disclaimers and Warranties

SpiraLink provides its website and demo features **“as is”** and **“as available.”**

We do not guarantee that:

1. Services will meet your specific requirements or be error-free.
2. Access to the website or demo features will be uninterrupted or secure.
3. Results from our AI models will meet accuracy standards for real-world applications.

We reserve the right to modify, suspend, or discontinue demo features without prior notice.

8. Changes to These Terms

SpiraLink reserves the right to update or amend these Terms at any time. Updates will be posted with a new “**Effective Date.**” Continued use of our services after such updates constitutes acceptance of the revised Terms.

We encourage users to review these Terms periodically for updates.

9. Governing Law and Jurisdiction

These Terms are governed by the laws of **Belgium** without regard to conflict of law principles.

All disputes arising from or related to these Terms will be resolved exclusively under the jurisdiction of the courts in **Ghent, Belgium.**

10. Contact Information

If you have questions or require clarification regarding these Terms, contact us at:

SpiraLink

Email: info@spiralink.ai