

Terms of Service

Master subscription agreement between Jurion AI and the customer firm for use of the Jurion AI legal intelligence platform.

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Jurion AI

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1. Definitions

In these terms the following words have the meanings set out below.

"Jurion", "we", "us" or "our" means Jurion AI Limited, a company incorporated in England and Wales, providing the Service.

"Customer" or "you" means the firm or organisation that has entered into an order with Jurion for use of the Service.

"Service" means the Jurion AI legal intelligence platform made available at jurion.uk and any related web, application and application programming interfaces.

"Authorised User" means an individual who is authorised by the Customer to access the Service and who has been issued with credentials by the Customer.

"Customer Data" means any content, files, matter data, communications or other material submitted to the Service by or on behalf of the Customer.

"AI Output" means text, summaries, drafts, classifications, suggestions or other material produced by the artificial intelligence features of the Service.

"Order" means the online sign-up, order form or written agreement under which the Customer subscribes to the Service.

2. Licence

Subject to payment of the applicable fees and compliance with these terms, Jurion grants the Customer a non-exclusive, non-transferable, non-sublicensable right for its Authorised Users to access and use the Service during the subscription term for the Customer's internal business purposes.

The Customer may not resell, sublicense or make the Service available to any third party except to the extent expressly permitted in the Order.

3. User accounts

The Customer is responsible for creating and managing Authorised User accounts, for the accuracy of user details and for ensuring that each Authorised User complies with these terms.

Each Authorised User account is personal to the individual named on it. Credentials must not be shared between users.

The Customer must promptly disable an Authorised User account where the individual leaves the firm, changes role in a way that removes their need for access, or is suspected of misusing the Service.

4. Subscription

The Service is provided on a subscription basis. The applicable plan, seat allowance, subscription term and fees are set out in the Order.

Additional seats, add-ons or usage may be enabled during the term. Fees for additional entitlements are pro-rated to the end of the current subscription term unless the Order states otherwise.

5. Acceptable use

Use of the Service is subject to the Jurion AI Acceptable Use Policy, which forms part of these terms.

In summary, the Customer must not use the Service for unlawful purposes, to infringe the rights of any person, to attempt to circumvent the security of the Service, or in a way that materially degrades the Service for other customers.

6. AI services

The Service includes artificial intelligence features which produce AI Output based on prompts and Customer Data.

AI Output is generated automatically. It may contain errors, omissions, inaccurate citations, out-of-date information or content that is inappropriate for a specific matter. Jurion does not warrant that AI Output is accurate, complete, current or fit for any particular purpose.

Use of AI features is subject to the Jurion AI Use Policy and the Responsible AI Statement, which form part of these terms.

7. Human review requirement

The Customer must ensure that a suitably qualified person reviews and approves any AI Output before that Output is: relied on for legal advice, sent to a client, filed with a court or regulator, executed as a contract, or used to make a decision that materially affects any person.

The Customer acknowledges that the Service is an assistive tool and that professional judgement of the reviewing individual remains authoritative.

8. Customer responsibilities

The Customer is responsible for its use of the Service, including the accuracy and lawfulness of Customer Data, the actions of its Authorised Users and compliance with applicable law and professional rules including where relevant the SRA Standards and Regulations.

The Customer is responsible for maintaining appropriate matter management, supervision and file retention practices independently of the Service.

9. Confidentiality

Each party will keep confidential any non-public information disclosed to it by the other party in connection with the Service and will use that information only for the purposes of performing its obligations or exercising its rights under these terms.

This obligation does not apply to information that is or becomes publicly available other than as a result of a breach, was lawfully known to the receiving party before disclosure, is independently developed without use of the confidential information, or is required to be disclosed by law or a court of competent jurisdiction.

10. Intellectual property

As between the parties, Jurion and its licensors retain all right, title and interest in and to the Service, including all software, models, prompts, templates, documentation and improvements.

The Customer retains all right, title and interest in and to Customer Data. The Customer grants Jurion a limited, non-exclusive licence to process Customer Data solely to provide, secure and improve the Service in accordance with these terms and the Data Processing Agreement.

As between the parties, the Customer owns AI Output produced from its use of the Service to the extent such Output is capable of ownership under applicable law, subject to any rights of third parties in underlying material.

11. Data protection

Where Jurion processes personal data on behalf of the Customer in connection with the Service, the parties agree that the Jurion AI Data Processing Agreement applies to that processing.

Where Jurion processes personal data as controller (for example account and billing data of Authorised Users), that processing is governed by the Jurion AI Privacy Policy.

12. Support

Support is provided in accordance with the Jurion AI Service Level Policy in force at the time.

13. Availability

Jurion will use commercially reasonable efforts to make the Service available in accordance with the Service Level Policy.

The Service may be unavailable during scheduled maintenance windows, during emergency maintenance and as a result of causes outside Jurion's reasonable control.

14. Fees

Fees are set out in the Order. All fees are exclusive of value added tax and any other applicable taxes, which are payable by the Customer at the prevailing rate.

15. Billing

Fees are invoiced in advance for each subscription term unless the Order specifies a different billing cadence.

Invoices are payable within thirty (30) days of the invoice date unless the Order states otherwise.

Overdue amounts may accrue interest at the statutory rate applicable to late commercial payments in England.

16. Renewals

Unless the Order states otherwise, the subscription renews automatically for successive terms equal to the initial term.

Either party may prevent renewal by giving written notice not less than thirty (30) days before the end of the then-current term.

17. Suspension

Jurion may suspend access to the Service or to specific Authorised Users where Jurion reasonably believes that continued access presents a security risk, that fees are materially overdue, or that use of the Service is in material breach of these terms.

Where practicable Jurion will notify the Customer before suspending access and will restore access as soon as the relevant circumstances have been resolved.

18. Termination

Either party may terminate the subscription for material breach that is not remedied within thirty (30) days of written notice, or immediately on written notice if the other party becomes insolvent or ceases to trade.

On termination the Customer's right to access the Service ends. The Customer is responsible for exporting Customer Data before the end of the term. Jurion will delete or return Customer Data in accordance with the Data Processing Agreement.

19. Limitation of liability

Nothing in these terms limits or excludes any liability that cannot be limited or excluded under applicable law, including liability for death or personal injury caused by negligence and for fraud.

Subject to the previous paragraph, neither party is liable for indirect, incidental, consequential, special or exemplary damages, or for loss of profit, revenue, goodwill or anticipated savings, however arising.

Subject to the first paragraph of this section, each party's total aggregate liability arising out of or in connection with these terms in any twelve-month period will not exceed the fees paid by the Customer to Jurion in that period.

20. Governing law

These terms are governed by the laws of England and Wales. The parties submit to the exclusive jurisdiction of the courts of England and Wales in respect of any dispute arising out of or in connection with these terms.

21. Changes

Jurion may update these terms from time to time. Where changes are material Jurion will give the Customer reasonable prior notice by email or by notice within the Service.

Continued use of the Service after the effective date of the updated terms constitutes acceptance of the update.

22. Contact details

Contract and commercial queries: info@jurion.uk.

Legal notices: legal@jurion.uk.

Website: <https://jurion.uk>.

23. General provisions and commercial protections

These general provisions apply to and form part of this document. Where a specific clause elsewhere in this document, in the Terms of Service or in the Data Processing Agreement addresses the same subject matter in greater detail, that more detailed clause prevails to the extent of any conflict.

23.1 AI limitations

Artificial intelligence features are assistive. Outputs are produced automatically and may contain errors, omissions, out-of-date information, inaccurate citations or content that is inappropriate for a specific matter. Jurion AI does not warrant that any AI output is accurate, complete, current or fit for any particular purpose and does not warrant that the Service is free from all errors or interruptions.

23.2 Human review requirement

Customer must ensure that a suitably qualified person reviews and approves any AI output before that output is relied on for legal advice, sent to a client, filed with a court or regulator, executed as a contract or used to make a decision that materially affects any person. Professional judgement of the reviewing individual remains authoritative.

23.3 Customer responsibility

Customer is responsible for its use of the Service, for the accuracy and lawfulness of the data it submits, for the actions of its authorised users and for compliance with applicable law and professional rules including where relevant the SRA Standards and Regulations. Customer must maintain appropriate matter management, supervision, conflict-checking and file-retention practices independently of the Service.

23.4 Acceptable use

Use of the Service is subject to the Jurion AI Acceptable Use Policy. Customer must not use the Service for unlawful purposes, to infringe the rights of any person, to attempt to circumvent the security of the Service, to submit content that is unlawful or that Customer does not have the right to submit, or in a way that materially degrades the Service for other customers.

23.5 Liability limits

Nothing in this document limits or excludes any liability that cannot be limited or excluded under applicable law, including liability for death or personal injury caused by negligence and for fraud. Subject to that, neither party is liable for indirect, incidental, consequential, special or exemplary damages, or for loss of profit, revenue, goodwill, anticipated savings, business opportunity or reputational loss, however arising.

Subject to the above, each party's total aggregate liability arising out of or in connection with this document in any twelve-month period will not exceed the fees paid by Customer to Jurion AI in that period. To the maximum extent permitted by law, the Service is provided "as is" and Jurion AI disclaims all warranties, whether express or implied, including any implied warranties of satisfactory quality, fitness for a particular purpose and non-infringement, other than those that cannot be excluded under applicable law.

23.6 Pilot status

Where the Service or a specific feature is provided on a pilot, beta, preview, evaluation or early-access basis, that Service or feature is provided "as is", may change or be withdrawn at any time and is not covered by the service-level commitments applicable to generally-available features. Pilot terms in the applicable order or the Pilot Programme Terms prevail over inconsistent provisions in this document.

23.7 Third-party services

The Service integrates with third-party services including cloud infrastructure, model providers, email providers, calendar providers and payment providers. Those third parties operate under their own terms and privacy notices. Jurion AI is not responsible for the availability, performance or acts and omissions

of third parties beyond its reasonable control, and Customer's use of any third-party service through the Service is subject to that third party's terms.

23.8 Data protection roles

Where Jurion AI processes personal data on behalf of Customer in connection with the Service, Customer is the controller and Jurion AI is the processor, and the Jurion AI Data Processing Agreement governs that processing. Where Jurion AI processes personal data as controller (for example account and billing data of authorised users and website analytics), the Jurion AI Privacy Policy governs that processing.

23.9 Service changes

Jurion AI may from time to time modify, add to or remove features of the Service in order to improve it, to reflect changes in third-party services, to reflect changes in law or regulatory guidance or to maintain security. Jurion AI will not make changes that materially reduce the overall functionality of the Service during a paid subscription term without giving reasonable prior notice.

23.10 Suspension rights

Jurion AI may suspend access to the Service or to specific authorised users, in whole or in part, where Jurion AI reasonably believes that continued access presents a security risk, that fees are materially overdue, that use of the Service is in material breach of this document or the Acceptable Use Policy, or that suspension is required by law or by a request from a competent authority. Where practicable Jurion AI will notify Customer before suspending access and will restore access as soon as the relevant circumstances have been resolved.

23.11 Security responsibilities

Jurion AI implements the technical and organisational security measures described in the Jurion AI Security Overview. Customer is responsible for configuring the Service in line with its own security requirements, for managing authorised user access including timely off-boarding, for enabling multi-factor authentication for its administrators, for protecting credentials and end-user devices, and for the security of any data that Customer chooses to export from the Service.

23.12 Draft status

This document remains draft and is subject to legal review until reviewed and approved by a qualified solicitor. It is provided for information only, does not constitute legal advice and should not be relied on as a final legal instrument until it has been so reviewed.

Revision history

Version	Date	Summary
1.0	2026-01-01	Initial published version.