

Terms of Service

Collaboration Tools Limited

Last updated: 3 August 2026

These Terms of Service set out the terms on which Collaboration Tools Limited provides access to its websites, software, tools, demonstrations, workshops and related services. They are intended primarily for business, professional and organisational users. If you are entering into a separate written agreement, order form, statement of work, licence agreement or data processing agreement with us, that separate document will apply in addition to these Terms and will take precedence where it expressly conflicts with them.

Please read these Terms carefully before using the Service. By accessing or using the Service, creating an account, attending a workshop, downloading software or materials, or otherwise engaging with our online services, you agree to these Terms on behalf of yourself and, where applicable, the organisation you represent.

Company	Collaboration Tools Limited
Company number	06485797
Registered office	14 Horn Street, Nunney, Frome, Somerset, BA11 4NP, United Kingdom
Websites	www.collaboration-tools.com and www.deductive.ai
Contact	hello@collaboration-tools.com

1. About these Terms

- 1.1** In these Terms, “we”, “us” and “our” mean Collaboration Tools Limited. “You” and “your” mean the person or organisation accessing or using the Service. If you use the Service on behalf of an organisation, you confirm that you have authority to bind that organisation.
- 1.2** The “Service” means our websites, Deductive-related software and tools, Deductive Designer, developer or evaluation editions, online demonstrations, workshops, downloads, documentation, support, APIs, training materials, pilots and any other services we make available to you under these Terms.
- 1.3** The Deductive software platform and associated intellectual property may be owned by, licensed by, or provided in collaboration with Deductive Ltd and other licensors. You receive only the rights expressly granted to you in these Terms or in a separate written agreement.
- 1.4** Where you access a Navigator product, implementation service or customer-specific deployment through a channel partner, prime contractor or other third party, separate contractual terms may also apply between you and that party. These Terms do not replace any signed customer agreement unless that agreement expressly says so.

2. Eligibility and accounts

- 2.1** The Service is intended for users aged 18 or over and for business, professional, research, public-sector, academic or organisational use. It is not designed as a consumer service.
- 2.2** You must provide accurate information when creating an account or requesting access to any Service. You are responsible for keeping login credentials secure and for all activity under your account.
- 2.3** You must notify us promptly if you suspect unauthorised access to your account, credentials, systems, data or any Service environment.
- 2.4** We may refuse, suspend or terminate access where we reasonably believe that account information is inaccurate, security has been compromised, use breaches these Terms, or continued access may create legal, security, reputational or operational risk.

3. Orders, pilots and commercial terms

- 3.1** Some Services may be provided free of charge, including public website content, demonstrations, workshops, downloadable materials, evaluation tools or developer editions. Paid Services will normally be governed by a quotation, order form, statement of work, subscription agreement, purchase order or other written confirmation.
- 3.2** Unless otherwise agreed in writing, fees are stated exclusive of VAT and other applicable taxes. You must pay undisputed invoices within 30 days of the invoice date.

- 3.3** If an invoice is overdue, we may charge interest and reasonable recovery costs where permitted by law, and we may suspend paid Services after giving reasonable notice.
- 3.4** Any dates, milestones, delivery estimates or implementation plans are provided in good faith. They may depend on timely cooperation, access to data, technical inputs, third-party services and decisions by you or your partners.
- 3.5** Free, beta, trial, evaluation, workshop or developer access is provided to help you assess the Service. Unless expressly agreed in writing, it must not be used for production, regulated, safety-critical, clinical, financial, legal, operational or other high-impact decisions.

4. Permitted use and restrictions

- 4.1** We grant you a limited, non-exclusive, non-transferable and revocable right to access and use the Service for your internal business, professional, educational, evaluation or authorised project purposes, subject to these Terms and any applicable order or licence.
- 4.2** You must not copy, sell, rent, lease, sublicense, distribute, make available, reverse engineer, decompile, attempt to derive source code from, or create derivative works from the Service except to the extent expressly permitted by law or by a written agreement with us.
- 4.3** You must not use the Service to breach the law, infringe rights, transmit malware, attempt unauthorised access, overload infrastructure, scrape content at scale, bypass usage limits, interfere with security, or misrepresent outputs as independently verified where they have not been reviewed.
- 4.4** You must not upload or process information that you are not entitled to use. This includes confidential information, personal data, regulated data, export-controlled information or third-party intellectual property unless you have the necessary rights, permissions and contractual safeguards.
- 4.5** You are responsible for all users, staff, contractors, students, partners, customers or other persons who access the Service through your account, organisation or project.

5. Customer Data and uploaded materials

- 5.1** “Customer Data” means data, documents, images, prompts, files, datasets, instructions, configuration, workflow content or other materials that you upload to, submit to, or otherwise provide for use with the Service.
- 5.2** You retain ownership of your Customer Data. You grant us the rights necessary to host, copy, process, analyse, transform, display, transmit, store and otherwise use Customer Data for the purpose of providing, securing, supporting, improving and administering the Service and fulfilling our obligations to you.
- 5.3** You are responsible for the accuracy, quality, legality, permissions and suitability of Customer Data. Deductive is designed to ground outputs in provided sources, but poor, incomplete, outdated, inconsistent or unauthorised input data may affect outputs.
- 5.4** Unless expressly agreed in writing, you must not submit special category personal data, criminal offence data, patient-identifiable data, classified data, national-security-sensitive data, export-controlled data, or other highly sensitive information to a public, free, trial, workshop, beta or developer environment.
- 5.5** Unless a separate written agreement says otherwise, we will not use Customer Data to train general-purpose foundation models or third-party AI models. We may use anonymised or aggregated usage information to understand and improve the Service, provided it does not identify you, your users, customers or confidential information.
- 5.6** We may remove or restrict access to Customer Data if we reasonably believe it breaches these Terms, infringes rights, presents a security risk, or we are legally required to do so.

6. AI outputs and human review

- 6.1** The Service may use large language models, retrieval, knowledge modelling, workflow logic, deterministic processing, visualisation, provenance mapping and other AI-enabled techniques to generate outputs. Outputs may include reports, diagrams, Response Maps, summaries, arguments, risks, recommendations, classifications or other analysis.
- 6.2** The Service is intended to support human judgement, not replace it. You are responsible for reviewing, validating and approving all outputs before relying on them, sharing them, implementing them or using them in any decision-making process.
- 6.3** We design Deductive to improve trustworthiness, transparency and checkability by grounding outputs in curated sources and provenance. However, no AI-enabled system can guarantee that every output will be complete, accurate, current, suitable or free from error in every context.

- 6.4** Outputs are not legal, medical, financial, clinical, engineering, safety, security, regulatory, procurement or other professional advice. You must obtain appropriate professional review where outputs relate to regulated, high-impact, safety-critical, clinical, public-sector, financial, employment, legal or rights-affecting decisions.
- 6.5** Where the Service is used for assurance, audit, safety, compliance or regulated workflows, you remain responsible for the final assurance case, risk assessment, audit conclusion, compliance decision, approval, certification or operational decision unless expressly agreed otherwise in a signed contract.

7. Intellectual property

- 7.1** All intellectual property rights in the Service, software, workflows, templates, know-how, user interface, documentation, designs, code, logic, knowledge modelling methods, Response Maps, examples, training materials and website content belong to us, Dedoctive Ltd or our licensors, except for Customer Data and any third-party materials.
- 7.2** You must not remove copyright notices, proprietary notices, security features, licence information or attribution from the Service or any materials we provide.
- 7.3** Unless otherwise agreed in writing, you may use outputs generated for you by the Service for your internal business purposes, subject to these Terms, your rights in the underlying Customer Data, third-party rights, confidentiality obligations and any applicable order or licence.
- 7.4** If you provide suggestions, ideas, bug reports, feature requests or feedback, you grant us a perpetual, worldwide, royalty-free right to use them to improve, develop and commercialise the Service without restriction or obligation to compensate you.
- 7.5** Third-party software, open-source components, models, APIs or services may be subject to their own licences or terms. You must comply with any applicable third-party terms notified to you or reasonably made available.

8. Confidentiality

- 8.1** Each party may receive confidential information from the other. Confidential information includes non-public business, technical, commercial, financial, product, security, customer, prospect, workflow, source, data, architecture or strategic information that is identified as confidential or would reasonably be understood to be confidential.
- 8.2** Each party must protect the other party's confidential information using reasonable care, use it only for the purposes of the relationship, and disclose it only to personnel, contractors, advisers or partners who need to know and are bound by appropriate confidentiality duties.
- 8.3** Confidentiality obligations do not apply to information that is public through no fault of the receiving party, already known without restriction, independently developed without use of the confidential information, lawfully received from another source, or required to be disclosed by law, court order, regulator or public authority.
- 8.4** Confidentiality obligations continue for five years after the end of the relationship, or for as long as trade secrets remain protected by law.

9. Privacy and data protection

- 9.1** Our handling of personal data is described in our Privacy Policy. You must ensure that any personal data you provide to us has been collected and shared lawfully and fairly.
- 9.2** Where we process personal data on your behalf as processor, the parties will enter into an appropriate data processing agreement where required by UK data protection law.
- 9.3** You must not use the Service to make solely automated decisions about individuals that have legal or similarly significant effects unless you have all required legal bases, safeguards, notices, human review processes and contractual arrangements in place.
- 9.4** You must promptly notify us if you become aware of any personal data breach, unauthorised disclosure or security incident involving the Service or Customer Data.

10. Security, availability and support

- 10.1** We will use reasonable skill and care to provide and secure the Service. However, unless a separate written agreement provides a specific service level, the Service is provided without any guaranteed uptime, response time, resolution time or availability commitment.

- 10.2** We may suspend, restrict or modify access to protect the Service, investigate suspected misuse, comply with law, perform maintenance, address vulnerabilities, respond to third-party service issues, or prevent harm to users, systems, data or third parties.
- 10.3** You are responsible for maintaining backups of Customer Data unless we have expressly agreed otherwise. We are not responsible for loss of data caused by your deletion, misconfiguration, unauthorised access through your credentials, third-party systems or failure to maintain backups.
- 10.4** Support arrangements, if any, will be set out in the applicable order, statement of work, subscription, workshop arrangement or support plan.

11. Workshops, training and materials

- 11.1** Where we provide workshops, demonstrations, training or similar activities, the content is provided for education, evaluation and discussion. It is not a substitute for professional advice, procurement advice, legal advice, safety assessment or technical certification.
- 11.2** We may adapt workshop content, examples and exercises to the audience and context. Timings, agendas and examples are indicative unless expressly agreed in writing.
- 11.3** Unless otherwise agreed, training and workshop materials are provided for the personal or internal use of attendees. They must not be copied, redistributed, published, resold or used to provide competing training without our written permission.
- 11.4** We may use anonymised and permissioned learnings from workshops or pilots to improve examples, templates and educational material. We will not identify you, your organisation, your data, your customers or confidential information without permission.

12. Third-party services and links

- 12.1** The Service may include links to third-party websites, resources, software, models, hosting providers, analytics, communication tools, app stores, video platforms or other services. We are not responsible for third-party services and do not endorse them unless expressly stated.
- 12.2** Your use of third-party services may be governed by separate terms and privacy notices. We are not responsible for third-party outages, data handling, model behaviour, pricing, changes, security incidents or decisions.
- 12.3** Where an implementation uses third-party LLMs or APIs, the applicable technical, privacy, security and contractual arrangements will depend on the deployment model and any separate agreement in place.

13. Warranties and disclaimers

- 13.1** We will provide paid Services using reasonable skill and care. We do not warrant that the Service will meet all requirements, be uninterrupted, error-free, vulnerability-free, compatible with all systems, or produce outputs that are complete, accurate, current or suitable for every purpose.
- 13.2** Free, beta, trial, developer, public website, workshop and evaluation Services are provided “as is” and “as available”, to the fullest extent permitted by law.
- 13.3** All implied warranties, conditions and representations are excluded to the fullest extent permitted by law, including implied warranties of satisfactory quality, fitness for a particular purpose and non-infringement.
- 13.4** Nothing in these Terms limits any rights, remedies or obligations that cannot be limited or excluded under applicable law.

14. Liability

- 14.1** Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory terms that cannot lawfully be excluded, or any other liability that cannot legally be limited or excluded.
- 14.2** Subject to clause 14.1, we will not be liable for loss of profits, loss of revenue, loss of business, loss of anticipated savings, loss of goodwill, loss of data, loss of use, business interruption, reputational loss, wasted expenditure, procurement failure, regulatory penalties, or any indirect or consequential loss.
- 14.3** Subject to clause 14.1, our total aggregate liability arising out of or in connection with the Service and these Terms will be limited to the greater of: (a) the fees paid by you to us for the relevant Service in the 12 months before the event giving rise to the claim; or (b) £100 where no fees were paid.

- 14.4** The limitations in this section apply whether liability arises in contract, tort including negligence, breach of statutory duty, misrepresentation, restitution or otherwise, even if the relevant loss was foreseeable.
- 14.5** You are responsible for decisions, actions and omissions based on your use of the Service or outputs. You must not rely on outputs without appropriate human review, professional review and governance controls.

15. Indemnity

- 15.1** You agree to indemnify us, Dedoctive Ltd, our licensors, officers, employees, contractors and partners against losses, damages, costs, claims and expenses arising from your breach of these Terms, unlawful use of the Service, infringement of third-party rights, misuse of outputs, or Customer Data that you were not entitled to provide or use.
- 15.2** We will notify you of any relevant claim, allow you reasonable control of the defence where appropriate, and provide reasonable cooperation, provided that you do not settle any claim in a way that imposes obligations on us without our written consent.

16. Suspension and termination

- 16.1** You may stop using the Service at any time. Paid Services may be terminated in accordance with the applicable order, subscription, statement of work or written agreement.
- 16.2** We may suspend or terminate access immediately if you breach these Terms, fail to pay undisputed fees, create security or legal risk, misuse the Service, infringe rights, or use the Service in a way that may harm us, users, systems, third parties or the reputation of the Service.
- 16.3** On termination, your right to access the Service ends. You must stop using confidential information, software, credentials, documentation and materials except to the extent expressly permitted by a separate written agreement.
- 16.4** Clauses intended to survive termination will continue, including clauses on fees, confidentiality, intellectual property, data protection, disclaimers, liability, indemnity, governing law and interpretation.

17. Changes to the Service and these Terms

- 17.1** We may update the Service, including features, user interfaces, workflows, models, documentation, security measures, deployment options and website content.
- 17.2** We may update these Terms from time to time by posting a new version or notifying you by reasonable means. The updated Terms will apply from the date stated. If a material change adversely affects a paid subscription during its current term, we will act reasonably and, where appropriate, give notice.
- 17.3** If you continue to use the Service after updated Terms take effect, you will be deemed to accept the updated Terms. If you do not agree, you must stop using the Service.

18. General

- 18.1** Neither party will be liable for delay or failure caused by events outside reasonable control, including outages, cyber incidents, strikes, war, terrorism, civil unrest, public health events, failure of suppliers, failure of third-party platforms, network failures, natural disasters, government action or changes in law.
- 18.2** You may not assign or transfer your rights or obligations under these Terms without our written consent. We may assign or transfer our rights and obligations to Dedoctive Ltd, an affiliate, a successor to our business, or a purchaser of relevant assets.
- 18.3** If any provision is found invalid or unenforceable, the remaining provisions will remain in force and the invalid provision will be replaced or interpreted to achieve its intended commercial effect as far as possible.
- 18.4** No failure or delay in enforcing a right will be a waiver of that right. A waiver must be in writing to be effective.
- 18.5** No person other than the parties, Dedoctive Ltd and our licensors has rights under the Contracts (Rights of Third Parties) Act 1999 to enforce these Terms.
- 18.6** These Terms, together with any applicable order, statement of work, licence agreement, data processing agreement or other written contract, form the agreement between you and us for the relevant Service.

19. Governing law and disputes

- 19.1** These Terms and any dispute or claim arising out of or in connection with them, the Service or their subject matter are governed by the laws of England and Wales.

19.2 The courts of England and Wales have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms, the Service or their subject matter, except that we may seek urgent injunctive or protective relief in any jurisdiction where necessary to protect rights, confidential information, security or intellectual property.

20. Contact

20.1 Questions about these Terms should be sent to hello@collaboration-tools.com or by post to Collaboration Tools Limited, 14 Horn Street, Nunney, Frome, Somerset, BA11 4NP, United Kingdom.

20.2 Formal legal notices must be sent by email and by post unless a separate written agreement specifies a different notice process.

Schedule 1 – Acceptable Use Summary

This schedule summarises key acceptable use requirements. It does not limit the restrictions set out elsewhere in these Terms.

- Do not use the Service unlawfully, deceptively, abusively or in a way that infringes third-party rights.
- Do not use the Service to create, distribute or facilitate malware, phishing, credential theft, cyber abuse, harassment, discrimination, fraud, deception or unlawful surveillance.
- Do not attempt to bypass access controls, security measures, rate limits, usage limits or technical protections.
- Do not use free, trial, developer or workshop environments for production, regulated, classified, highly sensitive or safety-critical data unless expressly agreed in writing.
- Do not represent AI-generated outputs as final, authoritative, independently verified or professionally approved unless the necessary human review and approval have actually taken place.
- Do not use the Service in a way that breaches sanctions, export controls, procurement rules or obligations to your organisation, customers, regulators or partners.