



Smart AI Coach – Terms and Conditions for Individual Users

Between

Smart Training Solutions (UK) Limited, Company Number: 06064302
and The individual user (“you”)

1. Introduction

1.1 These Terms and Conditions (“Agreement”) govern your use of the Smart Virtual Coach platform (“Platform”) provided by Smart Training Solutions (UK) Limited (“STS”, “we”, “our”, or “us”).

1.2 By using or purchasing from our website, you agree to these Terms.

1.3 If you do not agree, please do not use the Platform.

Definitions:

- **Platform:** The Smart Virtual Coach AI-powered educational platform.
 - **User:** The individual accessing or purchasing from the Platform.
 - **Content:** Any data, materials, or information you upload or submit.
 - **Personal Data:** Information about you as defined by UK data protection laws.
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2. Platform Overview

2.1 The Platform is an AI-powered educational tool for personal learning and development.

2.2 The Platform may be hosted on a subdomain of STS.

2.3 **We do not use your personal data for marketing or any other form of unsolicited communication.**

3. Service Model and Pricing

3.1 The Platform operates on a pay-as-you-go model; you pay for what you use.

3.2 No minimum contracts or subscriptions are required.

3.3 Prices may change with 30 days’ notice. Continued use after notice means you accept the new prices.

3.4 **Service Availability:** We aim for 99.5% uptime, excluding maintenance or events beyond our control.

3.5 **Support:** Support is available via email during business hours (9am–5pm UK, Mon–Fri).

3.6 **Payment:** Payment is due at the time of purchase. All prices include VAT unless otherwise stated.



4. User Responsibilities

- 4.1 You are responsible for the content you upload and for using the Platform lawfully.
- 4.2 Do not attempt to reverse-engineer or tamper with the Platform.
- 4.3 Keep your login details secure and confidential.

5. Intellectual Property

- 5.1 All rights in the Platform (software, AI, technology) remain with STS or our licensors.
- 5.2 You have a personal, non-transferable licence to use the Platform for your own learning.
- 5.3 You may not use the Platform for unlawful, fraudulent, or harmful purposes.

5.4 Ownership of Generated Content:

Content you create using the Platform is yours, but we retain rights in the underlying technology.

6. Confidentiality

- 6.1 Both parties will keep confidential information private, except as required by law.

7. Data and Privacy

- 7.1 **We do not use your personal data for marketing or any other form of unsolicited communication.**
- 7.2 We only process personal data as needed to provide the Platform and fulfil your orders.
- 7.3 We use reasonable security measures to protect your data, but no system is 100% secure.
- 7.4 You are responsible for the accuracy of any information you provide.

8. Warranties and Disclaimers

- 8.1 We provide the Platform using reasonable skill and care.
- 8.2 The Platform is provided “as is” and “as available.”
- 8.3 We do not guarantee uninterrupted or error-free service.
- 8.4 The Platform is for educational purposes only and does not provide professional, medical, or legal advice.

9. Limitation of Liability



- 9.1 Our total liability is limited to the amount you paid in the last three (3) months.
- 9.2 Nothing limits liability for death or personal injury caused by negligence, or for fraud.
- 9.3 We are not liable for indirect or consequential losses.
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10. Termination

- 10.1 You may stop using the Platform at any time.
- 10.2 We may suspend or terminate your access if you breach these Terms or use the Platform unlawfully.
- 10.3 Upon termination, your access will end. We will retain your data for 30 days for export, then delete it.
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11. General Provisions

- 11.1 This Agreement is the entire agreement between you and us.
- 11.2 We may update these Terms; you will be notified of any material changes.
- 11.3 This Agreement is governed by the laws of England and Wales.
- 11.4 Neither party is liable for events beyond their control (force majeure).
- 11.5 You may not transfer your rights under this Agreement.
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12. Contact

If you have any questions, please contact:
Smart Training Solutions (UK) Limited
joey@smartrainingsolutions.co.uk

Summary of Key Points for Individual Users:

- We do **not** use your data for marketing or unsolicited communication.
 - You have a personal licence for your own learning.
 - You are responsible for your own content and use.
 - Our liability is limited, and the Platform is for educational use only.
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