

Clevaa Terms of Service

Last Updated: April 28, 2026

Welcome to Clevaa. Please read these Terms of Service ("Terms") carefully before using our platform. By using Clevaa, you agree to be bound by these Terms.

These Terms apply to you and any business you represent ("Client"). If you are agreeing on behalf of a Client, you confirm that you have the authority to do so. References to "you" include both you and your Client.

If you do not agree to these Terms, please do not use Clevaa.

Important: By agreeing to these Terms, you agree that disputes will be resolved through the process set out in Section 12, and you waive certain rights to litigation.

1. Accepting These Terms

When you create an account or start using Clevaa, you agree to these Terms, including our Privacy Policy and Data Processing Addendum, both of which are incorporated here by reference. These Terms remain in effect until your account is terminated.

2. Using Clevaa

a. What We Provide

Clevaa is a platform that lets small and medium-sized businesses create, deploy, and manage AI-powered website agents. These agents can interact with your website visitors, answer questions, and help automate common tasks — all without requiring technical expertise.

b. Your License to Use

Subject to these Terms and payment of applicable fees, Clevaa grants you a limited, non-exclusive, non-transferable right to use the platform for your business. You do not own the platform or acquire any intellectual property rights in it. We reserve all rights not expressly granted.

c. Third-Party Providers

Clevaa works with third-party technology providers ("Providers") to deliver parts of the service — for example, AI language models and other integrations. When you use the platform, your content may be shared with these Providers as needed to deliver the service. Each Provider has their own terms, which we encourage you to review.

If you have your own accounts with supported Providers, you can connect them to Clevaa. In that case, your use of those Providers is governed by your agreement with them directly.

d. What You May Not Do

You agree not to:

- Use Clevaa for any unlawful purpose or in any way that creates legal liability
- Resell, sublicense, or commercially exploit the platform or any part of it
- Reverse engineer, decompile, or attempt to extract the source code of our software
- Use automated tools to scrape or extract data from the platform
- Upload malware or attempt to compromise the security of the platform
- Impersonate any person or misrepresent your affiliation with any entity
- Use Clevaa in ways not permitted by these Terms
- Process protected health information (PHI) without enabling HIPAA-compliant settings
- Use the platform to build datasets for third-party AI model training

Clevaa reserves the right to determine, in its sole discretion, whether your use violates these rules.

e. Updates to the Service

Clevaa evolves over time. We may add, change, or remove features at any time, with or without notice. We may also release updates to our software that you'll need to accept to continue using the platform.

f. Fees

Fees for using Clevaa are listed on our website. We may update our pricing from time to time, but we will notify you in advance of any material changes and give you the option to cancel before new pricing takes effect. Your current subscription rate will remain in place until the end of your current billing period.

3. Creating an Account

a. Registration

To use Clevaa, you need to create an account and provide accurate information. You agree to keep your account information up to date. You can delete your account at any time.

b. Eligibility

You must be at least 18 years old and legally capable of entering into contracts to use Clevaa. You must not be prohibited from using the platform under UK or other applicable law.

c. Account Security

You are responsible for keeping your login credentials secure and for all activity that occurs under your account. Do not share your password. If you suspect unauthorized access, contact us immediately at hi@clevaa.com.

4. Your Content and Intellectual Property

a. Your Content

Anything you upload or transmit through Clevaa is your content ("Your Content"). You retain ownership of Your Content and are responsible for ensuring you have the rights to use it.

b. License You Grant Us

By using Clevaa, you grant us a worldwide, royalty-free license to host, store, process, and use Your Content solely to provide and improve the service. You control which data is processed through customizable settings in the platform.

We use Your Content to: (a) operate and deliver the service; and (b) improve platform performance such as response accuracy and speed, in a way that does not identify your business or your users.

We do not share Your Content with third parties for their own independent AI model training.

If you share feedback or suggestions with us, you agree that Clevaa owns that feedback and can use it to improve the platform without any obligation to you.

c. Data Controls

Depending on your plan, you may have access to:

- Data residency controls: Choose the geographic region where your data is stored and processed
- Zero Data Retention (ZDR): No data is stored after a session ends
- HIPAA Mode: Data is processed and stored in a HIPAA-compliant manner

d. Clevaa's Intellectual Property

Clevaa and its licensors own all rights in the platform, including software, content, graphics, and trademarks. Nothing in these Terms transfers any of those rights to you.

e. Third-Party Rights

Providers who deliver parts of the service need to process Your Content to do so. Each Provider's terms govern their use of your data.

5. Aggregate Data

Clevaa may collect and use anonymized, aggregated data about how the platform is used to operate, improve, and promote our services. This data does not identify you or your users.

6. Communications

By creating an account, you agree to receive emails and notifications from us about your account, new features, and product updates. You can opt out of marketing communications at any time.

7. Term and Termination

a. Term

These Terms begin when you create your account or start using Clevaa, and remain in effect until terminated.

b. Termination by Clevaa

We may suspend or terminate your account immediately if you violate these Terms, if we are required to do so by law, or if it becomes commercially impractical to continue providing the service. If applicable, we will refund any prepaid fees on a pro-rata basis.

c. Termination by You

You may stop using Clevaa and close your account at any time by notifying us.

d. Effect of Termination

Upon termination, your right to use the platform ends and your account data may be deleted. Clevaa is not liable for any consequences of account termination.

e. Survival

Sections 4, 7(d), 9, 10, 11, 12, 14, and 19 survive termination of these Terms.

8. Changes to These Terms

We may update these Terms from time to time. We will post the updated version on our website and notify registered users by email at least 30 days before material changes take effect. If you continue using Clevaa after changes take effect, you accept the updated Terms. If you disagree with any changes, you should stop using the platform.

9. Indemnification

a. Your Obligations

You agree to indemnify and hold harmless Clevaa and its directors, officers, employees, and agents from any claims, losses, or costs (including legal fees) arising from: (a) your use of the platform; (b) your violation of these Terms or applicable law; or (c) your negligence or misconduct.

b. Our Obligations

Clevaa will defend and indemnify you against third-party claims that the platform, as provided by us, infringes UK or EU intellectual property rights or misappropriates trade secrets. You agree to cooperate with us in handling such claims. We have the sole authority to settle such claims, provided any settlement does not require you to make payments or admissions without your consent.

c. Exclusions

We are not responsible for infringement claims arising from: (a) your unauthorized modification of the platform; or (b) your use of the platform outside the scope of these Terms.

10. Disclaimer of Warranties

TO THE EXTENT PERMITTED BY LAW, CLEVAA PROVIDES THE PLATFORM "AS IS" AND "AS AVAILABLE" WITHOUT ANY WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

We do not guarantee that the platform will be uninterrupted, error-free, or available at all times. No advice or information from Clevaa creates any warranty not expressly stated in these Terms.

11. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY LAW, CLEVAA WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF PROFITS, DATA, OR BUSINESS INTERRUPTION.

CLEVAA'S TOTAL LIABILITY TO YOU WILL NOT EXCEED THE GREATER OF (A) £100 GBP OR (B) THE AMOUNT YOU PAID US IN THE 12 MONTHS BEFORE THE EVENT GIVING RISE TO YOUR CLAIM.

Some jurisdictions do not permit certain liability exclusions, so some of the above may not apply to you.

12. Governing Law and Disputes

a. Governing Law

These Terms are governed by the laws of England and Wales, without regard to conflict of law principles.

b. Arbitration

We aim to resolve disputes amicably. If a dispute cannot be resolved informally, it will be referred to and finally resolved by arbitration under the rules of the London Court of International Arbitration (LCIA), with a single arbitrator, seated in London, England. Exceptions include claims for urgent equitable or injunctive relief, which may be brought before the courts of England and Wales.

c. Informal Resolution First

Before starting formal proceedings, both parties agree to first attempt to resolve any dispute informally. Contact us at hi@clevaa.com. We will meet (virtually or by phone) within 45 days of your notice. If the dispute is not resolved within 60 days, either party may initiate arbitration.

d. Arbitration Rules

Arbitration will be administered by the London Court of International Arbitration (LCIA) under its rules, seated in London, England, with a single arbitrator.

e. No Class Actions

All disputes must be brought on an individual basis. You and Clevaa both waive the right to participate in class actions or collective proceedings.

f. Waiver of Jury Trial

By agreeing to these Terms, you agree that disputes covered by this section will be resolved through arbitration rather than litigation in the courts.

13. International Use

Clevaa can be accessed from around the world. You are responsible for complying with local laws in your jurisdiction. By using the platform outside the UK, you agree that London, England is an acceptable forum for dispute resolution.

14. Severability and Waiver

If any part of these Terms is found unenforceable, the rest remains in full effect. Our failure to enforce any provision on one occasion does not waive our right to enforce it in the future.

15. Export Control

You may not use Clevaa in breach of UK export control laws or sanctions regimes, including those administered by His Majesty's Treasury (OFSI) or the Department for Business and Trade. By using the platform, you confirm that you are not subject to any applicable sanctions or trade restrictions.

16. Notices

Notices to Clevaa should be sent to hi@clevaa.com. We will send notices to the email address on your account. Email notices are effective when sent during normal business hours, or the next business day if sent outside of those hours.

17. Assignment

You may not assign your rights under these Terms without our written consent. Clevaa may assign its rights without notice to you.

18. Force Majeure

Clevaa is not liable for delays or failures caused by events beyond our reasonable control, including natural disasters, acts of government, wars, pandemics, or infrastructure failures.

19. Entire Agreement

These Terms, together with our Privacy Policy, Data Processing Addendum, and any applicable order or subscription form, constitute the entire agreement between you and Clevaa regarding the platform. They supersede all prior discussions and agreements on this subject.

20. Contact Us

Have questions? We'd love to hear from you.

Email: hi@clevaa.com

Website: www.clevaa.com