



## StaffOps Terms of Use (Click-Through)

**Effective Date:** February 27, 2026

**Company:** StaffOps, Inc. (“StaffOps,” “we,” “us,” “our”)

**Service:** staffops.ai and any related applications, software, websites, and services (collectively, the “Service”)

### 1. Acceptance of Terms (Clickwrap)

By clicking “I Agree” (or by creating an account, accessing, or using the Service), you agree to be bound by these Terms of Use (“Terms”). If you do not agree, do not use the Service.

If you use the Service on behalf of a company or other entity, you represent and warrant that you have authority to bind that entity. In that case, “you” includes the entity.

### 2. Eligibility

You must be at least 18 years old (or the age of majority where you live) to use the Service.

### 3. The Service; AI/Automation; Important Disclosures

- 3.1. AI and Automation. The Service may include AI systems, automated workflows, and integrations that generate content, recommendations, and actions.
- 3.2. Outputs May Be Wrong. AI outputs can be inaccurate, incomplete, misleading, or not fit for your purpose. You are responsible for reviewing, validating, and approving outputs before relying on them.
- 3.3. No Professional Advice. The Service does not provide legal, medical, financial, tax, HR, or other professional advice. You are solely responsible for decisions and actions taken based on the Service.
- 3.4. Your Responsibility for Tool Actions. If you enable the Service to take actions (e.g., send messages, update records, publish content, trigger workflows, access systems), you are responsible for configuration, permissions, approvals, oversight, and outcomes.

### 4. Beta / Experimental Features (Important)

- 4.1. Beta Features. Some Service features may be identified as alpha, beta, preview, experimental, early access, or similar (“Beta Features”).
- 4.2. No Reliance; Higher Risk. Beta Features may be unstable, inaccurate, incomplete, or changed/removed at any time. You should not rely on Beta Features for critical workflows, regulated use cases, or decisions with legal/financial impact without independent review.
- 4.3. No Warranties for Beta. Beta Features are provided “AS IS” and “AS AVAILABLE” and are excluded from any service level commitments unless expressly stated in an order form.
- 4.4. Feedback. You may be asked to provide feedback on Beta Features. Any feedback is subject to Section 7.4 (Feedback license).

### 5. Accounts, Admins, and Security

- 5.1. Account Security. You are responsible for maintaining the confidentiality of credentials and for all activities under your account.



5.2. Organization Admins. Business accounts may designate administrators who can manage users, permissions, integrations, and settings. You are responsible for admin choices and internal governance.

5.3. Report Issues. Notify us promptly of suspected unauthorized access or security issues involving your account.

## 6. Acceptable Use

You agree not to (and not to allow others to):

- violate any law, regulation, or third-party rights;
- submit data you don't have rights/consent to use;
- use the Service for phishing, fraud, harassment, or spam;
- attempt to interfere with, disrupt, or overload the Service;
- probe or test vulnerabilities or bypass controls, rate limits, or access restrictions;
- reverse engineer or extract source code except to the extent prohibited by law;

use the Service to build a competing product by misusing our confidential information or proprietary aspects.

We may suspend or terminate access for violations.

## 7. Customer Content; Permissions; License; Feedback

7.1. Customer Content. "Customer Content" includes prompts, inputs, files, text, data, and other materials you submit, plus data you authorize us to access via integrations.

7.2. Your Consents. You represent and warrant you have all rights, consents, and permissions needed to provide Customer Content and to authorize StaffOps to process it.

7.3. License to Provide the Service. You grant StaffOps a limited, non-exclusive, worldwide license to host, store, copy, process, transmit, and display Customer Content only as needed to provide, maintain, secure, and improve the Service and to comply with law.

7.4. Feedback. If you provide feedback, you grant StaffOps a perpetual, irrevocable, royalty-free license to use it without restriction.

## 8. Integrations and Third-Party Services

8.1. Third-Party Terms. The Service may integrate with third-party platforms (e.g., email, calendar, CRM, chat). Your use of third-party services is governed by their terms and policies.

8.2. Authorization. By connecting an integration, you authorize StaffOps to access and use data from that third-party service to provide the Service.

8.3. No Liability for Third Parties. StaffOps is not responsible for third-party services, including their availability, security, acts/omissions, or changes that affect integrations.

## 9. Plans, Fees, Trials, and Taxes (If Applicable)

9.1. Fees and Usage Limits. Fees, limits, and plan details are disclosed during purchase or in an order form.



9.2. Billing and Taxes. You authorize us (or our payment processor) to charge your payment method. You are responsible for applicable taxes (excluding taxes on StaffOps's net income).

9.3. Nonpayment. We may suspend access for overdue amounts.

## 10. Privacy

Our collection and use of personal data is described in our [Privacy Policy](#) (posted on staffops.ai). You agree to the Privacy Policy as part of these Terms.

## 11. Intellectual Property

11.1. StaffOps IP. The Service, software, and all related IP are owned by StaffOps and its licensors. No rights are granted except as expressly stated.

11.2. Your Content. As between you and StaffOps, you retain ownership of Customer Content.

## 12. DMCA / Copyright Policy (User-Generated Content)

If you believe content on the Service infringes your copyright, you may send a DMCA notice to [legal@staffops.ai](mailto:legal@staffops.ai) with the subject line "DMCA Takedown Request" including:

1. Identification of the copyrighted work claimed to be infringed;
2. Identification of the material claimed to be infringing and information reasonably sufficient to locate it (e.g., URL, screenshot, account, timestamps);
3. Your name, address, phone number, and email address;
4. A statement that you have a good faith belief the use is not authorized by the copyright owner, its agent, or the law;
5. A statement, under penalty of perjury, that the information in the notice is accurate and you are the copyright owner or authorized to act on the owner's behalf; and
6. Your physical or electronic signature.

Counter-Notice. If you believe content was removed in error, you may send a counter-notice to [legal@staffops.ai](mailto:legal@staffops.ai) with the subject line "DMCA Counter-Notice" including:

1. Identification of the material removed and where it appeared before removal;
2. A statement under penalty of perjury that you have a good faith belief the material was removed due to mistake or misidentification;
3. Your name, address, phone number, and email address;
4. A statement that you consent to jurisdiction of the federal district court for your address (or if outside the U.S., for any judicial district where StaffOps may be found) and that you will accept service of process from the party who submitted the original DMCA notice; and
5. Your physical or electronic signature.

We may remove content, terminate repeat infringers, and comply with applicable law.

## 13. Suspension, Termination, and Changes

13.1. Termination by You. You may stop using the Service at any time.



13.2. Termination/Suspension by Us. We may suspend or terminate access to protect the Service, comply with law, address security risks, if you breach these Terms, or for nonpayment.

13.3. Changes. We may modify the Service or these Terms. We will provide notice when legally required. Continued use after the effective date means you accept the updated Terms.

## 14. DISCLAIMERS (READ CAREFULLY)

THE SERVICE (INCLUDING BETA FEATURES) IS PROVIDED “AS IS” AND “AS AVAILABLE.”

TO THE MAXIMUM EXTENT PERMITTED BY LAW, STAFFOPS DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, AND ANY WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE.

WE DO NOT WARRANT THAT THE SERVICE WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR THAT OUTPUTS WILL BE ACCURATE, COMPLETE, OR RELIABLE.

## 15. LIMITATION OF LIABILITY (MAJOR LIABILITY LIMITS)

15.1. EXCLUSION OF CERTAIN DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT WILL STAFFOPS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR FOR ANY LOSS OF PROFITS, REVENUE, GOODWILL, OR DATA, OR BUSINESS INTERRUPTION, EVEN IF ADVISED OF THE POSSIBILITY.

15.2. LIABILITY CAP (B2B + SELF-SERVE). TO THE MAXIMUM EXTENT PERMITTED BY LAW, STAFFOPS'S TOTAL LIABILITY FOR ALL CLAIMS ARISING OUT OF OR RELATING TO THE SERVICE OR THESE TERMS WILL NOT EXCEED THE GREATER OF:

(a) \$100, OR

(b) THE TOTAL AMOUNTS PAID BY YOU TO STAFFOPS FOR THE SERVICE IN THE THREE (3) MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM.

IF YOU USE THE SERVICE FOR FREE, THE CAP IS \$100.

15.3. ENTERPRISE / ORDER FORM OVERRIDE. If you have a written order form or master subscription agreement with StaffOps that expressly states a different liability cap, that written agreement controls only for the Service covered by that agreement.

15.4. BASIS OF THE BARGAIN. You agree these limitations are an essential basis of the bargain and apply even if a remedy fails of its essential purpose.

15.5. JURISDICTIONAL LIMITS. Some jurisdictions do not allow certain limitations. In such jurisdictions, our liability will be limited to the greatest extent permitted by law.

15.6. CONSUMER NOTE. Nothing in these Terms limits liability that cannot be limited under applicable law (including certain consumer protection rights).

## 16. INDEMNIFICATION



You will defend, indemnify, and hold harmless StaffOps and its officers, directors, employees, and agents from and against any claims, damages, liabilities, losses, and expenses (including reasonable attorneys' fees) arising out of or relating to:

- (a) your Customer Content;
- (b) your use of the Service, including actions taken through integrations;
- (c) your violation of these Terms or applicable law; or
- (d) your infringement or misappropriation of any third-party rights.

## 17. ARBITRATION AGREEMENT & CLASS ACTION WAIVER (IMPORTANT)

PLEASE READ THIS SECTION CAREFULLY. IT AFFECTS YOUR LEGAL RIGHTS.

- 17.1. Informal Resolution First. Before starting arbitration or a lawsuit, you agree to contact us at [legal@staffops.ai](mailto:legal@staffops.ai) and describe the issue. The parties will attempt to resolve the dispute informally for 30 days.
- 17.2. Agreement to Arbitrate. Except for: (a) claims that may be brought in small claims court; and (b) claims seeking injunctive or equitable relief for alleged misuse of intellectual property or unauthorized access to the Service, any dispute, claim, or controversy arising out of or relating to these Terms or the Service will be resolved by binding arbitration.
- 17.3. Arbitration Administrator and Rules. Arbitration will be administered by the American Arbitration Association (AAA) under its applicable rules (including the AAA Consumer Arbitration Rules where applicable). The AAA rules will govern payment of arbitration fees, unless this section provides otherwise.
- 17.4. Location and Format. The arbitration will take place in Suffolk County, Massachusetts, unless you and StaffOps agree otherwise. If you are an individual consumer, you may choose to have the arbitration conducted by telephone, video, or based on written submissions, subject to AAA rules.
- 17.5. Class Action Waiver. YOU AND STAFFOPS AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, COLLECTIVE, OR REPRESENTATIVE PROCEEDING. The arbitrator may not consolidate claims or preside over any class proceeding.
- 17.6. Time Limit. Any claim must be brought within one (1) year after the claim arises, unless a longer period is required by law.
- 17.7. Opt-Out. You may opt out of this arbitration agreement within 30 days of first accepting these Terms by emailing [legal@staffops.ai](mailto:legal@staffops.ai) with subject line "Arbitration Opt-Out" and including your name, account email, and a clear statement that you want to opt out. If you opt out, Sections 17.2–17.5 will not apply.
- 17.8. Severability. If the class action waiver is found unenforceable, then the entirety of this Section 17 (except 17.1) will be null and void. If any other part of this Section 17 is found unenforceable, the remaining parts will remain in effect.

## 18. Governing Law; Venue

These Terms are governed by the laws of the Commonwealth of Massachusetts, excluding conflict of laws rules. If a dispute is not subject to arbitration, you agree to exclusive jurisdiction and venue in the



state and federal courts located in Suffolk County, Massachusetts, and you consent to personal jurisdiction there.

## 19. Export Controls

You may not use the Service if you are located in a sanctioned jurisdiction or are a prohibited party under applicable export laws, and you agree to comply with applicable export controls.

## 20. Miscellaneous

- Entire Agreement. These Terms and the Privacy Policy are the entire agreement regarding the Service.
- Severability. If any provision is unenforceable, the remainder stays in effect.
- Assignment. You may not assign these Terms without our consent; we may assign in connection with a merger, acquisition, or sale of assets.
- No Waiver. Failure to enforce a provision is not a waiver.
- Force Majeure. We are not liable for delays beyond our reasonable control.

## 21. Contact

Legal: [legal@staffops.ai](mailto:legal@staffops.ai)

General: [info@staffops.ai](mailto:info@staffops.ai)

Support: [support@staffops.ai](mailto:support@staffops.ai)

Mail: 163 Summer Street, Medway, MA 02053

By checking this box, I acknowledge that I have read and agree to the StaffOps Terms of Use and Privacy Policy, including the Arbitration Agreement and Class Action Waiver.

I Agree