

Terms and Conditions

The terms governing use of Alfred, the human-in-the-loop AI email and CRM/ERP orchestration platform.

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1. Introduction and Acceptance

These Terms and Conditions ("Terms") govern access to and use of Alfred (the "Service"), a software-as-a-service platform provided by Two Roads srl ("we", "us", "our"). By creating an account, subscribing to, or otherwise using the Service, the entity or person doing so ("Customer", "you") agrees to be bound by these Terms.

If you are entering into these Terms on behalf of a company or other legal entity, you represent that you have the authority to bind that entity, in which case "Customer" refers to that entity.

The Service is offered on a business-to-business basis only. It is not intended for consumers, and no consumer-protection provisions applicable to business-to-consumer relationships are intended to apply.

2. Definitions

- "Service" means the Alfred platform, including the web application, connector integrations, AI-assisted drafting features, and any related documentation.
- "Connector" means an integration between the Service and a third-party system Customer uses (for example, an email provider, CRM, or ERP system).
- "AI Output" means any draft message, suggested action, classification, summary, or other content generated by the Service using artificial intelligence, prior to human review.
- "Approval Gate" means the mandatory review step through which an Authorized User must review and explicitly approve any AI Output before the Service dispatches it as an irreversible action (such as sending a message or writing to a connected system).
- "Authorized User" means an individual authorized by Customer to access and use the Service under Customer's account.
- "Customer Data" means data submitted to, processed by, or generated within the Service on Customer's behalf, including content retrieved from Connectors.
- "Order Form" means a subscription order, online checkout, or signed order confirming the plan, pricing, and term Customer has selected.

3. Description of the Service

Alfred monitors communication channels and connected business systems that Customer authorizes, and uses artificial intelligence to draft replies, classify messages, and propose actions in connected systems (such as CRM or ERP updates).

A core design principle of the Service is that no AI Output is dispatched, sent, or written to a connected system without first passing through the Approval Gate. Each proposed action is presented to an Authorized User for individual review, edit, approval, or rejection. Nothing in the Service is designed to take an irreversible action autonomously.

The Service, its available features, supported Connectors, and functionality may change over time as described in Section 14 (Service Availability).

4. Eligibility and Account Registration

Customer must provide accurate registration information and keep it up to date. Customer is responsible for all activity occurring under its account and for maintaining the confidentiality of login credentials issued to its Authorized Users.

Customer is responsible for ensuring that each Authorized User is a genuine employee, contractor, or representative of Customer authorized to act on its behalf, and for promptly revoking access when that is no longer the case.

5. Fees, Plans, and Cancellation

5.1 Plans and fees

Alfred is offered under one or more subscription plans, each with its own features, included volume and pricing, as shown on the Plans Page (the public pricing page, and the in-app screens shown at signup or when changing plan). The Plans Page is incorporated into these Terms by reference and forms part of the agreement between you and Two Roads srl. It is a living commercial document that we may update as described in Section 5.5, and is not reproduced in full here so that price changes do not require you to re-accept these Terms.

Fees consist of:

- **the plan fee**, a flat fee per company, monthly or yearly as chosen;
- **a fee per paid mailbox per month**. A paid mailbox is a personal mailbox (currently Gmail or Outlook, at the same price) connected by a user, or a shared mailbox connected for your team. Users who do not own a connected mailbox of their own, including those who only work shared mailboxes, are not charged;
- **connector fees**. Each additional system you connect (for example HubSpot, Odoo, Zoho Invoice, Billit or Exact Online) is charged at the price shown on the Plans Page, for each user with a paid mailbox who is granted access to it. A shared mailbox's own access to a connector is included in its fee.

Included volume. Each paid mailbox includes a monthly volume of emails handled, as shown on the Plans Page for your plan. The volume of personal mailboxes is pooled across your account; each shared mailbox has its own. An email counts toward the volume once Alfred has used its AI to process it; emails Alfred filters out before that point do not count. The monthly period starts on the day after your trial ends and repeats on the same day each month.

Above the included volume, depending on your plan, either (a) additional emails are charged at the per-email rate shown on the Plans Page, billed monthly in arrears, or (b) Alfred stops drafting replies until your next monthly period begins. Incoming mail stays visible either way, and you

may reply to it yourself. We notify your account administrators before and when the volume is reached.

5.2 Free trial

Where a plan offers a free trial, its length is shown at signup, and no payment method is required to start it. During a trial, Alfred stops drafting replies if the trial reaches the plan's included volume, until the trial ends or you subscribe. When the trial ends without a paid plan in place, approving and sending replies stop, but Alfred keeps drafting and everything else stays available. From the third day after the trial ends, Alfred stops checking your connected mailboxes and systems; nothing is lost. After two months without a plan, the account is locked except for signing in and the Billing page, from which it can be reactivated by paying at any time, which restores the account immediately. Where a plan is offered without a trial, payment is taken at signup and the Service starts once payment is confirmed. We may change trial availability or length for future signups at any time; changes will not shorten a trial you have already started.

5.3 Discounts

We may make discount codes available from time to time, each with its own terms (percentage or fixed-amount reduction, and where applicable an expiry date and a maximum number of redemptions). A discount code applies only for as long as, and on the terms under which, it was issued, and we may decline to honor a code used outside its stated terms.

5.4 Billing and payment

Payment is collected through Mollie, using a card, Bancontact, SEPA direct debit, or another payment method Mollie supports. Once you have completed one payment, later charges are collected automatically from the same payment method. The plan fee is charged monthly or yearly in advance, as chosen at signup. Mailbox and connector fees are charged monthly. Emails above your plan's included volume are charged monthly in arrears. An invoice is issued through Billit after each successful payment. Prices are stated in euros, exclusive of VAT.

If a payment fails, we notify you by email and you have 3 days to resolve it. If it remains unresolved after that period, the Service stops collecting mail and stops drafting and sending replies until payment succeeds; you can still sign in and access the app.

When, partway through a billing period, a paid mailbox is connected or disconnected, or a user's access to a paid connector is granted or removed, your next invoice reflects a day-counted additional charge or credit for the remainder of that period. Adding or removing a user without a mailbox of their own has no effect on fees.

5.5 Changes to fees or connector availability

We may change the price of a plan or connector, or add, modify, or discontinue a connector, at any time, by updating the Plans Page. For your existing subscription, any fee increase or the discontinuation of a connector you are actively using will take effect no earlier than 30 days after

we notify you (by email to your account administrator, or by an in-app notice), giving you the opportunity to review the change before it applies to your account. Continuing to use the affected plan or connector after that date constitutes acceptance of the new terms; if you do not agree, you may cancel under Section 5.6.

5.6 Cancellation: no lock-in

There is no minimum contract term and no cancellation fee. You may cancel your subscription, change plan, or disconnect any connector at any time from within your account. Cancellation takes effect at the end of the day on which you cancel. Any unused portion of a prepaid annual plan fee is credited as a credit note and refunded. Any unused portion of a prepaid monthly plan fee is credited as a credit note, deducted from a later invoice, and is not refunded in cash.

5.7 Effect of cancellation or termination

On cancellation or termination of your subscription for any reason:

- Your access to send or approve replies through Alfred ends as described in Section 5.6.
- Any unused portion of a prepaid annual plan fee is refunded in cash. Any unused portion of a prepaid monthly plan fee is credited as a credit note, deducted from a later invoice, and is not refunded in cash.
- On request, by contacting us within 30 days of cancellation, we will provide your Customer Data to you; after that period it will be deleted in accordance with our Privacy Policy and the Data Processing Agreement governing your account, except where we are required to retain it for legal, tax, or accounting purposes.
- Sections of these Terms which by their nature should survive cancellation (including confidentiality, limitation of liability, and payment obligations for fees already incurred) continue to apply.

We may suspend or terminate your account for material breach of these Terms, including non-payment, on reasonable notice, except where immediate suspension is necessary to protect the security of the Service or of other customers' data.

5.8 Included support hours

Each plan includes a set number of hours of account-management support and a set number of hours of technical support per period, as stated on the Plans Page, at no additional charge. Unused included hours do not roll over to a following period.

Support beyond your plan's included allowance is available on request. We will let you know the estimated number of hours involved and confirm the applicable rate (as shown on the Plans Page at the time of the request) before any billable support work begins, and we will not bill you for support hours you have not approved in advance. Billable support hours are invoiced in accordance with Section 5.4.

6. The Human Approval Gate

Customer acknowledges and agrees that the Approval Gate is a fundamental feature of the Service and the primary safeguard against inaccurate or inappropriate AI Output being acted upon. Customer is solely responsible for the substantive review of each AI Output prior to approval, including verifying its factual accuracy, appropriateness, and legal or commercial suitability before approving it for dispatch.

Any action taken by the Service following an Authorized User's approval is treated, as between Customer and us, as an action taken by Customer. We are not responsible for the consequences of Customer approving an AI Output that Customer did not adequately review.

Customer is responsible for deciding which Authorized Users have access to the Service and to which mailboxes, using the access controls the Service provides.

The Service does not offer, and Customer's subscription does not include, a mode in which AI Output is dispatched or written to a connected system without first passing through the Approval Gate. Should we introduce any future functionality permitting reduced or no human review prior to dispatch, that functionality will only be made available as a separate, explicitly opted-in feature described in additional terms, and will not apply to Customer's use of the Service unless Customer affirmatively enables it.

7. Connectors and Third-Party Services

The Service integrates with third-party systems selected and authorized by Customer (each a "Connector"), which may include email providers, CRM systems, ERP systems, and invoicing tools. Customer is responsible for holding valid accounts and authorizations with each third-party provider it connects.

We do not control, and are not responsible for, the availability, functionality, security practices, or content of third-party systems accessed via a Connector. Outages, API changes, or policy changes by a third-party provider may affect the Service's ability to function and are outside our control.

Customer's use of any third-party service accessed through a Connector remains subject to that provider's own terms and policies. Customer is responsible for configuring any privacy, consent, or data-protection settings available within each connected third-party system (for example, marketing consent or legal-basis tracking features, and data-erasure workflows offered natively by that system); we do not manage or control those settings on Customer's behalf.

Connector-specific scope

The following describes, at a high level, what the Service does through each currently supported Connector. This description may be updated as Connectors are added or their functionality changes; the current list of supported Connectors is available in the Service.

- Gmail / Outlook: the Service reads incoming messages, including PDF and Word attachments, in the connected inbox to identify items requiring a drafted reply and to inform the draft, and, once an Authorized User approves a draft, sends the reply on Customer's behalf. An Outlook add-in lets users review and approve drafts directly inside Outlook. It does not access or act on messages outside the connected inbox unless Customer configures additional inboxes. A shared mailbox connected for a team is visible only to the users and teams the administrator grants access to.
- Odoo: the Service reads contacts, sales orders, invoices, deliveries, CRM opportunities, purchase orders, and manufacturing orders from Customer's connected Odoo instance to provide context for drafting (each of these categories can be switched off by the administrator), and, once approved, writes a note to the relevant record or creates a follow-up task for a colleague. Customer is responsible for ensuring its Odoo instance and the data within it are lawfully held and accessible to the Service.
- HubSpot: the Service reads contact and conversation data, and deals and tasks linked to the contact, from Customer's connected HubSpot account to provide context for drafting (each of these categories can be switched off by the administrator), and, once approved, sends replies through HubSpot and logs notes to the relevant contact record. Customer remains responsible for its own configuration of HubSpot's data-privacy and consent settings, and for ensuring it has a lawful basis to process the contact data exposed to the Service.
- Zoho Invoicing: the Service reads invoice and payment history from Customer's connected Zoho account to provide context for drafting, and, when explicitly requested and approved, can create invoices or send payment reminders. This Connector does not independently monitor for new items.
- Billit: the Service reads invoice and payment status from Customer's connected Billit account to provide context for drafting. This Connector is read-only; it does not create or change anything in Billit.
- Exact Online: the Service reads invoice and payment status from Customer's connected Exact Online account to provide context for drafting. This Connector is read-only; it does not create or change anything in Exact Online.

For each Connector, the administrator can switch off individual categories of data listed above.

8. Customer-Provided AI Credentials (Bring Your Own Key)

Customer may configure the Service to perform AI drafting using Customer's own account and credentials with a supported AI provider (for example, Customer's own Anthropic account), instead of the AI capacity we make available by default ("BYOK Mode").

Where Customer uses BYOK Mode, the fees, usage quotas, data-retention practices, and processing region of the AI provider are governed solely by the agreement between Customer and that provider, and are not controlled by us. We will take reasonable measures to store and transmit Customer's provided credential securely, but we do not warrant or take responsibility for the AI provider's own service, terms, or performance.

Enabling BYOK Mode does not, on its own, remove Customer's email content from passing through our own infrastructure in order to reach the configured AI provider, and does not by itself change our own data-processing role as described in our Data Processing Agreement.

9. Customer Responsibilities

- Configure the Service, including who has access to which mailboxes and connected systems, in a manner appropriate to Customer's own risk tolerance and regulatory obligations.
- Ensure Customer Data submitted to the Service, including any personal data of Customer's own customers or contacts, is submitted lawfully and that Customer has any necessary rights or consents to do so.
- Not use the Service to process special categories of data, or data subject to heightened regulatory regimes, unless the Service has been specifically configured and agreed to support that use.
- Comply with applicable law in its own use of the Service and in any action it approves through the Approval Gate.
- Not attempt to circumvent, disable, or bypass the Approval Gate, and not use the Service in a manner designed to cause AI Output to be dispatched without genuine human review.

10. AI Output; No Warranty of Accuracy

AI Output is generated using large language model technology and may be incomplete, inaccurate, or unsuitable for Customer's purposes. AI Output is provided as a draft or suggestion only, and is not warranted to be accurate, complete, current, or appropriate for any particular purpose until reviewed and approved by an Authorized User.

We do not guarantee that the Service's classification of messages (for example, as requiring a reply, as informational, or as noise) will always be correct, and Customer should treat automated classification as a productivity aid rather than a compliance control.

11. Intellectual Property

We and our licensors retain all right, title, and interest in and to the Service, including its software, underlying models, orchestration logic, and documentation. These Terms grant Customer a limited, non-exclusive, non-transferable right to access and use the Service during the subscription term, for Customer's own internal business purposes.

Customer retains all rights in Customer Data. Customer grants us a limited license to host, process, and transmit Customer Data solely as necessary to provide the Service.

We may use anonymized, aggregated data derived from use of the Service (which does not identify Customer or any individual) to maintain, improve, and develop the Service.

12. Data Protection and Privacy

Our collection and processing of personal data in connection with the Service, including the roles and responsibilities of each party as controller or processor, sub-processors used, and data transfer safeguards, are described in our separate Privacy Policy and Data Processing Agreement, available at gotoalfred.com or on request, which are incorporated into these Terms by reference. In the event of a conflict between these Terms and the Data Processing Agreement regarding the processing of personal data, the Data Processing Agreement controls.

13. Cookies

Our website and dashboard use only cookies that are strictly necessary for authentication, session management, and security. We do not use advertising or tracking cookies. Further detail is available in our Privacy Policy.

14. Service Availability; Evolving / Beta Features

We aim to make the Service available on a continuous basis but do not guarantee uninterrupted or error-free operation. The Service may be unavailable from time to time for scheduled maintenance, emergency maintenance, or reasons outside our reasonable control, including third-party outages described in Section 7.

Unless expressly agreed in writing (for example, in an Order Form specifying a service level agreement), the Service is provided without any uptime or response-time commitment. Any indicative availability figures we communicate are estimates only and not binding commitments.

Certain features, Connectors, or capabilities may be labeled or otherwise identified as beta, early access, or pre-release. Such features are provided "as is," may be changed or withdrawn at any time without notice, and are more likely to contain errors than generally available features. Customer should apply additional caution, including closer manual review at the Approval Gate, when using such features.

We may add, modify, or discontinue features of the Service, including specific Connectors, at our discretion, provided that we will use reasonable efforts to give advance notice of any discontinuation that materially reduces functionality Customer actively relies upon.

15. Limitation of Liability

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

Subject to the foregoing, to the maximum extent permitted by applicable law:

- Neither party shall be liable to the other for any indirect, incidental, special, consequential, or punitive damages, or for any loss of profits, revenue, goodwill, or anticipated savings, arising out of or relating to these Terms or the Service, even if advised of the possibility of such damages.
- Our total aggregate liability arising out of or relating to these Terms or the Service shall not exceed the total fees paid by Customer for the Service in the twelve (12) months preceding the event giving rise to the claim.
- We are not liable for any loss or damage arising from Customer's approval, at the Approval Gate, of an AI Output that a reasonable review by Customer's Authorized User should have identified as inaccurate or unsuitable.
- We are not liable for any loss or damage arising from the unavailability, misconfiguration, or actions of any third-party system accessed via a Connector, except to the extent caused by our own negligence in the operation of the Connector itself.

16. Indemnification

Customer agrees to indemnify and hold us harmless from third-party claims, losses, and expenses (including reasonable legal fees) arising from: (a) Customer Data submitted to the Service; (b) Customer's approval of AI Output at the Approval Gate; (c) Customer's use of the Service in violation of these Terms or applicable law; or (d) Customer's violation of any third-party rights.

17. Term and Termination

These Terms remain in effect for as long as Customer maintains an active subscription or account. Cancellation, plan changes, and the consequences of ending a subscription are governed by Section 5 (Fees, Plans, and Cancellation).

Either party may terminate immediately if the other party materially breaches these Terms and fails to cure that breach within thirty (30) days of written notice, or if the other party becomes insolvent.

18. Suspension

We may suspend Customer's access to the Service, in whole or in part, if we reasonably believe suspension is necessary to prevent harm to the Service, other customers, or third parties (for example, in response to a security incident, suspected abuse, or non-payment), and will use reasonable efforts to notify Customer promptly. See also Section 5.7 regarding suspension or termination for non-payment.

19. Changes to These Terms

We may update these Terms from time to time. For material changes, we will provide reasonable notice (for example, by email or in-product notice) before the changes take effect. Continued use of the Service after the effective date of updated Terms constitutes acceptance of those Terms.

20. Governing Law and Jurisdiction

These Terms are governed by the laws of Belgium, without regard to its conflict-of-laws principles. The courts of Brussels, Belgium shall have exclusive jurisdiction over any dispute arising out of or relating to these Terms, without prejudice to any mandatory consumer or other protective jurisdiction rules that cannot be excluded by agreement.

21. Miscellaneous

Severability: if any provision of these Terms is found unenforceable, the remaining provisions remain in full force and effect, and the unenforceable provision will be interpreted to best accomplish its intended purpose.

Entire agreement: these Terms, together with any Order Form, Privacy Policy, and Data Processing Agreement, constitute the entire agreement between the parties regarding the Service and supersede prior agreements on the same subject matter.

Assignment: Customer may not assign these Terms without our prior written consent, except to a successor of substantially all its business by merger or acquisition. We may assign these Terms in connection with a merger, acquisition, or sale of assets.

Force majeure: neither party is liable for delay or failure to perform resulting from causes outside its reasonable control.

Notices: notices under these Terms should be sent to info@gotoalfred.com, or to the contact details Customer has provided in its account.

No waiver: a failure to enforce any provision of these Terms is not a waiver of the right to enforce it later.