

THEMBI PLATFORM LEGAL TERMS

Last updated: 9 March 2026

These Legal Terms govern access to and use of the Thembi platform and related services.

By creating an account or using the platform, the user agrees to these Terms.

1. Service Provider

The service is provided by:

Thembi S.r.l.
Corso Ventidue Marzo 12
20135 Milano (MI)
Italy

Codice Fiscale / Partita IVA: 14207690968
VAT: IT14207690968

Contact: info@thembi.ai

2. Nature of the Service

Thembi provides a digital platform for monitoring developments in European Union lawmaking and policy processes.

The platform identifies developments relevant to users and provides:

- alerts
- summaries
- contextual information
- relevance assessments
- structured monitoring dashboards

Outputs are generated or assisted by artificial intelligence systems operated by third-party providers.

Thembi does not provide legal advice, regulatory advice, compliance certification, or professional advisory services.

The service is intended solely as an informational monitoring tool.

3. Intended Users

The service is designed for professional users.

By registering, users confirm that they act in a professional capacity.

Thembi does not intentionally offer services to consumers.

Where mandatory consumer protection laws apply, those rights prevail over conflicting provisions of these Terms.

4. Account Registration

Users must create an account to access the service.

Users must:

- provide accurate information
- maintain confidentiality of login credentials
- comply with seat licensing

Users are responsible for activity under their accounts.

5. Security Measures

Thembi implements reasonable security measures including:

- encrypted connections (HTTPS/TLS)
- authentication mechanisms
- session management controls
- monitoring for abnormal access patterns

For secure access the platform uses:

- two-factor authentication (2FA) using mobile OTP
 - periodic authentication every 48 hours
 - session controls designed to discourage password sharing
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6. Free Trial

New users may receive a 7-day free trial.

A payment method must be provided.

Unless cancelled before the trial ends, the subscription automatically converts into a paid subscription.

7. Subscription Terms

Key characteristics:

- minimum commitment: 12 months
- seat-based pricing
- monthly billing in advance
- all fees are exclusive of applicable taxes (such as VAT or equivalent), any such taxes will be applied at the point of purchase based on the user's jurisdiction

Subscriptions renew automatically for successive 12-month periods if not explicitly cancelled.

Cancellation must be submitted at least 30 days before the end of the subscription period.

Cancellation may be performed via the user profile within the platform.

8. Subscription Upgrades

Users may upgrade their subscription plan.

Where an upgrade occurs:

- the new plan replaces the previous plan with immediate effect if nothing else has been agreed in written form
- the new pricing applies immediately
- a new 12-month subscription commitment begins

Downgrades during an active commitment period are generally not available.

9. Fees and Price Changes

Subscription fees are charged monthly in advance and are non-refundable.

Fees are payable through the online payment system made available via the platform. The users are responsible for ensuring that valid and up-to-date payment details are maintained.

Fees may be updated for future subscription periods or during ongoing subscription periods. In the latter case the users have an extraordinary cancellation right which can be exercised with a 30 days notice period before the end of each month. Fees will remain unchanged during this period. Revised fees shall take effect after the notice period has expired.

Any updated pricing becomes effective at the beginning of the next renewal period.

Fees table:

Plan	Price per month	User Logins (Seats)	Virtual User Personas (VUPs) included	Overage
Essential	EUR 249	1	2	Up to 2 additional VUPs allowed – EUR 59 per month per additional VUP
Team	EUR 699	3	9	EUR 199 per month per

				additional login; EUR 49 per month per additional VUP
Enterprise	Custom	Custom	Custom	Custom scaling arrangements

10. Acceptable Use

Users must not:

- reverse engineer the platform or attempt to access its underlying code, algorithms, or database structure
- scrape or extract data from the platform by automated or manual means platform content
- share accounts and/or access credentials beyond licensed seats
- build competing monitoring services using the platform content, data, or outputs, including as training data
- introduce malicious code or conduct any security attack, including denial-of-service attacks or unauthorised vulnerability testing
- use automated tools within the platform such as bots, scripts, or crawlers without Thembi's prior written consent
- circumvent access controls, paywalls, or subscription restrictions to access features or content beyond the licensed tier
- misrepresent affiliation with Thembi or use its name, brand, or trademarks without express written authorisation

Thembi may suspend accounts where misuse occurs.

11. Artificial Intelligence Transparency

The platform uses artificial intelligence systems to generate certain outputs.

These outputs may include:

- summaries
- contextual explanations
- relevance classifications

AI-generated outputs may contain inaccuracies or omissions.

Users must verify information independently. Users have taken note of Thembi's [Policy on Responsible AI](#) and agree with its terms.

12. Automated Relevance Classification

The platform automatically evaluates the relevance of monitored information for each user.

These relevance assessments may rely on:

- user-selected interests
- explicit configuration choices
- behavioural signals derived from platform usage and/or explicit user feedback

Such automated processing serves only to improve information prioritisation and does not produce legal effects or similarly significant impacts on individuals.

13. Third-Party Information Sources

The platform aggregates information from public third-party sources including but not limited to:

- EU institutions and related bodies
- national governments and authorities
- regulatory bodies
- public databases
- media outlets
- Generally available online sources

Thembi cannot guarantee completeness, timeliness or accuracy of such information.

14. No Professional Advice

The platform does not provide legal or other types of professional advice.

Users remain responsible for verifying information and making independent decisions.

15. Intellectual Property

All intellectual property relating to the platform belongs to Thembi or its licensors. Nothing in these Terms transfers any ownership rights to users.

Users receive only a limited licence to access the platform during the subscription.

16. Personal Data and Privacy

Thembi processes personal data in accordance with applicable data protection laws, including Regulation (EU) 2016/679 (GDPR).

Further information regarding the collection, use, storage and protection of personal data is set out in the [Privacy Policy](#), which should be read together with these Terms.

Where users upload documents, information or other materials to the platform, they remain responsible for ensuring that any personal data contained in such materials is processed lawfully and in accordance with applicable law.

17. Subprocessors

Thembi may use subprocessors including:

- cloud infrastructure providers
- AI model providers
- payment processors
- analytics providers

Appropriate contractual safeguards are implemented.

18. Service Availability

Thembi will use commercially reasonable efforts to maintain availability.

The platform relies on external infrastructure including cloud providers and AI services. Interruptions caused by such providers may occur. Scheduled and unscheduled maintenance interruptions remain possible.

Therefore, uninterrupted service cannot be guaranteed at all times. Thembi strives to minimize service disruptions.

19. Limitation of Liability

To the maximum extent permitted by law:

Thembi shall not be liable for:

- indirect damages
- loss of profits
- reliance on platform outputs
- inaccuracies originating from third-party sources
- outputs generated by external AI systems

Total liability is limited to the fees paid by the customer during the preceding 12 months.

20. Suspension and Termination

Thembi may suspend accounts at its own discretion where:

- terms are violated
- payments fail
- security risks arise
- users materially act in contradiction of Thembi's [Policy on Responsible AI](#)

Users may terminate subscriptions via the user profile subject to the Subscription Terms provided in this document.

21. Governing Law

These Terms are governed by the laws of Italy.

The courts of Milan have exclusive jurisdiction.