LEGAL

Terms of Service

Last updated: 28 October 2026

Welcome to Human2Intelligence ("H2I," "we," "our," or "us"), a product of H2I Technologies Private Limited, incorporated under the Companies Act, 2013. These Terms govern your use of the entire platform — the website, dashboard, Clone Studio, and every product on it: Interview, Showcase, and Coaches. Please read them carefully.

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1 Acceptance of terms

By creating an account, verifying your email, or using any part of the H2I platform, you confirm that you have read, understood, and agree to these Terms, our Privacy Policy, and our Refund Policy. If you do not agree, please do not use our services. These Terms constitute a legally binding electronic contract under the Information Technology Act, 2000 and the Indian Contract Act, 1872.

2 Eligibility

You must be at least 18 years of age and legally capable of entering into binding agreements under the Indian Contract Act, 1872. By registering, you represent that all information you provide is accurate, complete, and that you will keep it updated. Email verification is required to activate your account. If you are registering on behalf of an organisation, you represent that you have the authority to bind that organisation to these Terms.

3 Account responsibilities

You are responsible for maintaining the confidentiality of your login credentials and for all activities under your account. You must notify us immediately at info@human2intelligence.com if you suspect unauthorised access. H2I is not liable for losses arising from unauthorised use of your account where such use was not caused by our negligence. You agree not to share your credentials with any third party.

4 The products

Interview Showcase Coaches

H2I is a single platform offering several AI products, all built on the same digital clone.

Interview — Schedule and conduct automated screening interviews using stock or personal AI replicas. Interviews are scored across five evaluation dimensions and, when you choose the skills an interview assesses, on each of those skills, and are conducted in English. Skills must describe the work; a label about a person, such as age, gender, religion, caste, origin, marital status, health or looks, is refused. The AI interviewer joins the meeting room when the candidate joins, so an interview nobody attends costs nothing.

Showcase — Deploy a white-label AI video avatar on your own website that answers visitor questions about your product. Showcase includes Knowledge Intelligence (learning your product from your website or supplied text), guardrails you can set, two demo modes (Guided tour and Q&A), and a hand-over link to your team. You can also book a live demo: pick a time and a length, and invite people by email. Your Showcase's AI presenter can run it, opening it at that time without you, and you can join whenever you like; or you run it yourself, with the AI presenter in the room. A live demo uses your minutes while it runs, up to the length you booked. If your account is out of minutes when the presenter is due to open it, it doesn't start, and we tell you. In a live demo, or a lead's call you join, you can share your screen; guests and leads can't. On your shareable link, a lead can chat with the presenter in writing, free, before giving an email; the video demo takes a verified email and, where you keep the setting on, your approval, and it spends your minutes as always. A lead in a call can ask for a person, and you can step into that call. Where you approve each video demo, a lead with a verified work email goes straight in unless you turn that off; personal addresses wait for you. You can read the written chats on your links, and join one to answer as yourself; the chat tells the lead when you join and leave, and you are responsible for what you write there. Where you keep it on, a lead can also hand the call to another of your twins; the time spends from the same link budget and caps. You can share one Showcase by its own link, or all of your live Showcases by one demo link for your company: you choose who answers first and who is on it, and every twin on it spends from that link's one budget and per-person cap. The presenter's face comes from the set your plan offers, or your own replica on plans that include one.

Coaches — Teach a replica a subject from documents you supply, and share it with the people you invite: your learners and your team. If you turn on Anyone

signed in for a Coach, anyone with an H2I account who holds that link can also hold a live video session with it, up to the time you set for each person; if you leave that blank, each of them gets the default time shown on the Coach's page. Coach sessions run on your account and consume minutes from your balance, including sessions held by other people.

Vidur, the chess coach — A chess-coaching Coach. A learner solves tactics puzzles against a chess engine while an AI video coach explains each position. The engine chooses and validates every move; the coach only ever explains, and is structurally prevented from making a move on the board. These sessions run on your account and consume minutes from your shared balance, like any Coach session.

Launchpad — Generate short product-demo videos in which a stock AI presenter delivers a script you write, with your product's website rendered in the background. You must supply the website URL, which must be a domain you own or are authorised to represent and which is verified before a video can be generated; you are responsible for the accuracy, content, and intellectual-property clearance of the script you provide. Every video is screened for prohibited content before it is generated. Generated videos are private to your account — yours to download, embed, and share; there is no public gallery. We retain oversight of generated videos and may remove any that breaches these terms. Launchpad is billed per minute of generated video, separately from your plan minutes (see the plans below).

Clone Studio — The foundation for all of them. Record a short video to create a personal AI replica with a matching voice clone and personality profile. Personal replicas are private to your account and are not visible to other users. On plans that include one, your personal replica can run Interview, Showcase and Coaches, and talk with you in Talk to me.

Learners — Give people outside your organisation — customers, students, partners — access to the Coaches and Showcases you choose. You invite each person by email; they set a password and sign in on their own page, not to your dashboard. Their sessions run on your account and use your minutes.

Your team — Give your colleagues access to the Coaches and Showcases you choose. Only people with an email at your account's own company domain can be on your team, and they sign in with a code sent to that work email each time. Their sessions run on your account and use your minutes.

Team management and analytics — Invite team members via email, manage roles, share replicas within your organisation, and track usage across every product.

We may add, modify, or discontinue features. Where a change materially reduces functionality you are paying for, we will give you reasonable notice and, where appropriate, a pro-rated credit in line with our Refund Policy.

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5 Subscription plans and billing

Explorer (Free) — 30 minutes total, drawn down by Interview, Showcase and Coaches alike, on stock replicas only. There is no cap on how many sessions you may run in total — minutes are the limit — but sessions run 1 session at a time. Additional minutes at ₹49 per minute plus applicable GST (18%). The free minutes are one trial per person. When several accounts on one company email domain start a trial on the same day, the later ones open without free minutes; write to us and we will look at it.

Starter (₹7,999/month + 18% GST — ₹9,439 total) — 200 minutes per billing cycle, shared across Interview, Showcase and Coaches, on stock replicas only. Custom replicas are not included and cannot be purchased on this plan. Sessions run 1 session at a time. Unused plan minutes roll over when the subscription renews, up to a maximum of one billing cycle's grant. Purchased minutes are not part of that limit and do not expire. Additional minutes at ₹49 per minute plus applicable GST.

Pro (₹29,999/month + 18% GST — ₹35,399 total) — One custom replica — your digital twin — and 750 minutes per billing cycle, granted on the first month and on every renewal alike. Unused plan minutes roll over when the subscription renews, up to a maximum of one billing cycle's grant. Purchased minutes are not part of that limit and do not expire. Minutes are shared across every product on your plan. Sessions run 2 sessions at a time. Includes team management and priority support. Additional custom replica slots are ₹4,999 plus applicable GST (₹5,899) each, charged as one-time purchases and retained for the life of the subscription, subject to a per-account limit on custom replicas. Additional minutes at ₹49 per minute plus applicable GST, the same rate as every plan.

Growth (Custom) — Tailored to your organisation in a written proposal: monthly minutes and their rate, a support level (Standard, Priority or Dedicated), the number of sessions that can run for you at the same time, API access, and a term in months. The plan includes one custom replica — your digital twin — as Pro does. Additional custom replicas are ₹4,999 plus applicable GST each, charged once with the first payment and never on a renewal. The plan includes a number of sessions at once; each one beyond those is priced per month in the proposal, plus GST. A proposal may include sessions beyond what our platform runs at once today: those start when our capacity rises, we tell you by email that day, and each is charged only from the first payment link made after it starts. API access is part of every Growth plan; a proposal may price it as a monthly line, charged with every payment. A proposal can be paid for 7 days from when it is sent, and paying it accepts the proposal and these Terms. A Growth month is never priced below Pro; one-time charges do not count toward that. The plan is paid monthly or yearly, as the proposal says. Monthly: a payment link for each month is emailed five days before the current month ends. Yearly: twelve months are paid up front, less 10%, the same as Starter and Pro; the term is whole years, minutes are still granted month by month, and each later year's link is emailed fourteen days before the current year ends. If you do not yet have an account, the plan starts when you create one with the email the proposal was sent to and verify it. Unused minutes carry into the next paid month, up to one month's minutes. If you pay before creating your account and change your mind before the plan starts, we refund the payment in full when asked within 7 days of paying (see the Refund Policy).

Codes — We may give you a code for a discount on a plan: a percentage or an amount off, for the first payment, the first few payments, or every payment, as the code says when you apply it. It comes off the price before GST, and GST is charged on what you pay; the invoice shows the discount. A code works once per account, only on the plans it names, and only until it expires or runs out. A code that covers more than one payment applies itself to the renewals it covers while you stay on that plan; moving to another plan ends it. A code has no cash value and cannot be exchanged or added to another code, or to a partner's price: if you have both, you pay whichever price is lower.

Given free — We may give your account a plan, or an extra custom replica, free of charge. You get a receipt, not a tax invoice: it shows the list price, nothing to pay and no GST. A plan given free runs for the term it was given,

monthly or yearly, and then ends like a paid plan, unless you renew it. Minutes you bought stay with you. An extra custom replica given free stays for the life of the subscription, as a bought one does.

Paying yearly — Starter and Pro can be paid for a year at a time: twelve months paid up front, less 10%. Minutes are granted month by month through the year.

Renewal is your choice — Paid plans do not renew automatically, and we do not store a card or set up an auto-debit. We email you five days before a monthly term ends (fourteen for a yearly one), and you can renew from then; renewing early starts the new term when the current one ends. If a term ends unpaid, your plan stays for 3 more days and then the account moves to Explorer, and we email you when it does. The same happens when you choose to move to Explorer. Your minute balance stays with the account: minutes you bought and plan minutes you had not used. Your own twin is paused on Explorer: it isn't deleted, it can't take calls, and calls you already set up for other people run on one of your stock faces instead. It comes back as soon as you're on Pro or Growth again, and you can delete it yourself at any time. Replica slots you bought stay with the account, and paying later puts the plan back.

Sessions running at the same time — The session limits above are per account and apply across every product — they are not per replica, and no plan is unlimited. Starting a session while your account's slots are in use places it in a queue; it begins automatically when a slot frees rather than failing. Platform-wide capacity is finite and is shared across all customers.

Time with our AI host — Every account, including free accounts, receives 10 minutes of video conversation with our AI host at no charge. The host is an AI twin of our founder or, when it is unavailable, Daniel, our AI product specialist. It is an AI, it says so, and nothing it says agrees a price, discount or terms on our behalf. This is a separate balance from your plan minutes: it is drawn down only when you talk to the host, it never consumes plan minutes, and it is granted once per account rather than once per session. Typed chat with the host is free and requires no account.

All prices are in Indian Rupees (INR). GST at applicable rates is charged on all paid services in accordance with the Goods and Services Tax Act, 2017, and a valid GST invoice is provided for every payment. Something given free, by a code or by us, gets a receipt instead, as above.

Showcase chat — The written chat on your shareable demo links is included in your plan and never charged per message. Each plan includes a number of lead messages a calendar month (India time): Explorer 200, Starter 3,000, Pro 15,000; Growth has no monthly cap unless your agreement sets one. Only messages the AI answers count; messages to you when you have joined a chat do not. When the month's messages are used, the chat on your links pauses until the 1st of the next month, and your leads can still start a video demo, which uses your minutes. We email you when you have used 80% and when it runs out.

On your website — On every plan you can put a Showcase link or a Coach on your own website with one line of code we give you. It runs only on websites your account has verified as yours (when you switch it on, a work sign-in email verifies its own domain; any other website you prove once), only while you have it switched on, and it is the same Showcase or Coach as its link: the same minutes, limits, notices and rules apply, and Coach visitors sign in exactly as they do on the Coach's link. You are responsible for the pages you put it on. We may pause it on an account that misuses it. On Explorer it shows a small "Made with Human2Intelligence" line.

One pool across every product — Interviews, Persona Mirroring sessions, Coach sessions (including sessions with Vidur, the chess coach), and Showcase sessions, live demos included, all draw from the same minute balance. Unused plan minutes roll over when your subscription renews, up to a maximum of one billing cycle's grant, and your balance stays with your account if you move to Explorer. You cannot schedule an interview, run a Coach session, or serve a Showcase session or live demo when your balance is zero — and because Showcase and Coach sessions are started by your visitors, learners and team rather than by you, you are responsible for monitoring your balance if you rely on either for live traffic.

Launchpad videos — Launchpad is billed per minute of generated video, separately from the minute pool. Each plan includes a monthly allowance of video minutes (Explorer 1 watermarked minute; Starter 5 minutes; Pro 10 minutes; Growth is agreed with you). A video consumes its estimated spoken length in minutes; the remaining balance is the only limit on a single video. Minutes beyond the included allowance are a one-time, non-recurring purchase of ₹199 per minute plus applicable GST. A video that fails to generate due to an error on our side is not charged and does not count against your allowance. Because generating a video consumes real third-party rendering

cost, a completed video is non-refundable once generated (see the Refund Policy).

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6 Payment terms and RBI compliance

All payments are processed through RBI-authorised payment gateways in compliance with the Reserve Bank of India's guidelines on digital payments. On our website, every payment is one you make yourself: we do not set up recurring auto-debits or e-mandates. A plan bought on AWS Marketplace renews as your AWS contract says (below).

Payment links — Growth payments are made on a page on our own website, reached by a private link in the proposal or renewal email. Anyone holding that link can see the proposal number, the name and company it was made for, and the amount, and can pay it. Treat the link like the invoice it is, and do not forward it.

Paying from outside India — A business outside India can buy Starter or Pro in US dollars on our international pricing page, at the prices shown there. It is an export of services from India, so no Indian GST is charged, and the invoice says so. You give your company's name, address and country, and a UAE company gives its UAE VAT number. Prices don't include any tax your own country may charge: where its law makes your company account for it, as with VAT under the reverse charge, your company does. Plans paid this way don't renew by themselves either: we email you before the term ends, and you renew in dollars on the same page.

Plans bought on AWS Marketplace — A Starter or Pro plan can also be bought on AWS Marketplace, by buyers in India. AWS takes the payment and Amazon Web Services India issues the tax invoice, with H2I as the seller. The plan goes on the H2I account you link it to, one AWS subscription per account, and lasts as long as AWS says it is paid. It renews as your AWS contract says: turn renewal off, or cancel, in your AWS account. Refunds follow our Refund Policy and are paid back by AWS. These Terms apply to it as to any plan.

Payment data including card details are not stored on our servers. All payment information is processed and stored by our PCI-DSS compliant payment gateway partners in accordance with RBI's data localisation requirements — payment data is stored exclusively within India.

For failed transactions where money has been debited from your account but not credited to H2I, the amount will be auto-reversed within T+5 business days as per RBI guidelines on Turn Around Time (TAT) for resolution of failed transactions (RBI/2019-20/67).

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7 Acceptable use

Interview | Showcase | Coaches

Across every product, you agree not to:

- Discriminate unlawfully against any individual in hiring decisions in violation of the Constitution of India or any applicable anti-discrimination law.
- Upload false, misleading, or fraudulent candidate information, or misrepresent your product, pricing, or credentials through a Showcase avatar.
- Generate a Launchpad video for a website or product you do not own or are not authorised to represent, or use Launchpad to create misleading, defamatory, or infringing content about any business or person. You may generate videos only for a domain verified to your account.
- Use any replica, voice clone, or likeness that is not your own or that you are not authorised to use, or create a replica impersonating another person.
- Deploy a twin, a Showcase, a live demo, or a Coach to deceive a person into believing they are speaking with a human where they have asked, or where disclosure is required by law.
- Point a twin, a Showcase, a Coach or a live demo at children, or invite anyone under 18 to talk with one, unless we have approved your account as an academy that teaches children. Our twins otherwise talk only with adults, and everyone else who talks with one is asked to confirm they are 18 or older. An approved academy confirms to us in writing that it holds verifiable consent from each child's parent or guardian, keeps that consent, removes a child's access when a parent withdraws it, and invites children only to its own Coaches. We may withdraw the approval at any time. An approved academy can also invite a learner as a child, giving us the parent's or guardian's own email address, never its own or anyone else's; we then ask the parent for consent ourselves, the child is invited only once they agree,

and a parent can withdraw at any time, which ends the child's access and erases their data.

- Attempt to reverse-engineer, decompile, or extract source code, model weights, prompts, or scoring logic from any part of the platform.
- Interfere with platform security, performance, or availability, or generate artificial session volume against your own or another customer's Showcase deployment or Coach link.
- Resell, sublicense, or redistribute platform features without written consent, or present H2I technology as your own AI product.
- Use automated scripts or bots outside of approved integrations, or ingest content into Knowledge Intelligence or a Coach library that you do not have the right to use.
- Share replica credentials, live demo links, Coach links, or Showcase session URLs with unauthorised third parties.
- Open team access in the name of a company you are not authorised to represent, or keep someone on your team after they have left the company.
- Send spam or phishing through invitations or any email we send for you, or instruct a twin to ask anyone for a password, a one-time code, a PIN, card or bank details, or Aadhaar or PAN. Invitations carry your name "via Human2Intelligence", are checked before they go, and are limited each day.
- Use the platform for any activity that violates applicable Indian law, including the Information Technology Act, 2000.

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8 Interview — additional terms

Interview

Scheduling and cancellation — Scheduled or missed interviews can be rescheduled, and scheduled interviews cancelled, from the dashboard; the candidate automatically receives a notification email either way. An interview that has taken place or was cancelled can be scheduled again as a new interview with the same details, which uses minutes like any other interview; the earlier interview and its report are kept. If a candidate never joins, no interviewer is started, the interview is marked "Missed," and it uses no

minutes. If minutes are exhausted during an active interview, the session ends gracefully and is marked accordingly.

Notice to candidates — You are responsible for informing candidates, before the interview, that the interview is conducted and evaluated by an AI system. This is both a fairness obligation and, in several jurisdictions, a legal one.

Human review of adverse decisions — Interview scores and recommendations are decision-support outputs, not determinations. You agree not to reject a candidate solely on the basis of an automated score without human review. H2I provides the underlying reasoning with every recommendation so that such review is meaningful.

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9 Showcase — additional terms

Showcase

Deployment licence — Subject to these Terms and your active subscription, H2I grants you a limited, non-exclusive, revocable, non-transferable licence to embed a Showcase demo on websites that you own or control. Showcase is provided white-label — the underlying infrastructure is not exposed to your visitors — but this does not permit you to represent the underlying technology as your own product, or to offer Showcase to third parties as a service, without our prior written consent.

Rights in ingested content — Knowledge Intelligence reads the website URLs and product information you supply, and answers from them. You represent and warrant that you own or are licensed to use that content, that ingesting it does not infringe any third party's intellectual property or confidentiality rights, and that you are permitted to crawl any domain you submit. Do not ingest content belonging to a third party, including a competitor, without their permission.

Accuracy of what your avatar says — A Showcase avatar makes statements about your product to your customers. You are responsible for the accuracy and completeness of the knowledge you supply and for the representations the avatar makes on your behalf, including any statements about pricing, availability, performance, or fitness for purpose. You — not H2I — are the advertiser for the purposes of the Consumer Protection Act, 2019 and the Central Consumer Protection Authority's guidelines on misleading

advertisements. Review your knowledge base before deploying, and re-learn it whenever your product or pricing changes.

Guardrails are controls, not guarantees — Guardrails — banned topics, pricing boundaries, competitor handling, and industry compliance presets — materially constrain the avatar's behaviour, but no current AI system can be guaranteed to never produce an unintended response. H2I does not warrant that guardrails will prevent every off-message, inaccurate, or undesirable output. Test your configuration in Showcase Theater before going live, and do not use Showcase as the sole channel for legally binding statements, firm quotations, or regulated advice (including medical, legal, or financial advice).

Disclosure to visitors — You must make clear to visitors that they are interacting with an AI avatar and not a human representative, and your own website privacy notice must cover the processing described in our Privacy Policy, including any audio, video, or transcript data captured during a session.

Hand-over link — Where you set a hand-over link, your demo gives it to visitors who need your team. Whatever a visitor sends you through it is yours, and you are responsible for having a lawful basis to contact that person.

Session consumption — Showcase sessions are initiated by your visitors and consume minutes from your balance in real time. You are responsible for securing your deployment and for monitoring your balance. See our Refund Policy for how we handle minutes consumed by verified fraudulent or automated traffic.

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10 Live demos — additional terms

Showcase

Consent of the people you invite — A live demo's AI presenter talks with the people you invite, and the demo is transcribed for your write-up. Guests are told on joining that the call is transcribed and summarised for you, with the name they give. You are solely responsible for obtaining any consent required from them — to an AI presenter taking part, and to the transcription — under applicable law, including the Information Technology Act, 2000 and any rules that apply where they are.

Your write-up — After a live demo people joined, you get a write-up — a summary, the questions the guests asked, what they took from it, and the next steps — on your Showcase home under Past demos, and once by email. The guests are not named in it. The transcript and the write-up are kept for 90 days and then deleted, or sooner when you delete the Showcase or close your account.

Disclosure — The presenter is an AI and says so, and so do the invite and the link. It may not be presented as you or as any other person, and it may not be used to get round a participant's stated policy on AI participants or transcription.

No authority to bind you — The presenter has no authority to enter into agreements, make commitments, accept offers, or give notices on your behalf. Nothing it says in a live demo is an offer, acceptance, waiver, or representation binding on you or on H2I, and you should not treat it as one.

Restricted settings — A live demo may not be used in judicial, statutory, regulatory, arbitral, or examination proceedings, or in any meeting where an AI participant or a transcription is prohibited.

Bookings — A live demo the presenter runs opens at its time whether or not you join, and uses minutes from your balance while it runs, up to the length you booked.

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11 Coaches — additional terms

Coaches

Rights in the material you teach it — A Coach answers from the documents you give it. You represent and warrant that you own or are licensed to use every file you add to a Coach library, that sharing its contents through a Coach does not breach any confidentiality obligation or third-party right, and that the material contains no personal data you lack a lawful basis to disclose to the people you share the link with.

Sessions run on your account — A Coach can be used by the learners and team you invite and, if you turn on Anyone signed in, by any H2I account holder who holds its link. Every session consumes minutes from your balance, including sessions held by other people. Who can use a Coach, and how much

time each person gets, is within your control and is your responsibility. For a Coach that existed before this change, it applies from the date we gave you by email or on the Coach's page, at least 15 days after we told you, or sooner if you choose Close to outsiders now on a Coach's page. If our email can't reach you, it applies no later than 30 days after we began sending these emails, and the Coach's page shows that date. You should treat a Coach link as you would a paid resource, monitor your balance, and revoke or unshare a Coach you no longer intend to fund.

Accuracy of what your Coach teaches — You are responsible for the accuracy and currency of the material a Coach teaches from, and for the statements it makes to the people you send it to. Keep the library current: a Coach taught from a superseded policy, price list, or procedure will continue to teach it faithfully.

Not a substitute for regulated advice — A Coach is a teaching tool, not a professional adviser. Do not deploy a Coach as the sole source of medical, legal, financial, or safety-critical instruction, and do not present its answers as certified training, assessment, or qualification unless you are separately authorised to do so.

Disclosure to learners — You must make clear to the people you share a Coach with that they are speaking to an AI replica rather than the person it resembles. Where the replica is your own likeness, this remains true.

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12 Learners and your team — additional terms

Coaches Showcase

Your people, your minutes — Learners and the people on your team use what you make available to them, and every minute they spend comes from your balance. You may give each person a monthly allowance; without one, they share whatever you have not given to anyone by name. In a Learn together session (Beta) your balance pays once for the room, and each person's allowance counts only the minutes they were in the call. Someone who never joins the call uses none of theirs. When a person's own minutes run out, they leave the room and it goes on for the others. You can remove anyone at any time, and removal takes effect on their next action.

Who can be on your team — People on your team must have an email at the company domain of the email your account was created with. Accounts on personal email services cannot have a team. By adding people you confirm that you are authorised by that company to give its staff access, and that you will remove people who leave.

Letting anyone at your company join — You can add colleagues one by one straight away. Letting anyone with your company's email join on their own needs our approval the first time you turn it on. We may decline it — for example where another account already runs access for the same company — and we may turn it off later if it is being misused. We tell you why either way.

Sign-in — Learners sign in with a password they set from their invitation. People on your team sign in with a single-use code sent to their work email, and stay signed in for up to one day, so a person who loses their work email loses access within a day.

What you can see — You can see a summary of each person's sessions — what was covered, key learnings and action items — but never the transcript, which only the person who spoke can read. In a Learn together session (Beta) you can see who was in the room, how many minutes each person was in the call, and the shared write-up; no transcript is kept. We tell them this on every session record. You must not use this to make decisions about a person that require a human process, such as disciplinary or employment decisions, without that process.

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13 API — additional terms

Coaches · Showcase

What it is — On the Growth plan you may use our API to start sessions with the Coaches and Showcases you have switched on for it, show the room on your own website, read what happened, and receive events. The API offers those products and nothing underneath them: it cannot create replicas, choose presenters, or make a presenter say text you supply.

Test keys and trials — Once we switch the API on for your account, you can make test keys on any plan. A test key starts practice sessions: no video, nothing charged and no minutes used. We may give your account an API trial: live keys work without a Growth plan until the day we set, using minutes we

add to your balance. Those minutes can be used on any product. When the trial ends, live keys stop and test keys keep working. We may end a trial early and tell you why; minutes already added stay on your balance.

Your keys — API keys are secrets. Keep them on your server, never in a web page or an app you ship, and revoke any key you think has leaked. Everything done with your keys is done on your account and uses your minutes and your reserved sessions.

Where the room may appear — A room started through the API opens only on domains you have verified you control, and on ours. You may use the API only for your own websites and systems. You may not resell it, offer it to third parties as a service, or present the underlying technology as your own.

Tell people it's an AI — The room says on screen that the visitor is talking to an AI. You must not hide or remove that, and your own page must not suggest otherwise. Do not use the API in a way that implies a presenter personally holds or endorses the views expressed, for political campaigning, or for any use that applicable AI law classes as prohibited or high-risk.

Adults only — Start sessions only for people who are 18 or older. You are responsible for checking this before you start a session. You may tell us you have, for each person, with `end_user.adult_confirmed`; we record it with the session, and we refuse a session you tell us is for someone who is not an adult.

Your visitors' data — You are the Data Fiduciary for the people who use sessions on your site, including the identifier and name you send us for each of them. Your privacy notice must cover the session, and you are responsible for having a lawful basis to send us that data and to receive it back through webhooks.

Limits and misuse — Each key has a request limit, each person a session limit, and your account a daily cap you set. We may pause a key or the API on your account, with notice to you, where use breaches these Terms or our supplier's terms, or is causing harm. We tell you why.

When payment is due — The API works while your Growth plan is paid. If a month ends unpaid, it keeps working for 3 days with a warning on every

response. After that it refuses every call until the month is paid, and resumes at once when it is.

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14 Partner program

By invitation — Anyone 18 or over can apply on our Partners page. We read every application and invite the partners we choose. Nobody becomes a partner without our invitation. Accepting an invitation, from a Human2Intelligence account with the invited email, accepts these partner terms. An invitation link works for 14 days.

What the people you bring get — Your link and your code give people new to Human2Intelligence 5% off each Starter and Pro payment, for 12 months from the day they join, unless we agree other terms with you in writing. Growth is priced with each customer and gets no automatic discount. The discount comes off the price before GST. It is never added to a code: whichever price is lower applies.

Who counts as yours — Someone counts as yours when they create an account within 7 days of opening your link, or pay for their first plan with your code, and has never paid us before. The first partner wins: someone another partner brought stays theirs. Your own accounts, and accounts on your own email, never count.

What you earn — 5% of what each person you brought pays us for a plan (Starter, Pro or Growth), before GST and after any discount, for 12 months from the day they join, unless we agree other terms with you in writing. Minute top-ups, extra twins, Launchpad minutes and other one-time purchases earn nothing. A change we make to your terms applies to payments after the change, never to what you already earned.

Held, then paid — Each share is held for 30 days, in case of a refund; a refund takes back the same part of the share, from your next payout if it was already paid. A share whose buyer looks like you, with your phone number, GSTIN, company or work email domain, is held until we check it, and is not paid if the buyer was you. We pay by bank transfer once ₹500 is ready, unless we agree another minimum with you, with income tax deducted at source as the law requires. You give us your bank details and PAN before the first payout. If you are registered for GST, send us a tax invoice for each payout.

Privacy — You see when people joined, the plan they paid for and the amount. You never see their names or contact details, and you must not try to find out who they are. Anyone you bring can stop sharing with you at any time; you stop earning on what they buy after that and keep what you earned before.

How you may share it — Share your link and code with your own audience, honestly. Wherever you share them, say plainly that you earn from it, for example “I earn a share if you join through my link”, as India’s rules on endorsements require. Do not post them on coupon or deal sites, buy ads on our name, send unsolicited messages, pose as us, or promise anything we don’t offer. Do not use your own code or bring yourself.

Pausing and ending — We may pause a partner, or end the program for one partner or for everyone, with notice by email. A pause stops new earnings and your code; what you earned before stays yours and is paid as above, unless it came from a breach of these terms. You may stop at any time by writing to us or closing your account. If you close your account, what you earned is still paid: what is ready, even below the minimum, and what is held once it clears. We email you once, before your details are deleted, to ask where to send it.

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15 Intellectual property

All content, features, branding, AI models, scoring algorithms, prompt architecture, and technology on the H2I platform are the exclusive property of H2I Technologies Private Limited and are protected under the Copyright Act, 1957, the Trade Marks Act, 1999, the Patents Act, 1970, and other applicable intellectual-property laws. You may not copy, modify, or redistribute any part of the platform without express written permission. The white-label presentation of Showcase does not transfer ownership of any underlying technology to you.

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16 Your content and third-party data

Interview · Showcase · Coaches

You retain ownership of the content you provide — resumes, job descriptions, interview recordings, Clone Studio videos, persona configurations, the notes on your live demos, the documents in your Coach libraries, and the product

information and website content you feed to Knowledge Intelligence. By submitting content, you grant H2I a non-exclusive, revocable, worldwide licence to use, process, and analyse that content solely to deliver our services to you. It is never used to train or improve any AI model, ours or anyone else's. This licence terminates when you delete the content or close your account.

Where you supply data about other people, you represent and warrant that you have a lawful basis to do so under the Digital Personal Data Protection Act, 2023 and any other applicable law. This applies to:

- Candidates whose resumes, contact details, and interview recordings you process through Interview.
- The people you invite to a live demo on your Showcase, and the people who book a demo on your booking page.
- Visitors who interact with your Showcase avatar on your website.
- Learners who hold a session with a Coach you have shared, and any personal data contained in the documents you taught it from.
- The learners and the people on your team you give access to, and the sessions they hold.

For each of these groups, you are the Data Fiduciary and H2I acts as a Data Processor on your instructions. Providing appropriate notice to these individuals — including notice of the AI-driven nature of the interaction — is your responsibility.

You instruct us to act on erasure requests from these people directly. When one of them proves their email address and asks to be erased, we erase what H2I holds about them, including your records of them (a lead's chats and calls, a guest's place in a live demo, a candidate's interview and recording), and we email you to say so. Keep your own copies elsewhere in line with your obligations; we cannot restore what was erased.

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17 AI-generated outputs and responsible AI

Interview | Showcase | Coaches

Interview scores and evaluation reports, Coach answers, Showcase avatar responses and live demo write-ups are all AI-generated. They are provided as decision-support tools only. H2I does not guarantee the accuracy,

completeness, or suitability of any AI output. Final hiring decisions, meeting outcomes, customer commitments, training outcomes, and business actions remain solely your responsibility.

AI-generated content should be reviewed by a qualified human before being used as the sole basis for a consequential decision — declining a candidate, acting on a brief, or making a commitment to a customer. AI can be wrong, and it can reflect bias. H2I does not use protected characteristics such as gender, religion, caste or age in scoring, and we look into any score you report as unfair. That is not an independent bias audit, and we do not claim one.

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18 Limitation of liability

To the fullest extent permitted by Indian law, H2I and its officers, directors, employees, and agents shall not be liable for any indirect, incidental, special, consequential, or punitive damages — including loss of profits, data, goodwill, or business opportunities — arising from your use of or inability to use the platform. This includes losses arising from an AI output that proved inaccurate, an interview, a live demo or another session that failed, or statements made by a Showcase avatar to your customers. Our total aggregate liability for any claim shall not exceed the amount you paid to H2I in the 12 months preceding the claim.

Nothing in this clause limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded under Indian law including the Consumer Protection Act, 2019.

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19 Disclaimer of warranties

The platform is provided on an "as is" and "as available" basis. We make no warranties — express or implied — regarding reliability, uninterrupted availability, the accuracy of AI outputs, the effectiveness of guardrails, or fitness for a particular purpose. This disclaimer does not affect your statutory rights under the Consumer Protection Act, 2019 or other applicable legislation.

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20 Indemnification

You agree to indemnify and hold harmless H2I, its affiliates, officers, and employees from any claims, losses, damages, liabilities, and expenses (including legal fees) arising from: your violation of these Terms; your misuse of the platform; your violation of any third-party rights including intellectual property, confidentiality, or privacy rights; any hiring decision made using the platform's outputs; any claim by a person you invited to a live demo regarding the AI presenter, its transcription, or disclosure; any claim by a learner regarding a Coach session or the material it taught from; and any claim by a customer, consumer authority, or competitor regarding statements made by your Showcase avatar or content ingested into your knowledge base.

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21 Termination

We may suspend or terminate your access if you violate these Terms, subject to reasonable notice (except in cases of fraud or illegal activity, where immediate suspension may be required). You may close your account at any time from your dashboard, or by contacting us. Upon termination, your right to use the platform ceases immediately, active Showcase deployments stop serving visitors, shared Coach links stop accepting sessions, your learners and team lose access, and scheduled interviews and live demos are cancelled.

We will delete your personal data within 30 days of account closure in accordance with our Privacy Policy and the Digital Personal Data Protection Act, 2023, except where retention is required by law (including tax records under the Income Tax Act, 1961).

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22 Dispute resolution

In the event of any dispute arising out of or in connection with these Terms, the parties shall first attempt to resolve the matter amicably through good-faith negotiation within 30 days. If the dispute remains unresolved, it shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996. The arbitration shall be conducted by a sole arbitrator mutually appointed by both parties, seated in Bengaluru, Karnataka, and conducted in English.

Nothing in this clause prevents either party from seeking urgent interim relief from the courts of competent jurisdiction.

23 Governing law and jurisdiction

These Terms are governed by and construed in accordance with the laws of India, including but not limited to the Information Technology Act, 2000, the Indian Contract Act, 1872, the Consumer Protection Act, 2019, and the Digital Personal Data Protection Act, 2023. Subject to the arbitration clause above, any legal proceedings shall be subject to the exclusive jurisdiction of the courts in Bengaluru, Karnataka.

24 Force majeure

H2I shall not be liable for any failure or delay in performing its obligations where such failure or delay results from events beyond our reasonable control, including natural disasters, government actions, epidemics, strikes, power failures, internet outages, failures of upstream AI or video infrastructure providers, or cyber attacks.

25 Severability

If any provision of these Terms is held to be invalid, illegal, or unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect. The invalid provision shall be modified to the minimum extent necessary to make it valid while preserving its intent.

26 Changes to these terms

We may revise these Terms from time to time. The "Last updated" date above reflects the latest revision. We will notify registered users of material changes via email at least 15 days before such changes take effect. Continued use after changes take effect constitutes acceptance of the revised Terms. If you do not

agree with any changes, you may terminate your account before they take effect.

27 Grievance redressal

In compliance with the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, we have appointed a Grievance Officer. If you have any complaints or concerns regarding the platform, content, or these Terms, you may contact us at info@human2intelligence.com.

The Grievance Officer shall acknowledge your complaint within 24 hours and resolve it within 15 days of receipt, in accordance with applicable regulations.

28 Contact

For questions about these Terms, contact us at info@human2intelligence.com or visit our Contact page.

H2I Technologies Private Limited
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