

CivicDataForge

Government Evidence Gateway

Hosted-service end-user license agreement

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1. Service and scope

CivicDataForge, the seller identified in the AWS Marketplace listing and transaction, provides the Government Evidence Gateway as a hosted service. The buyer receives the supported API and MCP functionality, request limits, geography, and output described in the listing at purchase. Additional products or consulting require a separate agreement. Service access does not provide the server source code or an unrestricted right to run other CivicDataForge Actors using the seller's credentials.

The service organizes information returned by identified sources. Results distinguish retrieval time, source dates where available, missing fields, and match uncertainty. A completed result can report a no-match, a source limitation, or a review-needed state. A completed request does not promise universal coverage, real-time publication by an upstream source, property eligibility, or a legal conclusion. Failed requests are not billed.

2. Access and intellectual property

For an active subscription, CivicDataForge grants a nonexclusive, nontransferable right to access the hosted service within purchased limits, including use through the buyer's authorized software agents. The buyer may use delivered evidence in its internal workflows and products, subject to applicable source rights and disclosed restrictions. Bulk resale or redistribution as a competing standalone data service requires a separate written agreement.

CivicDataForge retains ownership of its software, methods, and documentation. This does not claim ownership of public facts, buyer inputs, or third-party materials. Source-specific rights remain with their respective holders; access to this service does not expand those rights. Buyers must not expose credentials, bypass payment or access controls, disrupt service, or attempt to extract private code except where applicable law expressly permits it.

3. Billing and refunds

AWS Marketplace processes charges at the rate displayed and accepted at purchase. One billable unit is one successfully completed bounded evidence request under the listing's dimension. An identical retry using the documented idempotency mechanism is not a second billable unit. No separate payment to CivicDataForge is required for that purchased scope. Other products and customer-owned third-party accounts can have separate disclosed charges.

For incorrect, duplicate, or undelivered usage charges, contact civicdataforgehq@gmail.com with the AWS account ID and request IDs within 30 days. CivicDataForge will investigate and refund confirmed billing errors or undelivered paid requests through AWS Marketplace. Disclosed evidence gaps alone are not a promise that missing data can be supplied. Mandatory refund rights are unaffected.

4. Data handling and support

The buyer must have authority to submit inputs and must not submit passwords, payment-card details, or sensitive personal information unnecessary for the supported request. Buyer inputs remain the buyer's information. CivicDataForge uses submitted information to provide, secure, troubleshoot, and administer the service, including through disclosed infrastructure and source providers. The privacy notice at <https://civicdataforge.pages.dev/privacy> describes handling and contact routes. Confidential inputs are not licensed for unrelated resale or model training by CivicDataForge.

Support, access recovery, data-access or deletion requests, and billing inquiries may be sent to civicdataforgehq@gmail.com. No guaranteed response time, uptime SLA, or compliance certification is included unless expressly stated in the purchased listing. CivicDataForge will investigate substantiated service defects and delivery problems.

CivicDataForge will delete service contact data and stored query responses within 30 days after a verified deletion request or after determining they are no longer needed to operate the account. Minimal billing records required by law and security audit records are retained separately for their required periods; security records are retained for at least one year. Backup copies age out within the infrastructure provider's backup window, no more than an additional 30 days. If a backup is restored, the deletion is reapplied before customer access resumes. Relevant security incidents will be reported to affected customers using their service contact. Buyers can report an incident at the support email above; do not send credentials.

5. Responsible use and termination

The service provides research and compliance-support evidence, not legal advice, a consumer report, or an automated decision about a person's credit, employment, housing, insurance, or eligibility. Buyers must independently verify consequential conclusions and comply with applicable law and source restrictions.

Buyers may end their subscription through AWS Marketplace. Access depends on the corresponding active license and ends when that license is deprovisioned. Previously incurred charges remain due. CivicDataForge may suspend abusive or unlawful use, compromised credentials, or use that materially threatens service security, and will give notice where practicable. Buyers should retain their delivered results; post-termination access and deletion requests go through support.

6. Warranties and liability

CivicDataForge will provide the purchased hosted-service scope with reasonable care. Except for express commitments in the purchased listing and rights that cannot legally be excluded, the service and source information are provided without warranties of completeness, uninterrupted availability, or fitness for a particular decision. CivicDataForge does not warrant that upstream publishers are error-free or will continue publishing a particular resource.

To the extent permitted by applicable law, neither party is liable to the other for indirect or consequential losses, and each party's aggregate liability arising from a subscription is limited to fees paid or payable for that subscription during the preceding twelve months. These limits do not exclude fraud, willful misconduct, or liability that applicable law does not permit to be limited. No insurance coverage, indemnity program, security certification, or self-insurance capacity is represented by these terms.

7. Agreement

The accepted AWS listing, these terms, and the incorporated privacy and source-use notices describe the agreement for this hosted service. Changes do not retroactively alter a purchased scope or accrued rights without agreement or a lawful applicable notice process. Invalid provisions do not invalidate the remainder. Applicable mandatory law and non-waivable buyer rights remain in force. Questions about these terms may be sent to civicdataforgehq@gmail.com.