



CybSafe AI Service-Specific Terms

These CybSafe AI Service-Specific Terms (“**AI Terms**”) form a part of the end user license agreement between you and CybSafe (“**Agreement**”). These AI Terms govern your access and use of the **CybSafe AI Services**, which are any feature(s) or functionality made available by CybSafe (including, for example, **Signal**, or **CybSafe Phishing Template Generation** feature of PHISH) that utilise machine learning models.

Any capitalised terms used but not defined here have the meaning set forth in the Agreement. Where the terms apply to an individual user, any reference to “**Customer Content**” (defined below) shall also mean “**User Content**”.

Input and Output

You may provide data to be processed by the CybSafe AI Services (“**Input**”), and you will receive data generated and returned by the CybSafe AI Services based on the Input (“**Output**”). Input and Output, together, constitute your “**Customer Content**”.

- **Ownership of Customer Content:** As between you and CybSafe, and to the extent permitted by applicable law and in particular copyright laws, you **retain all your ownership rights in Input** and **Output** derived directly from it.
- **Customer Obligations:** You are solely responsible for all Input, and you represent and warrant that you have all rights, licenses, and permissions required to provide Input to the CybSafe AI Services. You are **solely responsible for all use of the Outputs** and for evaluating the **accuracy and appropriateness of Output** for your use case, including by utilising **human review as appropriate**. You will ensure that your Input and your use of the Output will not:
 1. Violate any applicable law;
 2. Violate these AI Terms, the Agreement, any Codes of Practice or any **OpenAI Policies** (including their Usage Policies); or
 3. Infringe, violate, or misappropriate any of CybSafe's rights or the rights of any third party.
- **Similarity of Content:** Due to the nature of artificial intelligence, Output may not be unique, and other users may receive similar output from the CybSafe AI Services. Your ownership of the Output does not extend to other users' output.

Improving CybSafe AI Models (Data Usage)

By default, CybSafe **does not use your Customer Content to train or improve the underlying machine learning models** used to provide the CybSafe AI Services, nor does it permit its third-party providers (like OpenAI) to do so.

We may, however, use data we collect from your use of CybSafe AI Services to improve our internal models and services for legitimate business purposes and you can **Opt-out of sharing your data** with us for this purpose.

Beta Services

The CybSafe AI Services may be made available to you on an “**Early Access**” or “**Beta**” basis.



- Your use of Beta Services is subject to the terms of the Agreement and any additional written requirements or guidelines provided by CYBSafe.
- Your right to use any Beta Services will **terminate immediately** upon the termination or expiration of your access to the broader CybSafe Services.

Disclaimer of Warranties

CYBSAFE MAKES NO WARRANTIES (EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE) WITH RESPECT TO THE CYBSAFE AI SERVICES. The CybSafe AI Services are provided **“AS IS”** and **“AS AVAILABLE.”**

- CYBSAFE DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ACCURATE, OR ERROR-FREE.
- **Accuracy Warning:** You acknowledge that **Output may not always be accurate** and is **not a substitute for professional advice**. Artificial intelligence and machine learning are probabilistic fields, and Output that appears specific or detailed may still contain material inaccuracies. You should **not rely on factual assertions in Output without independently fact-checking their accuracy**.

Third-Party Provider Terms and Limitations

The CybSafe AI Services are provided using third-party services, including those from **OpenAI**.

- **Policy Compliance:** You must not use the CybSafe AI Services in a manner that violates any **OpenAI Policies**, including their **Usage Policies** (which cover content, sharing, and ethical use) and any other documentation, guidelines, or policies OpenAI makes available.
- **Service Availability:** Notwithstanding any service level terms in the Agreement, any downtime of the CYBSafe AI Services resulting from a failure of a third-party service (like OpenAI) **will not be included in service availability calculations**.

Last updated: 20 April 2026