

SHFA AI

Terms of Service

Los Angeles, USA / Remote

Version: 1.0

Effective Date: Apr 29, 2026

Owner: Thanas Papa, Primary Compliance Owner and Security Owner

Reviewer / Approver: Michael Abehsera, Executive Approver

Status: Final

Introduction

These Terms of Service (“Terms”) govern access to and use of the SHFA AI AI automation platform, website, software, APIs, documentation, and related services provided by SHFA AI LLC (“SHFA AI,” “Company,” “we,” “us,” or “our”). By accessing or using the service, a customer, user, or organization (“Customer,” “User,” “you,” or “your”) agrees to these Terms.

Service Description

SHFA AI provides an AI automation platform that allows users to interact with AI agents using natural language in order to query data sources such as databases and CSV data. The platform includes a user interface, backend request handling, AI agent processing, and user data storage and retrieval.

The service is designed to support controlled user access, secure data handling, and role-based administrative operations. SHFA AI uses managed cloud and software vendors to operate the service. Render is used for application hosting and deployment, Supabase is used for database and authentication services, GitHub is used for source code management, and OpenAI is used for AI model inference.

Eligibility and Account Registration

The service is intended for business and professional use. Users must have authority to access the service on behalf of the customer organization or must be authorized by that organization.

Customers and users agree to provide accurate account information, maintain the confidentiality of credentials, use multi-factor authentication where required, and promptly notify SHFA AI of suspected unauthorized account access. Shared accounts are prohibited.

Customer Responsibilities

Customers are responsible for:

- * Ensuring that users are authorized to access the service.
- * Managing user access, role assignments, and offboarding within the customer organization.
- * Ensuring that customer-provided data is lawful, accurate, and appropriate for processing.
- * Maintaining appropriate systems of record and source data quality.
- * Reviewing AI outputs before relying on them.
- * Maintaining their own business continuity, disaster recovery, and backup plans for customer systems and data sources outside the SHFA AI platform.
- * Promptly notifying SHFA AI of suspected security incidents, compromised credentials, unauthorized access, or misuse of the service.

Acceptable Use

Customers and users may not use the service to:

- * Violate applicable laws, regulations, contractual obligations, or third-party rights.
- * Upload, process, or transmit unlawful, infringing, deceptive, harmful, or malicious content.
- * Attempt to gain unauthorized access to SHFA AI systems, other customer environments, or third-party systems.
- * Circumvent access controls, security controls, rate limits, or usage restrictions.
- * Introduce malware, exploit code, or harmful instructions.
- * Use the service to develop, deploy, or support unlawful surveillance, credential theft, phishing, spam, or unauthorized data extraction.

* Use the service for high-risk decisions without appropriate human review, safeguards, and customer responsibility.

* Reverse engineer, decompile, or attempt to discover source code or underlying system architecture except to the extent such restriction is prohibited by law.

* Misrepresent AI-generated outputs as independently verified facts without appropriate review.

SHFA AI may suspend or restrict access if it reasonably believes that a customer or user has violated these Terms, poses a security risk, or may cause harm to SHFA AI, customers, users, vendors, or third parties.

Customer Data

Customer-provided data belongs to the customer or user. SHFA AI acts as a processor or service provider for customer-provided data where it processes such data on behalf of customers to deliver the AI automation service. SHFA AI processes customer-provided data to provide, secure, support, operate, and maintain the service as permitted by agreement and applicable law. Customer-provided data may include prompts, messages, conversation history, customer datasets, data source content, AI outputs, metadata, authentication information, and operational records.

Customers represent that they have all rights, permissions, notices, and legal bases required to submit customer-provided data to the service and authorize SHFA AI and its subprocessors to process such data as necessary to provide the service.

SHFA AI does not sell customer-provided data. SHFA AI does not use customer data to train internal AI models.

Privacy and Data Protection

SHFA AI processes personal data and customer-provided data according to its Privacy and Data Privacy Policy and applicable contractual commitments. SHFA AI implements role-based access control, least privilege access, encryption in transit, encryption of confidential data at rest, logging, monitoring, incident response procedures, and other security controls designed to protect customer data.

Where SHFA AI acts as a processor or service provider, SHFA AI will process personal data on behalf of the customer according to the applicable agreement, documented instructions, and applicable law.

AI Functionality and Output

The service uses AI agents and third-party AI model providers, including OpenAI, to process prompts and provide automation functionality. AI outputs may be incomplete, inaccurate, outdated, or unsuitable for a particular purpose. Customers and users are responsible for reviewing, validating, and approving outputs before use.

SHFA AI does not provide legal, financial, medical, safety, or professional advice through AI outputs unless expressly agreed in a separate written agreement. Users should not rely on AI outputs as the sole basis for high-impact decisions.

Third-Party Services and Subprocessors

SHFA AI may use third-party vendors and subprocessors to provide the service. Known vendors include Render for application hosting and deployment, Supabase for database and authentication, GitHub for source code management, and OpenAI for AI model inference.

Third-party services may be subject to their own terms, policies, availability, and data processing commitments. SHFA AI is not responsible for customer misuse of third-party integrations or customer-managed data sources.

Security

SHFA AI maintains administrative, technical, and organizational controls designed to protect the confidentiality, integrity, and availability of the service. These controls include access control, multi-factor authentication for administrative access where supported, encryption in transit, encryption of confidential data at rest, event logging, operational monitoring, incident response procedures, and managed database backup capabilities.

Customers are responsible for maintaining secure endpoints, user devices, credentials, customer-managed systems, and customer-controlled integrations. Customers must promptly notify SHFA AI of any actual or suspected security incident involving the service.

Availability and Changes to the Service

SHFA AI may modify, update, suspend, or discontinue parts of the service from time to time. SHFA AI will use commercially reasonable efforts to maintain service availability, but does not guarantee uninterrupted or error-free operation unless a separate written service level agreement applies.

Maintenance, vendor outages, security incidents, customer misuse, force majeure events, or changes to third-party services may affect service availability.

Fees and Payment

Fees, payment terms, subscription periods, taxes, renewal terms, and invoicing procedures will be specified in the applicable order form, statement of work, subscription agreement, or other written agreement. Unless otherwise agreed, customers are responsible for all applicable taxes and charges associated with their use of the service.

Intellectual Property

SHFA AI and its licensors retain all rights, title, and interest in the service, software, platform, documentation, models, workflows, user interface, system architecture, and related intellectual property. These Terms do not transfer ownership of SHFA AI intellectual property to customers or users.

Customers retain ownership of customer-provided data. Subject to these Terms and applicable agreements, customers grant SHFA AI a limited right to host, process, transmit, display, and use customer-provided data as necessary to provide, secure, support, operate, and maintain the service.

Feedback

Customers and users may provide suggestions, comments, or feedback about the service. Unless otherwise agreed in writing, SHFA AI may use feedback without restriction or obligation, provided that SHFA AI does not disclose customer confidential information in violation of applicable obligations.

Confidentiality

Each party may receive confidential or proprietary information from the other party. The receiving party must protect confidential information using reasonable care and may use it only for purposes related to the service or applicable agreement. Confidentiality obligations do not apply to information that is public, independently developed, lawfully obtained from a third party without confidentiality obligations, or required to be disclosed by law.

Suspension and Termination

SHFA AI may suspend or terminate access to the service if:

- * A customer or user violates these Terms.
- * Continued access creates a security, legal, operational, or reputational risk.
- * Required fees are not paid when due.
- * A customer's use of the service violates applicable law or third-party rights.
- * A vendor or infrastructure issue requires restriction of access to protect systems or data.

Upon termination, customer access to the service may end. Data return, deletion, export, and retention will be handled according to the applicable agreement, Privacy and Data Privacy Policy, legal requirements, and technical constraints. Customer accounts and customer data are deleted within sixty (60) days of contract termination unless a separate agreement, legal obligation, security requirement, or documented legal hold requires retention.

Disclaimers

The service is provided on an "as is" and "as available" basis unless otherwise agreed in writing. SHFA AI disclaims warranties of merchantability, fitness for a particular purpose, non-infringement, uninterrupted availability, and error-free operation to the maximum extent permitted by law.

AI outputs are not guaranteed to be accurate, complete, current, or appropriate for any specific use. Customers are responsible for validating outputs and maintaining appropriate human review.

Limitation of Liability

To the maximum extent permitted by law and unless otherwise agreed in a separate written agreement, SHFA AI will not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages, or for lost profits, lost revenue, loss of goodwill, business interruption, or loss of data.

Unless a separate written agreement states otherwise, SHFA AI's aggregate liability for claims arising out of or relating to the service will not exceed the fees paid by the customer to SHFA AI for the service during the three (3) months before the event giving rise to the claim.

Indemnification

Customers agree to defend, indemnify, and hold harmless SHFA AI from and against claims, damages, liabilities, losses, and expenses arising from unauthorized use of the service, unlawful customer-provided data, violation of these Terms, infringement caused by customer content or instructions, or misuse of third-party integrations or customer-managed data sources.

Governing Law and Dispute Resolution

These Terms are governed by the laws of the State of California, without regard to conflict-of-law principles, unless a separate written agreement states otherwise. The parties consent to the exclusive jurisdiction and venue of the state and federal courts located in Los Angeles County, California for disputes arising out of or relating to these Terms or the service, unless a separate written agreement states otherwise.

Changes to these Terms

SHFA AI may update these Terms periodically. Material changes are reviewed by the Security Owner or designated policy owner and approved by the Executive Approver before publication. Continued use of the service after an updated effective date may constitute acceptance of the updated Terms, subject to applicable law and contractual requirements.

Contact

Questions regarding these Terms may be directed to:

SHFA AI LLC

Los Angeles, USA

Website: <https://shfa.ai/>

Primary Compliance and Security Contact: Thanas Papa, thanas@shfa.ai