Sluicio Terms of Use

1. About these Terms

1.1 These Terms of Use ("**Terms**") are entered into between Sluicio AB, reg. no. 559610-5709, a company incorporated in Sweden ("**Sluicio**", "**we**", "**us**"), and the business entity that creates an account in the Portal (the "**Customer**", "**you**"). Sections 4, 6, 8 and 11 also apply to anyone who visits the Website.

1.2 By creating an account, you confirm that you accept these Terms on behalf of the Customer and that you are authorised to bind the Customer. If you register on behalf of another company, for example as a Partner (section 5), you confirm that you are authorised by that company.

1.3 In these Terms, "**Website**" means sluicio.com, docs.sluicio.com and the public demo environment; "**Portal**" means the customer portal where accounts, users, trials and subscriptions are managed; and "**Service**" means Sluicio Cloud, the software-as-a-service provided by Sluicio.

2. The Service is governed by the SaaS Agreement

2.1 Use of the Service, including any free trial, is governed by Sluicio's Software-as-a-Service Agreement with its appendices, including the Data Processing Agreement (the "**SaaS Agreement**"), and by Sluicio's Acceptable Use and Fair Use Policy (the "**Acceptable Use Policy**"). The Customer accepts the SaaS Agreement in the Portal when starting a trial or ordering a plan, unless it has signed a SaaS Agreement with Sluicio. The current versions are published at sluicio.com/legal.

2.2 These Terms govern the Customer's account in the Portal and the use of the Website. In case of conflict, the SaaS Agreement prevails over these Terms.

3. Eligibility and accounts

3.1 The Portal and the Service are offered to businesses only, and not to consumers. Registration requires a work email address on the Customer's own domain.

3.2 You must provide accurate and complete registration information, including the Customer's legal name and registration number, and keep it up to date.

3.3 The Customer may authorise users to access the Portal. Each user must use personal login credentials, and accounts may not be shared. The Customer is responsible for all activity under its account and for promptly removing access for users who should no longer have it.

3.4 We may refuse or cancel a registration if we reasonably believe that the information provided is false, that the registrant is a competitor seeking access for benchmarking or copying, or that provision would breach sanctions or export control rules. The Service is currently available only to Customers established in the EU/EEA.

4. The Website and the public demo

4.1 The Website, the documentation and the public demo are provided free of charge and for information purposes. Content on the Website does not constitute an offer or a commitment regarding the Service, which is governed by the SaaS Agreement.

4.2 You must not upload personal data or confidential information to the public demo, attempt to gain unauthorised access to the Website, or interfere with its operation.

5. Partners and End Customers

5.1 Sluicio may be sold through managed service providers, agents or other partners that have a partner agreement with Sluicio ("**Partners**"). A customer of a Partner (an "**End Customer**") has no agreement with Sluicio. Its commercial terms, including fees, service levels and liability, are agreed with the Partner. A customer introduced by a Partner acting as an agent enters into a SaaS Agreement directly with Sluicio and is not an End Customer.

5.2 If an End Customer or its users access the Portal or an Instance, these Terms and the Acceptable Use Policy apply to that use. The End Customer has no claims against Sluicio and must direct any claims to the Partner.

6. Intellectual property and feedback

6.1 Sluicio and its licensors own all rights in the Website, the Portal, the Service, the documentation and the Sluicio name and logo. No rights are transferred other than those expressly granted in these Terms or the SaaS Agreement.

6.2 Parts of Sluicio are made available as source code under the Functional Source License (FSL). Use of that source code is governed by the FSL, not by these Terms.

6.3 If you provide feedback or suggestions, we may use them freely without obligation to you.

7. Privacy

Our processing of personal data relating to the Website, Portal accounts, contact persons and billing is described in our Privacy Policy at sluicio.com/privacy. Personal data in Customer Data is processed under the Data Processing Agreement in the SaaS Agreement.

8. Disclaimer and limitation of liability

8.1 The Website, the documentation and the public demo are provided “as is”, without warranty of any kind. Sluicio is not liable for any loss arising from their use, except where caused intentionally or by gross negligence, or where liability cannot be limited under mandatory law.

8.2 Sluicio’s liability in connection with the Service is governed exclusively by the SaaS Agreement.

9. Suspension and closing of accounts

9.1 We may suspend or close an account with immediate effect if the Customer or its users materially breach these Terms or the Acceptable Use Policy, if use of the account poses a security risk, or if required by law. Where the Customer has a SaaS Agreement, suspension of the Service is governed by that agreement.

9.2 The Customer may close its account at any time. Closing the account does not terminate a SaaS Agreement, which must be terminated in accordance with its terms.

10. Changes to these Terms

We may update these Terms. Material changes will be notified by email to the Customer’s account owner or in the Portal at least thirty (30) days before they take effect. The current version, with its effective date, is available at sluicio.com/terms.

11. Governing law and disputes

11.1 These Terms are governed by the laws of Sweden, excluding its conflict-of-law rules.

11.2 Any dispute arising out of or in connection with these Terms shall be finally settled by arbitration administered by the SCC Arbitration Institute under its Rules for Expedited Arbitrations, with the seat in Stockholm and in the English language. The proceedings are confidential.

12. Contact

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Effective date: 6 November 2026