grcHero

Terms of Service

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Contents

1 Who we are and what this covers 3
2 The Service 3
3 Accounts and workspaces 3
4 Your content 3
5 AI-assisted features and AI agents 4
6 No compliance guarantee 4
7 Acceptable use 4
8 Fees and payment 4
9 Availability and support 5
10 Security 5
11 Data return, deletion and termination 5
12 Our property 5
13 Confidentiality 5
14 Warranties and liability 5
15 Responsibility for claims 6
16 Changes to these terms 6
17 General 6

1 Who we are and what this covers

These terms are an agreement between Braintel Innovations, a technology startup based in Salasala, Dar es Salaam, Tanzania (registered with BRELA, business name registration number 724001), which builds and operates grcHero ("grcHero", "we"), and the organisation or person that creates a workspace ("you"). They cover the grcHero web application, its API, the command line tool and the related documentation (the "Service"). If you accept on behalf of an organisation, you confirm that you may bind it.

2 The Service

grcHero helps you record and organise governance, risk and compliance information: assets, risks, controls, evidence, documents, questionnaires, vendors, incidents and diagrams. We may change or retire features. Where a change materially reduces something you rely on, we give notice as set out in section 16. Some features are marked as experimental or planned. Do not rely on them for production decisions.

3 Accounts and workspaces

- You must give accurate information and keep your sign-in credentials secure. You are responsible for activity in your workspace, including by members you invite, API tokens you create, AI agents you connect and external reviewers you invite.
- Workspace owners and administrators control membership and roles. Only owners can perform owner-only actions, such as transferring ownership or deleting the workspace.
- Tell us promptly at baraka@grchero.dev if you suspect unauthorised access.

4 Your content

- "Your Content" is everything you or your members put into the Service, including evidence files, documents, questionnaire answers and diagrams. You keep all rights in it.
- You give us only the permission needed to operate the Service for you: to store, process, back up, display and transmit Your Content, and to run the features you choose, for example malware scanning, reading text from uploads, and AI drafting after you consent.
- You are responsible for having the right to upload Your Content and for the lawfulness of the personal data in it. grcHero is not designed to hold special categories of personal data, such as health data, or data about children. Do not upload them unless you have a lawful basis and the safeguards that need.
- How we handle personal data is described in our Privacy Policy. We offer a data processing agreement on request at baraka@grchero.dev.

5 AI-assisted features and AI agents

- AI features are optional and produce drafts only. Each request that sends content to an outside AI provider needs your consent at that time, and we show what is sent. The output is a draft for human review. It is never approved evidence, an approved answer or a compliance status until a person with the right permission approves it through the product's review workflow.
- If you connect your own AI agent, it acts with your sign-in and within your role. What it writes stays a draft until a person in the browser accepts it. You are responsible for what your agent does and for reviewing its work.
- AI output can be wrong, incomplete or influenced by the content it reads. You are responsible for reviewing it before use.
- AI providers process requests under their own terms. We do not promise any provider's retention or training practices.
- Daily request limits apply to each workspace.

6 No compliance guarantee

grcHero is a record-keeping and workflow tool. Checks, scans, readiness views, guidance and generated documents are bounded, deterministic or draft aids. They are not legal advice, an audit, a certification or an attestation, and they do not decide whether a law, standard or framework applies to you or whether you comply. Names of frameworks and standards belong to their owners and are used only to refer to them.

7 Acceptable use

You must not use the Service to:

- break the law or infringe the rights of others, including by uploading content you have no right to share;
- attack, probe or overload the Service or other people's systems, or try to get around access controls, limits or isolation between workspaces;
- upload malware, or content designed to harm systems or to trick people or AI tools;
- share access with people who are not entitled to it, or create accounts or tokens to avoid a limit or a suspension;
- resell the Service or use it to build a competing service without our written agreement;
- use the Service to make decisions about people that the law restricts or forbids.

We may suspend access to stop harm or a breach, and we will say why where we can.

8 Fees and payment

The Service is currently provided without charge. If we introduce paid plans, we will tell you before any charge applies, and you will not be charged for anything you have not agreed to.

9 Availability and support

We aim to keep the Service available but give no uptime commitment. Support is by email at support@grchero.dev. We may suspend access briefly for maintenance or security.

10 Security

We apply the measures described in our documentation, including tenant isolation, access control, encrypted backups, private file storage and audit logging. No system is perfectly secure. We hold no security certification, and we will not describe ourselves as certified unless that becomes true. Report a security problem to baraka@grchero.dev.

11 Data return, deletion and termination

- You may stop using the Service at any time. We may suspend or end access for a material breach or for legal reasons, with notice where practical.
- Workspace owners can export all workspace data from Settings. An export file is private and is removed after 7 days.
- An owner can schedule deletion of the workspace. A 30-day grace period follows, in which any owner can cancel the deletion and export data. After that, the workspace and Your Content are removed from our systems. Encrypted backups are overwritten on their normal cycle, so deleted data can remain in a backup for up to about a week, and backups are not edited individually.
- Records the product keeps unchangeable for audit purposes are removed with the workspace.

12 Our property

We and our licensors own the Service, its software, design and documentation. You may use them only as these terms allow. The grcHero name and logo are ours. Third-party and open-source components stay under their own licences. Feedback you give may be used without obligation.

13 Confidentiality

Each party will protect the other's non-public information with reasonable care and use it only to perform these terms, except where the law requires disclosure.

14 Warranties and liability

The Service is provided "as is" and "as available" to the extent the law allows. We disclaim implied warranties of merchantability, fitness for a purpose and non-infringement. To the extent the law allows, we are not liable for indirect or consequential loss, and our total

liability for a claim is limited to the fees you paid us in the previous 12 months. Nothing in these terms excludes or limits liability that cannot be excluded or limited by law, including liability for intent or gross negligence and for injury to life, body or health.

15 Responsibility for claims

You are responsible for Your Content and for your use of the Service. If a third party brings a claim against us because of Your Content or your breach of these terms, you will help us deal with it and cover our reasonable costs, to the extent the law allows.

16 Changes to these terms

We will give notice of a material change by email to workspace owners, or by a notice in grcHero, at least 30 days before it applies. Changes the law requires, or that are needed at once to protect security, may apply sooner. If you do not agree with a change, you may stop using the Service and export your data before it applies. Continuing to use the Service afterwards is acceptance. Earlier versions stay available on the legal page.

17 General

These terms are governed by the laws of the United Republic of Tanzania, without regard to conflict-of-law rules. Personal data is handled under the GDPR and Tanzania's Personal Data Protection Act, 2022 (PDPA). Disputes go to the courts of Tanzania, except where mandatory law gives you the right to bring proceedings elsewhere. These terms, with any written order form, make up the whole agreement. If a clause cannot be enforced, the rest still applies. You may not transfer these terms without our consent. Contact: baraka@grchero.dev.