Terms of Service

Version 1.0 · March 2026

Provider	Transceve Ltd (Company No. 16191698)
Address	Allia Future Business Centre, Kings Hedges Road, Cambridge, England, CB4 2HY
Email	hello@transceve.org

Please read these Terms of Service carefully before using the Transceve platform. By registering an account or using our services, your organisation agrees to be bound by these terms.

1. Definitions

In these Terms:

- "Transceve", "we", "us", "our" means Transceve Ltd, Company No. 16191698.
- "Client", "you", "your" means the organisation that has registered to use the Transceve platform.
- "Platform" means the Transceve web application and associated services at transceve.org.
- "Content" means any files, recordings, transcripts, or data uploaded to the Platform by you.
- "Analysis" means the automated BPN scoring and qualitative output generated by the Platform.
- "Users" means individuals authorised by you to access the Platform on your behalf.

2. The Service

2.1 What we provide

Transceve provides an AI-assisted impact measurement platform that allows third sector organisations to:

- Upload and transcribe conversation recordings (audio, video, text, and image)
- Receive automated Basic Psychological Needs (BPN) analysis scores
- Access aggregate analytics and trends across their data
- Generate draft grant report responses using their impact data
- Manage and report on their impact measurement data

2.2 AI-generated outputs

Analysis outputs are generated by AI models and are intended as supporting evidence for human judgement. They should not be used as the sole basis for decisions affecting individuals. Transceve makes no warranty as to the accuracy or completeness of any analysis output.

2.3 Service availability

We aim to provide a reliable service but do not guarantee uninterrupted availability. We will provide reasonable notice of planned maintenance.

3. Account Registration

- You must provide accurate and complete information when registering.
- You are responsible for maintaining the confidentiality of your login credentials.
- You must promptly notify us of any unauthorised access to your account.
- Each account is for a single organisation. Sharing accounts between organisations is not permitted.
- You must be at least 18 years old and have authority to bind your organisation to these terms.

4. Acceptable Use

4.1 You may use the Platform to:

- Upload conversation recordings and data relating to your own organisation's activities
- Analyse and measure the impact of your programmes and services
- Share analysis outputs within your organisation
- Export and download your own data and reports

4.2 You must not:

- Upload content containing child sexual abuse material or any illegal content
- Upload content relating to individuals without appropriate legal authority to do so
- Attempt to reverse-engineer, copy, or reproduce our AI models
- Use the Platform to train competing AI systems
- Circumvent any access controls or security measures
- Use the Platform for any purpose that violates applicable laws
- Upload content for which you do not have the right to process

5. Your Data and Content

5.1 Ownership

You retain ownership of all Content you upload to the Platform. You grant us a limited licence to process your Content solely for the purpose of delivering the service to you.

5.2 Your responsibilities

You are responsible for:

- Ensuring you have appropriate legal authority and consents to upload and process any Content

- Ensuring Content is appropriate for processing under UK GDPR and any other applicable law
- Informing individuals whose data is processed about how their data is used
- Complying with your own data protection obligations as a data controller

5.3 Data processing

Our Data Processing Agreement (DPA) governs how we process personal data contained in your Content. By using the Platform, you agree to the terms of the DPA.

6. Pricing and Payment

6.1 Subscription fees

Access to the Platform is subject to the subscription tier applicable to your account. Current pricing is available at transceve.org/pricing.

6.2 Trial period

New accounts receive a free trial period as specified at registration. At the end of the trial, continued access requires a paid subscription. We will notify you before your trial expires.

6.3 Payment terms

- Subscription fees are payable in advance on the billing cycle selected at registration.
- All prices are exclusive of VAT unless otherwise stated.
- Failure to pay may result in suspension or termination of your account.
- Refunds are at our discretion except where required by law.

7. Intellectual Property

7.1 Our IP

The Transceve platform, including its software, AI models, documentation, and branding, is owned by Transceve Ltd and protected by intellectual property law. You must not copy, modify, distribute, or create derivative works from any part of our platform without our written consent.

7.2 Feedback

If you provide feedback or suggestions about the Platform, you grant us the right to use that feedback without restriction or compensation.

8. Confidentiality

Each party agrees to keep confidential any non-public information received from the other party and to use it only for the purposes of this agreement. This obligation does not apply to information that is publicly available, independently developed, or required to be disclosed by law.

9. Limitation of Liability

To the maximum extent permitted by law:

- Transceve shall not be liable for any indirect, consequential, special, or incidental loss or damage arising from your use of the Platform.
- Our total aggregate liability to you in any 12-month period shall not exceed the fees paid by you to Transceve in that period.
- Nothing in these terms limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded by law.

The Platform is provided for use as a supporting tool for impact measurement. Transceve is not liable for any decision made on the basis of analysis outputs.

10. Indemnity

You agree to indemnify and hold harmless Transceve, its directors, employees, and agents from any claims, losses, damages, or costs (including legal fees) arising from your breach of these terms, your use of the Platform, or any Content you upload.

11. Term and Termination

- These terms commence on the date you register and continue until terminated.
- Either party may terminate by giving 30 days' written notice.
- We may terminate or suspend your account immediately for material breach, including non-payment or violation of the acceptable use policy.
- On termination, your access to the Platform will cease. We will retain your data for 90 days to allow export, after which it will be deleted.

12. Governing Law

These terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Changes to These Terms

We may update these terms from time to time. We will give you at least 30 days' notice of any material changes. Your continued use of the Platform after that period constitutes acceptance of the updated terms.

14. Contact

For any questions about these terms, contact us at:

Email	hello@transceve.org
Post	Legal, Transceve Ltd, Allia Future Business Centre, Kings Hedges Road, Cambridge, England, CB4 2HY


TRANSCEVE