

# Terms of Service

**Last Updated:** January 1, 2026

These Terms of Service ("Terms") govern your access to and use of **Context Pack**, a service operated by **Context Labs LLC**, a California limited liability company ("Context Labs," "we," "us," or "our"). Context Labs LLC operates the Service under the product name **Context Pack**.

By accessing or using the Service, you agree to be bound by these Terms. If you do not agree, do not use the Service.

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## 1. Description of the Service

Context Pack is a software service that enables users to analyze, extract, summarize, transform, and reuse conversational or contextual data from AI systems in the form of portable context packs.

The Service processes user-provided data solely to provide its functionality. The Service is provided on an "**as-is**" basis and may change over time.

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## 2. Eligibility

You must be at least **18 years old** to use the Service. By using the Service, you represent and warrant that you meet this requirement.

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## 3. User Accounts

To access certain features, you may be required to create an account. You agree to:

- Provide accurate and current registration information
- Maintain the security of your credentials
- Accept responsibility for all activity under your account
- Notify us promptly of any unauthorized access or use

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## 4. Acceptable Use

You agree not to use the Service to:

- Upload unlawful, harmful, or malicious content
- Upload content that violates intellectual property, privacy, or confidentiality rights
- Upload personal data of others without proper consent
- Upload authentication credentials, passwords, or API keys
- Upload malware, viruses, or malicious code
- Attempt to reverse engineer, decompile, or compromise the Service
- Use automated means to abuse, scrape, or overload the Service
- Violate export control or sanctions laws

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## **5. User Content**

### **5.1 Ownership**

You retain ownership of all data and content you upload to the Service ("User Content").

### **5.2 License to Process**

You grant Context Labs LLC a limited, non-exclusive license to process User Content solely to provide the Service.

### **5.3 Responsibility**

You are solely responsible for User Content and represent that you have all necessary rights to upload and process it.

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## **6. No Sensitive Data**

The Service is **not designed** to store or process sensitive personal data. Do not upload: - Financial or payment information - Medical or health data - Government-issued identification numbers - Passwords, private keys, or secrets

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## **7. AI Limitations and Use of Content**

Context Labs LLC does **not** use User Content to train AI models. User Content is processed solely to provide the Service.

We may use anonymized, aggregated usage metrics (not User Content) to improve the Service.

AI-generated outputs may be inaccurate or incomplete. You are responsible for verifying outputs before relying on them.

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## **8. Payments**

Certain features require payment. Payments are processed through third-party providers such as Stripe.

All fees are non-refundable unless required by law. We are not responsible for actions or limitations imposed by payment processors.

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## **9. Intellectual Property**

All software, technology, and materials provided by Context Labs LLC are owned by Context Labs LLC and protected by law.

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## **10. Service Availability**

We do not guarantee uninterrupted access. The Service may be modified, suspended, or discontinued at any time.

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## **11. Disclaimer of Warranties**

THE SERVICE IS PROVIDED **"AS IS"** AND **"AS AVAILABLE."** CONTEXT LABS LLC DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED.

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## **12. Limitation of Liability**

TO THE MAXIMUM EXTENT PERMITTED BY LAW, CONTEXT LABS LLC SHALL NOT BE LIABLE FOR INDIRECT OR CONSEQUENTIAL DAMAGES.

TOTAL LIABILITY SHALL NOT EXCEED THE AMOUNT PAID BY YOU TO CONTEXT LABS LLC IN THE **TWELVE (12) MONTHS** PRECEDING THE CLAIM.

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## **13. Indemnification**

You agree to indemnify and hold harmless Context Labs LLC from claims arising out of your use of the Service or User Content.

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## **14. Security Incidents**

In the event of a security incident affecting personal data, we will notify affected users without unreasonable delay and in accordance with applicable law.

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## **15. Copyright / DMCA**

If you believe copyrighted material has been uploaded without authorization, contact:

**DMCA Agent**

Email: dmca@context-pack.com

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## **16. Governing Law**

These Terms are governed by the laws of the **State of California**.

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## **17. Contact**

**Context Labs LLC**

Support: support@context-pack.com

Legal: legal@context-pack.com