

# Terms of Service

**Last updated:** [12, 19, 2025]

These Terms of Service (“**Terms**”) govern your access to and use of the OnAnalytics website available at <https://onanalytics.co> and the OnAnalytics application available at <https://app.onanalytics.co> (collectively, the “**Service**”), operated by **OnAnalytics** (“**we**,” “**us**,” or “**our**”).

By creating an account or using the Service, you agree to these Terms.

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## 1. The Service

OnAnalytics provides document extraction and data processing services that allow users to upload documents and obtain structured outputs. The Service relies on automated and probabilistic systems, and results may vary.

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## 2. Accounts and Access

To use the Service, you must create an account using a valid email address and password. You are responsible for maintaining the confidentiality of your login credentials and for all activity that occurs under your account.

We reserve the right to suspend or terminate your account at any time, with or without notice, including if, in our sole determination, you violate these Terms or misuse the Service.

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## 3. User Content and Responsibilities

You may upload files, documents, data, or other materials to the Service (“**Customer Content**”).

You represent and warrant that:

- You have all necessary rights and permissions to upload and process Customer Content.
- Your use of the Service complies with applicable laws and regulations.

You remain responsible for reviewing and validating any outputs generated by the Service before relying on them.

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## 4. Data Handling and Use

We collect data individuals provide us:

### a. Customer Content

This includes, on a temporary basis, any files, documents, images, or data that you choose to input, upload, or transmit to our services. Such content is used primarily to provide the requested services, facilitate your requests, and improve our services.

### b. Metadata and Analytics

We collect and store metadata related to usage of the Service. This metadata is used for analytics, monitoring, and improving the Service.

### c. Contact Information

We may collect contact information such as your name, email address, phone number, mailing address, and communication preferences. We use this information to:

- Provide and operate the Service
  - Communicate with you
  - Send marketing communications in accordance with your preferences
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## 5. Marketing Communications

We may use your email address to send Service-related messages and marketing or promotional communications ("**Marketing Emails**"), including updates about features and special offers.

You may opt out of Marketing Emails at any time by:

- Clicking the "unsubscribe" link in an email, or
- Contacting us at **contact@onanalytics.co**

Opting out will not prevent you from receiving important Service-related notices.

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## 6. Accuracy Disclaimer

The Service uses automated and non-deterministic systems. While we strive to provide useful results, **we do not guarantee that extracted data will be accurate, complete, or error-free.**

Outputs may vary depending on document quality, structure, and other factors. You acknowledge that the Service is intended to assist, not replace, human review or judgment.

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## 7. No Warranties

The Service is provided **“as is”** and **“as available.”** To the fullest extent permitted by law, we disclaim all warranties, express or implied, including any warranties of accuracy, reliability, fitness for a particular purpose, or non-infringement.

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## 8. Limitation of Liability

To the maximum extent permitted by law, OnAnalytics shall not be liable for any indirect, incidental, consequential, or special damages arising out of or related to your use of the Service, including reliance on extracted data.

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## 9. Pricing and Future Changes

The Service is currently offered free of charge. We may introduce usage-based pricing, subscriptions, or paid plans in the future. Any changes will be communicated in advance.

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## 10. Changes to These Terms

We may update these Terms from time to time. Continued use of the Service after changes become effective constitutes acceptance of the updated Terms.

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## 11. Governing Law

These Terms are governed by and construed in accordance with the laws of **Colombia**, without regard to conflict of law principles.

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## 12. Contact

If you have questions about these Terms, contact us at:

 [contact@onanalytics.co](mailto:contact@onanalytics.co)