

# TERMS OF SERVICE

Last updated December 01, 2025

## AGREEMENT TO OUR LEGAL TERMS

We are Industrial Commerce 2000 Limited (doing business as bronn, providing advanced, privacy-first software solutions designed to uncover data issues before they impact your business) ("Company," "we," "us," "our"), a company registered in Bulgaria at Metalurg 15, Kardzhali 6610. Our VAT number is BG207207637.

We operate the website <https://bronn.ai> (the "Site"), as well as any other related products and services that refer or link to these legal terms (the "Legal Terms") (collectively, the "Services").

You can contact us by email at [contact@bronn.ai](mailto:contact@bronn.ai) or by mail to Metalurg 15, Kardzhali 6610, Bulgaria.

These Legal Terms constitute a legally binding agreement made between you, whether personally or on behalf of an entity ("you"), and Industrial Commerce 2000 Limited, concerning your access to and use of the Services. You agree that by accessing the Services, you have read, understood, and agreed to be bound by all of these Legal Terms. **IF YOU DO NOT AGREE WITH ALL OF THESE LEGAL TERMS, THEN YOU ARE EXPRESSLY PROHIBITED FROM USING THE SERVICES AND YOU MUST DISCONTINUE USE IMMEDIATELY.**

Supplemental terms and conditions or documents that may be posted on the Services from time to time are hereby expressly incorporated herein by reference. We reserve the right, in our sole discretion, to make changes or modifications to these Legal Terms from time to time. We will alert you about any changes by updating the "Last updated" date of these Legal Terms, and you waive any right to receive specific notice of each such change. It is your responsibility to periodically review these Legal Terms to stay informed of updates. You will be subject to, and will be deemed to have been made aware of and to have accepted, the changes in any revised Legal Terms by your continued use of the Services after the date such revised Legal Terms are posted.

The Services are intended for users who are at least 18 years old. Persons under the age of 18 are not permitted to use or register for the Services.

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## **1. OUR SERVICES**

The information provided when using the Services is not intended for distribution to or use by any person or entity in any jurisdiction or country where such distribution or use would be contrary to law or regulation or which would subject us to any registration requirement within such jurisdiction or country. Accordingly, those persons who choose to access the Services from other locations do so on their own initiative and are solely responsible for compliance with local laws, if and to the extent local laws are applicable.

### **Regulated Industries**

The Services are not tailored to comply with industry-specific regulations (Health Insurance Portability and Accountability Act (HIPAA), Federal Information Security Management Act (FISMA), etc.) by default. Unless we have signed a separate Business Associate Agreement (BAA) with you, you may not use the Services to process Protected Health Information (PHI). You may not use the Services in a way that would violate the Gramm-Leach-Bliley Act (GLBA).

## **2. INTELLECTUAL PROPERTY RIGHTS**

### **Our Intellectual Property**

We are the owner or the licensee of all intellectual property rights in our Services, including all source code, databases, functionality, software, website designs, audio, video, text, photographs, and graphics in the Services (collectively, the "Content"), as well as the trademarks, service marks, and logos contained therein (the "Marks").

Our Content and Marks are protected by copyright and trademark laws (and various other intellectual property rights and unfair competition laws) and treaties in the United States, the European Union, and around the world. The Content and Marks are provided in or through the Services "AS IS" for your internal business purpose only.

## **Your Use of Our Services**

Subject to your compliance with these Legal Terms, including the "PROHIBITED ACTIVITIES" section below, we grant you a non-exclusive, non-transferable, revocable license to:

- access the Services; and
- download or print a copy of any portion of the Content to which you have properly gained access, solely for your internal business purpose.

Except as set out in this section or elsewhere in our Legal Terms, no part of the Services and no Content or Marks may be copied, reproduced, aggregated, republished, uploaded, posted, publicly displayed, encoded, translated, transmitted, distributed, sold, licensed, or otherwise exploited for any commercial purpose whatsoever, without our express prior written permission.

## **3. USER REPRESENTATIONS**

By using the Services, you represent and warrant that: (1) all registration information you submit will be true, accurate, current, and complete; (2) you will maintain the accuracy of such information and promptly update such registration information as necessary; (3) you have the legal capacity and you agree to comply with these Legal Terms; (4) you are not a minor in the jurisdiction in which you reside; (5) you will not access the Services through automated or non-human means, whether through a bot, script or otherwise (except via our official API, if applicable); (6) you will not use the Services for any illegal or unauthorized purpose; and (7) your use of the Services will not violate any applicable law or regulation.

## **4. USER REGISTRATION**

You may be required to register to use the Services. You agree to keep your password confidential and will be responsible for all use of your account and password. We reserve the right to remove, reclaim, or change a username you select if we determine, in our sole discretion, that such username is inappropriate, obscene, or otherwise objectionable.

## **5. PURCHASES AND PAYMENT**

We currently accept payments via Bank Transfer (IBAN) only.

You agree to provide current, complete, and accurate purchase and account information for all purchases made via the Services. You further agree to promptly update account and billing information so that we can contact you as needed.

Upon selecting a subscription or service plan, you will be issued an invoice containing our bank details (IBAN/SWIFT). Access to paid features or paid subscription tiers will be provided immediately upon the issuance of the invoice. Payment is due within the payment terms specified on said invoice (e.g., Net 30, Net 60). If the invoiced amount is not received by the due date, we will provide a grace period of five (5) business days. If payment remains outstanding after this

period, we reserve the right to suspend access to the Service until the outstanding balance is paid in full.

Sales tax or VAT will be added to the price of purchases as deemed required by us (e.g., Reverse Charge for EU B2B transactions). We may change prices at any time. All payments shall be in Euros unless otherwise stated.

## **6. SUBSCRIPTIONS AND REFUNDS**

### **Billing and Renewal**

Your subscription will continue and automatically renew unless canceled. For bank transfer payments, we will issue a renewal invoice prior to the start of the next billing cycle. Failure to pay the renewal invoice by the due date may result in the suspension of your access to the Services.

### **Cancellation**

You can cancel your subscription at any time by contacting us using the contact information provided below or via your account settings. Your cancellation will take effect at the end of the current paid term.

### **Refunds**

Except when required by law, paid subscription fees are non-refundable.

## **7. DATA OWNERSHIP AND LICENSE (INPUT/OUTPUT)**

### **Input Data**

You retain all right, title, and interest in and to the data, files, and information you upload, connect, or transmit to the Services for processing ("Input Data" or "Service Data" as defined in the Privacy Policy). We claim no ownership over your Input Data.

### **Output Data**

You own all rights, title, and interest in the results, reports, insights, and cleaned datasets generated by the Services derived from your Input Data ("Output Data").

### **License to Us**

You grant us a limited, non-exclusive, worldwide, royalty-free license to access, store, process, and use your Input Data solely as necessary to: (a) provide, maintain, and improve the Services for you; (b) prevent or address service or technical problems; and (c) verify your compliance with these Legal Terms.

## On-Premise Deployment

If you use the On-Premise/Local version of our software, your Input Data remains within your controlled environment and is not transmitted to us unless you explicitly configure the software to do so (e.g., for support tickets).

## 8. VAT VALIDATION AND THIRD-PARTY DATA SOURCES

Our Services include tools for bulk VAT validation ("Validation Services"). You acknowledge and agree that:

- **Reliance on Third Parties.** Our Validation Services rely on third-party government databases (such as the EU Commission's VIES database) and other external data sources over which we have no control.
- **Availability.** We cannot guarantee the continuous availability or uptime of these third-party databases. If the VIES database or other government registry is offline, our Validation Services may return a "No Response" or "Error" status. This does not constitute a defect in our Services.
- **Accuracy.** While we strive to provide the most current data available, we do not warrant the accuracy, completeness, or timeliness of the data provided by these third-party sources. You are solely responsible for verifying critical tax information before relying on it for financial or legal reporting.

## 9. PROHIBITED ACTIVITIES

You may not access or use the Services for any purpose other than that for which we make the Services available.

As a user of the Services, you agree not to:

- Systematically retrieve data or other content from the Services to create or compile, directly or indirectly, a collection, compilation, database, or directory without written permission from us.
- Trick, defraud, or mislead us and other users, especially in any attempt to learn sensitive account information such as user passwords.
- Circumvent, disable, or otherwise interfere with security-related features of the Services.
- Disparage, tarnish, or otherwise harm, in our opinion, us and/or the Services.
- Use any information obtained from the Services in order to harass, abuse, or harm another person.
- Use the Services in a manner inconsistent with any applicable laws or regulations.
- Upload or transmit viruses, Trojan horses, or other material that interferes with any party's uninterrupted use and enjoyment of the Services.
- Engage in any automated use of the system, such as using scripts to send comments or messages, or using any data mining, robots, or similar data gathering and extraction tools.
- Attempt to impersonate another user or person or use the username of another user.

- Interfere with, disrupt, or create an undue burden on the Services or the networks or services connected to the Services.
- Decipher, decompile, disassemble, or reverse engineer any of the software comprising or in any way making up a part of the Services.
- Use the Services as part of any effort to compete with us or otherwise use the Services and/or the Content for any revenue-generating endeavor or commercial enterprise.

## **10. CONTRIBUTION LICENSE**

By submitting suggestions or other feedback regarding the Services ("Feedback"), you agree that we can use and share such Feedback for any purpose without compensation to you. We do not assert any ownership over your Input Data (as defined in Section 7), but we do own any improvements to our underlying Service or algorithms derived from your Feedback.

## **11. PRIVACY POLICY AND DATA PROCESSING**

We care about data privacy and security. Please review our Privacy Policy. By using the Services, you agree to be bound by our Privacy Policy, which is incorporated into these Legal Terms.

### **Data Hosting**

Please be advised the Services utilize cloud infrastructure (e.g., Hetzner) and AI sub-processors (such as Amazon Bedrock, OpenAI, and Google Cloud) which may process data in the European Union, the United States, and other locations as described in our Privacy Policy. By using the Services, you consent to this processing structure.

## **12. TERM AND TERMINATION**

These Legal Terms shall remain in full force and effect while you use the Services. WITHOUT LIMITING ANY OTHER PROVISION OF THESE LEGAL TERMS, WE RESERVE THE RIGHT TO, IN OUR SOLE DISCRETION AND WITHOUT NOTICE OR LIABILITY, DENY ACCESS TO AND USE OF THE SERVICES (INCLUDING BLOCKING CERTAIN IP ADDRESSES), TO ANY PERSON FOR ANY REASON OR FOR NO REASON, INCLUDING WITHOUT LIMITATION FOR BREACH OF ANY REPRESENTATION, WARRANTY, OR COVENANT CONTAINED IN THESE LEGAL TERMS OR OF ANY APPLICABLE LAW OR REGULATION. WE MAY TERMINATE YOUR USE OR PARTICIPATION IN THE SERVICES OR DELETE YOUR ACCOUNT AND ANY CONTENT OR INFORMATION THAT YOU POSTED AT ANY TIME, WITHOUT WARNING, IN OUR SOLE DISCRETION.

## **13. MODIFICATIONS AND INTERRUPTIONS**

We reserve the right to change, modify, or remove the contents of the Services at any time or for any reason at our sole discretion without notice. However, we have no obligation to update any information on our Services. We will not be liable to you or any third party for any modification, price change, suspension, or discontinuance of the Services.

We cannot guarantee the Services will be available at all times. We may experience hardware, software, or other problems or need to perform maintenance related to the Services, resulting in interruptions, delays, or errors.

We will not be liable for any failure or delay in performance due to circumstances beyond our reasonable control, including but not limited to acts of God, war, riot, failure of third-party hosting providers, or government restrictions.

## **14. GOVERNING LAW**

These Legal Terms are governed by and interpreted following the laws of Bulgaria, and the use of the United Nations Convention of Contracts for the International Sales of Goods is expressly excluded. Industrial Commerce 2000 Limited and yourself both agree to submit to the non-exclusive jurisdiction of the courts of Kardzhali (or Sofia, as applicable under Bulgarian procedural law).

## **15. DISPUTE RESOLUTION**

### **Informal Negotiations**

To expedite resolution and control the cost of any dispute, we agree to first attempt to negotiate any dispute informally for at least thirty (30) days before initiating arbitration or other legal proceedings.

### **Consumer Rights Information**

If you are a consumer in the European Union, you may find information about alternative dispute resolution via the European Consumer Centres Network. We are not obliged to participate in consumer arbitration, but are willing to resolve disputes amicably.

## **16. DISCLAIMER**

THE SERVICES ARE PROVIDED ON AN AS-IS AND AS-AVAILABLE BASIS. YOU AGREE THAT YOUR USE OF THE SERVICES WILL BE AT YOUR SOLE RISK. TO THE FULLEST EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, IN CONNECTION WITH THE SERVICES AND YOUR USE THEREOF, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. WE MAKE NO WARRANTIES OR REPRESENTATIONS ABOUT THE ACCURACY OR COMPLETENESS OF THE SERVICES' CONTENT OR THE CONTENT OF ANY WEBSITES LINKED TO THE SERVICES AND WE WILL ASSUME NO LIABILITY OR RESPONSIBILITY FOR ANY (1) ERRORS, MISTAKES, OR INACCURACIES OF CONTENT AND MATERIALS, (2) PERSONAL INJURY OR PROPERTY DAMAGE, OF ANY NATURE WHATSOEVER, RESULTING FROM YOUR ACCESS TO AND USE OF THE SERVICES, (3) ANY UNAUTHORIZED ACCESS TO OR USE OF OUR SECURE SERVERS AND/OR ANY AND ALL PERSONAL INFORMATION AND/OR FINANCIAL INFORMATION STORED THEREIN.

## **17. LIMITATIONS OF LIABILITY**

TO THE FULLEST EXTENT PERMITTED BY LAW, IN NO EVENT WILL WE OR OUR DIRECTORS, EMPLOYEES, OR AGENTS BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING LOST PROFIT, LOST REVENUE, LOSS OF DATA, OR OTHER DAMAGES ARISING FROM YOUR USE OF THE SERVICES, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TOTAL LIABILITY: NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED HEREIN, OUR LIABILITY TO YOU FOR ANY CAUSE WHATSOEVER AND REGARDLESS OF THE FORM OF THE ACTION, WILL AT ALL TIMES BE LIMITED TO THE AMOUNT PAID, IF ANY, BY YOU TO US DURING THE TWELVE (12) MONTH PERIOD PRIOR TO ANY CAUSE OF ACTION ARISING.

## **18. INDEMNIFICATION**

You agree to defend, indemnify, and hold us harmless, including our subsidiaries, affiliates, and all of our respective officers, agents, partners, and employees, from and against any loss, damage, liability, claim, or demand, including reasonable attorneys' fees and expenses, made by any third party due to or arising out of: (1) use of the Services; (2) breach of these Legal Terms; (3) any breach of your representations and warranties set forth in these Legal Terms; (4) your violation of the rights of a third party, including but not limited to intellectual property rights; or (5) any overt harmful act toward any other user of the Services with whom you connected via the Services.

## **19. ELECTRONIC COMMUNICATIONS, TRANSACTIONS, AND SIGNATURES**

Visiting the Services, sending us emails, and completing online forms constitute electronic communications. You consent to receive electronic communications, and you agree that all agreements, notices, disclosures, and other communications we provide to you electronically, via email and on the Services, satisfy any legal requirement that such communication be in writing. YOU HEREBY AGREE TO THE USE OF ELECTRONIC SIGNATURES, CONTRACTS, ORDERS, AND OTHER RECORDS, AND TO ELECTRONIC DELIVERY OF NOTICES, POLICIES, AND RECORDS OF TRANSACTIONS INITIATED OR COMPLETED BY US OR VIA THE SERVICES.

## **20. MISCELLANEOUS**

These Legal Terms and any policies or operating rules posted by us on the Services or in respect to the Services constitute the entire agreement and understanding between you and us. Our failure to exercise or enforce any right or provision of these Legal Terms shall not operate as a waiver of such right or provision. These Legal Terms operate to the fullest extent permissible by law. We may assign any or all of our rights and obligations to others at any time. We shall not be responsible or liable for any loss, damage, delay, or failure to act caused by any cause beyond our reasonable control. If any provision or part of a provision of

these Legal Terms is determined to be unlawful, void, or unenforceable, that provision or part of the provision is deemed severable from these Legal Terms and does not affect the validity and enforceability of any remaining provisions. There is no joint venture, partnership, employment or agency relationship created between you and us as a result of these Legal Terms or use of the Services.

## **21. CONTACT US**

In order to resolve a complaint regarding the Services or to receive further information regarding use of the Services, you may email us at [contact@bronn.ai](mailto:contact@bronn.ai) or contact us by post at:

Industrial Commerce 2000 Limited  
Metalurg 15  
Kardzhali 6610  
Bulgaria