

AI and Automation Terms

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July 23, 2026	July 23, 2026

These AI and Automation Terms apply to predictive, generative, machine-learning, scoring, recommendation, transcription, summarization, and automated workflow features in CapConnect OS.

1 1. Definitions

“**Input**” means information submitted to an AI Feature.

“**Output**” means content, predictions, scores, classifications, recommendations, summaries, or other results generated by an AI Feature.

“**AI Feature**” means a feature using artificial intelligence, machine learning, statistical prediction, automated decision logic, or third-party model services.

2 2. Permitted Use

Customer may use AI Features only in connection with authorized use of the Services and in compliance with law, the Agreement, and third-party model restrictions.

3 3. Customer Responsibility

Customer is responsible for:

- the legality and accuracy of Inputs;
- reviewing Outputs before use;
- determining whether human oversight is required;
- making final employment, credit, housing, insurance, healthcare, legal, financial, or other regulated decisions;
- providing required notices and obtaining required consents;
- avoiding deceptive impersonation or misleading automated communications; and
- maintaining records where required.

4 4. Output Limitations

Outputs may be inaccurate, incomplete, biased, outdated, non-unique, or inappropriate. Scores and forecasts are estimates, not guarantees. Customer must not rely on an Output as the sole basis for a legal, regulated, safety-critical, or similarly significant decision unless the feature is expressly designed and contractually approved for that use.

5 5. Ownership

As between the parties:

- Customer retains ownership of Customer Data included in Inputs;

- CapConnect owns the AI Features, prompts, orchestration, workflows, system instructions, model configurations, evaluation methods, scoring logic, Derived Data, and CapConnect Technology; and
- Output ownership, if any, is subject to applicable law, third-party model terms, and the Agreement.

CapConnect grants Customer a limited right to use Outputs generated for Customer's internal business purposes during the Term. Customer receives no right to underlying models, scoring methodologies, prompts, or system logic.

6 6. Product Improvement and Training

CapConnect may use Platform Data, Usage Data, Derived Data, Aggregated Data, Feedback, and De-identified Data to develop, train, fine-tune, evaluate, validate, secure, and improve AI Features and other products.

CapConnect may process identifiable Customer Data to provide customer-specific AI Features. Directly identifiable communications or CRM content will not be used to train a generalized model offered to unrelated customers unless the information has been de-identified, Customer has opted in, or an Order Form expressly authorizes such use.

7 7. Third-Party Models

AI Features may use third-party model providers. Customer authorizes transmission of Inputs and related data to enabled providers. Their availability, retention, location, security, and output practices may be governed by separate terms. CapConnect may change providers or model versions.

8 8. Automated Actions

Customer controls whether automated workflows are enabled. Customer is responsible for reviewing trigger logic, recipients, messages, integrations, and downstream consequences. CapConnect may impose human-approval gates, rate limits, or restrictions.

9 9. Prohibited AI Uses

Customer may not use AI Features to:

- unlawfully discriminate;
- make prohibited high-impact decisions;
- create deceptive impersonations or fraudulent content;
- generate malware or facilitate cyber abuse;
- infer highly sensitive traits where prohibited;
- evade consent, disclosure, or opt-out requirements;
- train or improve a competing model or service;
- extract prompts, model weights, system instructions, or protected logic; or
- misrepresent Output as verified fact where it has not been reviewed.

10 10. No Professional Advice

Outputs are not legal, tax, financial, employment, healthcare, regulatory, or other professional advice.

11 11. Beta AI Features

Beta, preview, and experimental AI Features may change or be withdrawn at any time and are provided without warranties, service levels, or support commitments.

Questions about this document may be sent to legal@capconnectsolutions.com.