

**CERTISYN**VERIFICATION INFRASTRUCTURE

Terms of Service

Platform access and use agreement

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Terms of Service

Effective Date: 22 April 2026

These Terms of Service ("Terms") govern your access to and use of the Certisyn verification platform, including app.certisyn.com, api.certisyn.com, and related services (collectively, the "Platform"). By accessing or using the Platform, you agree to be bound by these Terms.

1. Platform Description

Certisyn operates a deterministic verification infrastructure that computes confidence scores for claims made by entities. The Platform processes evidence through the Certisyn RC computation engine, generates Verification Attestation Objects (VAOs), and produces institutional-grade verification certificates. The computation is mathematical and deterministic — identical inputs always produce identical outputs.

2. Account Registration

You must register an account to access the Platform. You are responsible for maintaining the confidentiality of your authentication credentials and for all activities occurring under your account. You must promptly notify Certisyn of any unauthorised access to your account at security@certisyn.com.

3. Acceptable Use

You agree not to: attempt to reverse-engineer, decompile, or extract trade secret parameters from the RC Engine or any Platform component; use the Platform to generate false or misleading verification outputs; share API keys, partner keys, or authentication credentials with unauthorised parties; exceed rate limits or attempt to circumvent security controls; use the Platform in violation of any applicable law or regulation; or submit evidence that you know to be fraudulent or materially misleading.

4. Verification Outputs

Verification outputs (VAOs, confidence scores, certificates) represent the result of deterministic computation against submitted evidence under a specified policy version. They do not constitute legal opinions, audit conclusions, or guarantees of entity reliability. Outputs are version-bound to

the policy parameters in effect at the time of computation. Institutions relying on verification outputs do so based on the auditable derivation chain, not on Certisyn's endorsement.

GOVERNING LOGIC

Certisyn verifies claims made by entities. It does not verify the entities themselves, audit their systems, or provide advisory opinions. The verification output is a computed result, not a recommendation.

5. Intellectual Property

The Platform, including its architecture, computation methods, derivation chain protocols, and attestation systems, is protected by 14 provisional patent families filed with the United States Patent and Trademark Office. All trade secrets, proprietary algorithms, weighting coefficients, and threshold parameters are the exclusive property of Certisyn, Inc. You acquire no intellectual property rights through use of the Platform.

6. Data and Privacy

Your use of the Platform is subject to our Privacy Policy, which is incorporated by reference. Evidence submitted for verification is processed within your designated tenancy and is not shared with other tenancies except through explicitly authorised Certisyn Connect disclosure tiers.

7. Payment Terms

Fees for Platform access are specified in your subscription agreement or statement of work. Payment is processed through Stripe. Verification-contingent invoicing applies where specified: net-15 for VERIFIED outputs, net-30 for UNVERIFIED outputs. Certisyn reserves the right to suspend access for non-payment after 30 days past due.

8. Service Level

Certisyn targets 99.5% uptime for the Platform API. Scheduled maintenance windows will be communicated 48 hours in advance. Certisyn does not guarantee uninterrupted or error-free operation and is not liable for downtime caused by factors beyond its reasonable control.

8.1 Connect API — Standard tier

Certisyn targets **99.5% monthly uptime** for the Connect API (`api.certisyn.com/v1/connect/*`) for customers on the Connect Standard tier. Uptime is measured by an independent external monitor (UptimeRobot) polling public endpoints at five-minute intervals, with the measured result published at `status.certisyn.com` on a rolling 90-day window. If a calendar month's measured uptime falls below 99.5%, the customer receives a **10% service credit** applied to the following month's invoice. Service credits are the customer's sole remedy for SLA misses.

8.2 Connect API — Enhanced tier

Customers on the Connect Enhanced tier receive the same measurement methodology described in Section 8.1, with a **99.9% monthly uptime** target. If measured uptime falls below 99.9%, the customer receives a **25% service credit** applied to the following month's invoice.

8.3 Exclusions

The following events do not count against the uptime target and do not trigger service credits: (a) scheduled maintenance windows announced at least 48 hours in advance on `status.certisyn.com`; (b) customer-caused outages, including misconfigured webhooks, exhausted API quota, or misuse of credentials; and (c) force-majeure events, including third-party CDN or DNS failure and regional cloud-provider outage.

8.4 Credit process

Certisyn reconciles monthly uptime against tier targets on the first business day of the following month. Where a breach is detected, Certisyn notifies affected customers by email and applies the credit to the next invoice. Customers are not required to request credits; reconciliation is automatic and auditable against the published `status.certisyn.com` record.

9. Limitation of Liability

To the maximum extent permitted by law, Certisyn's total liability for any claim arising from or related to the Platform shall not exceed the fees paid by you in the twelve months preceding the claim. Certisyn is not liable for indirect, incidental, consequential, or punitive damages, including lost profits, data loss, or business interruption.

10. Indemnification

You agree to indemnify and hold harmless Certisyn, its officers, directors, and employees from any claims, damages, or expenses arising from your use of the Platform, violation of these Terms,

or infringement of any third-party rights.

11. Termination

Either party may terminate these Terms with 30 days written notice. Certisyn may terminate immediately for material breach, including violation of acceptable use provisions. Upon termination, your access to the Platform will be revoked. Verification records will be retained according to the data retention schedule in the Privacy Policy.

12. Governing Law

These Terms are governed by the laws of the State of Delaware, without regard to conflict of law principles. Any disputes shall be resolved in the courts of Delaware.

13. Contact

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