Clave — Terms of Service

Version: 2025-09-09 • Effective: 09 September 2025 • Applies through: 09 September 2026 (or until replaced)

These Terms of Service ("Terms") govern your access to and use of Clave, including our websites, web/desktop applications, mobile apps, browser extensions, APIs, and related services (the "Service"). The Service is provided by Clave ("Company," "we," "our," or "us"). By creating an account, accessing, or using the Service, you agree to these Terms and our Privacy Policy. If you use the Service on behalf of an organization, you represent that you have authority to bind it.

1) The Service
Clave turns meetings and integrations into a connected knowledge base. Core features include:

- Projects (folders) with collaboration;
- Connection to Google Calendar to surface past/upcoming meetings;
- Notes (manual notes, agendas, summaries, insights) and Meeting Transcripts (if recording/transcription is enabled);
- Templates (agenda/summary);
- Action Items with optional creation in third-party tools (Jira, Linear, Slack, calendar);
- Integrations (e.g., GitHub, Notion, Jira, Linear, Slack, Telegram, Google services);
- Chat with AI for querying project context.

Beta/Preview features may change or be discontinued.

2) Eligibility
You must be at least 16 years old (or older where local law requires). If under the age of digital consent, a parent/guardian must consent.

3) Accounts and Security
You may sign in with email/password or an identity provider (e.g., Google). You are responsible for the accuracy of your account data, safeguarding credentials, and all activity under your account. Notify us of unauthorized use promptly.

4) Your Content and License
"Customer Content" includes notes, recordings, transcripts, templates, chat messages, integration data, and any data you submit. You retain ownership. You grant us a worldwide, non-exclusive, royalty-free license to host, process, transmit, display, and create derivative works of Customer Content solely to provide and improve the Service (including generating summaries, search across your content, troubleshooting, security, and maintenance). We do not sell Customer Content.

AI Outputs: You may use generated outputs for any purpose, subject to third-party model terms. You are responsible for verifying accuracy and legality.

5) Recording and Transcription; Consent
If you record or upload audio for transcription, you are solely responsible for obtaining all legally required consents and providing any required notices to participants and for complying with applicable call-recording and privacy laws.

6) Third-Party Integrations

You can connect third-party services (e.g., Google Calendar, GitHub, Notion, Jira, Linear, Slack, Telegram). Their terms and privacy policies govern your use of those services. We are not responsible for third-party services or their availability. You may disconnect integrations at any time.

Google API Services: Our use of Google data adheres to the Google API Services User Data Policy, including Limited Use requirements.

7) Acceptable Use

You agree not to: violate any law or right; upload malware or illegal/offensive content; attempt unauthorized access; reverse engineer except as permitted by law; scrape or bulk-export to build competing services or datasets; misuse or circumvent usage limits or security controls. We may suspend or terminate accounts violating these Terms.

8) Intellectual Property

We and our licensors retain all rights in the Service (software, UI/UX, documentation, brand). Except for the access rights granted here, no licenses are implied.

Feedback: You grant us a perpetual, irrevocable, royalty-free license to use feedback for any purpose.

9) Fees (if applicable)

If you purchase a paid plan, fees, billing intervals, and features are as described at checkout. Charges are non-refundable except where required by law or expressly stated. Prices may change upon renewal with notice. You are responsible for taxes.

10) Confidentiality

Each party may receive confidential information of the other; the receiving party will use it only to perform under these Terms, protect it with reasonable safeguards, and not disclose it except to personnel/subprocessors under similar obligations.

11) Data Protection

We process personal data per our Privacy Policy. If required, a Data Processing Addendum (DPA) under GDPR/UK GDPR is available on request. International transfers rely on appropriate safeguards (e.g., SCCs). We maintain a list of subprocessors.

12) Security

We implement industry-standard technical and organizational measures (including encryption in transit/at rest where applicable). No system is 100% secure; you acknowledge inherent risks. You are responsible for securing your endpoints and tokens in your systems.

13) Service Changes and Availability

We may modify, suspend, or discontinue features or the Service with reasonable notice where practicable. We are not liable for downtime caused by third-party providers, maintenance, or events beyond our reasonable control.

14) Disclaimers

THE SERVICE AND ALL OUTPUTS ARE PROVIDED "AS IS" AND "AS AVAILABLE." TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. WE DO NOT WARRANT THAT OUTPUTS ARE ACCURATE, COMPLETE, OR ERROR-FREE.

15) Limitation of Liability
TO THE MAXIMUM EXTENT PERMITTED BY LAW: (a) WE WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR LOSS OF PROFITS, DATA, OR GOODWILL; (b) OUR TOTAL LIABILITY FOR ALL CLAIMS WILL NOT EXCEED THE AMOUNTS YOU PAID FOR THE SERVICE IN THE 12 MONTHS BEFORE THE EVENT GIVING RISE TO LIABILITY, OR USD 100 IF YOU HAVE NOT PAID.

16) Indemnification
You will indemnify and hold us harmless from claims, damages, liabilities, costs, and expenses (including reasonable attorneys' fees) arising from your Customer Content, your unlawful use of the Service, or disputes with third parties (including meeting participants).

17) Term and Termination
These Terms apply from the Effective Date and will be reviewed annually. You may stop using the Service at any time. We may suspend or terminate access for violations or where required by law. Sections intended to survive (IP, confidentiality, disclaimers, limitations, indemnity) remain in effect.

18) Export Controls
You must comply with applicable export, re-export, and sanctions laws and may not use the Service in restricted regions or if you are on restricted lists.

19) Governing Law and Dispute Resolution
These Terms are governed by the laws of [jurisdiction]. Courts in [venue] have exclusive jurisdiction, except where mandatory local law applies. Parties may agree to arbitration in a separate agreement.

20) Changes to Terms
We may update these Terms. Material changes will be notified reasonably in advance where practicable. Continued use after the effective date constitutes acceptance.

Contact: hello@clave.so