

Terms of Service for **Bluur**

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§1

[Service]

1. These Terms of Service apply to the “Bluur” service (hereinafter referred to as the “Service”) made available on the Internet at <https://app.bluur.ai/>.
2. The Terms define the rules of operation and use of the Service administered by BTC Spółka z ograniczoną odpowiedzialnością (hereinafter: the “Administrator” or “BTC”), with its registered office in Szczecin, Ul. 1 Maja 38, 71-617 Szczecin, entered into the National Court Register under number 00000129373.
3. The purpose of the Service is the automatic recognition, classification, and permanent redaction of selected types of data in documents.
4. The Service uses data-searching and recognition algorithms developed by BTC and based on artificial intelligence.
5. Use of the Service in the test version (trial) is free of charge, and the Service is functionally limited.
6. Use of the Service in versions other than the test version is paid. The current price list is available at <https://bluur.ai>.
7. The Service operates in a fully automated manner, without human involvement, in particular without manual analysis of the structure and content of documents.
8. Documents uploaded to the Service are stored in the Client Account (hereinafter: the “Account”) and may be deleted by the user at any time.
9. Documents uploaded to the Service are not shared or used by the Administrator.
10. The Account, including its configuration, users, and stored documents, is protected by periodic security backups solely to enable restoration in case of system failure.
11. The User accepts these Terms of Service prior to starting use of the Service.

§2

[Account]

1. An Account is a physically and/or logically separated instance designated exclusively for one business entity.
2. The Account is created by the user, who becomes its administrator (hereinafter: the “Account Administrator”).
3. The Account Administrator may invite additional users to the Account and assign permissions to them.
4. The Account must have at least one Account Administrator.
5. The Account Administrator manages the Account in full scope.
6. Konto może zostać zamknięte przez Administratora Konta lub Administratora Usługi.

§3

[User]

1. A User is a natural person who gains access to the Service.
2. For commercial use of the Service, a User who is an Account Administrator must register the business entity’s details. A single business entity may hold one or multiple Accounts, and each Account may have multiple Users.
3. The User is required to verify and, if necessary, correct unidentified data, incorrectly identified data, or incorrectly redacted (anonymised) data before further using the document returned by the Service.
4. The User must keep Account login credentials confidential and must not share them with unauthorised persons. If credentials are disclosed to third parties, the User bears full responsibility for the consequences, including all operations performed within the Service by unauthorised persons.
5. The User is obliged to maintain the security of the Account, including:
 - a) using strong passwords consisting of at least 8 characters, including letters, numbers, and special characters;
 - b) changing the password if it is suspected of being compromised;
 - c) not sharing login details (username, password) with third parties;
 - d) regularly changing the password to increase security.
6. The User should immediately inform the Account Administrator of any suspected unauthorised access or security breach.
7. The User bears full responsibility for the actions or omissions of any third parties to whom they granted access to the Service or disclosed login credentials.
8. The Administrator is not responsible for damage resulting from the User’s failure to follow credential-protection rules or for cases where third parties gain access to the Account due to the User’s fault.
9. If the Administrator detects violations of law or these Terms by third parties acting with the User’s authorisation or knowledge, the Administrator reserves the right to take appropriate measures, including restricting access, suspending, or closing the User’s Account.

§4

[Licensing Policy and Intellectual Property]

1. All rights to the Service including algorithms, software, technologies, interfaces, documentation, and all related materials belong to the Administrator or entities from which the Administrator has obtained appropriate licences.
2. The User receives a licence to use the Service in accordance with these Terms solely for its proper use. This licence does not entitle the User to:
 - a) copy, modify, decompile, disassemble, or create derivative works based on the algorithms, software, or other components of the Service;
 - b) transfer, sell, sublicense, or share the Service or any part of it with third parties without prior written consent of the Administrator;

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- c) use the Service for purposes other than those defined in the Terms, including commercial use unless explicitly permitted.
3. The User may not use the algorithms, technologies, or data provided by the Service in ways that infringe the intellectual property rights of the Administrator or third parties from whom the Administrator obtained licences.
4. All rights to the algorithms, software, technologies, and other materials made available within the Service remain the exclusive property of the Administrator, and the User does not acquire any intellectual property rights through use of the Service.
5. If the User violates this section, the Administrator may immediately cease providing the Service.

§5

[Use of the Service]

1. After logging in, the User may upload any number of documents requiring classification and anonymisation.
2. The free (trial) version may include limitations such as:
 - a) maximum number of uploaded documents;
 - b) maximum size of a single document;
 - c) maximum number and/or size of documents stored in the Account;
 - d) maximum number of documents processed simultaneously;
 - e) maximum number of Users under one Account;
 - f) maximum number of anonymised pages within a given time frame.
3. After a document is uploaded, the Service saves it in the Account database and performs data recognition (classification).
4. The classified document is made available to the User for verification and manual corrections and is then permanently anonymised and saved in place of the uploaded document. After saving the anonymised version, the Service no longer stores the original document.
5. The anonymised document may be downloaded and/or permanently deleted from the Account.
6. Ending a session occurs via logout, closing the browser window, or inactivity for at least one hour.
7. The Service includes an automatic deletion function for source and anonymised documents, which must be configured by the User.
8. Once documents are deleted, they cannot be restored.

§6

[Group Work]

1. The Service includes a group-work function that enables multiple Users to work on multiple documents within the same Account.
2. User permissions are defined by the Account Administrator.
3. The Account Administrator invites new Users and grants or revokes access rights.
4. The Account Administrator manages the Account without limitations, purchases Service plans, and has the authority to close the Account.
5. Closing the Account results in deletion of the Account, configuration, users, documents, and activity history, in accordance with the Account-closure rules described at <https://bluur.ai>.
6. The Administrator may refuse to close the Account until all outstanding payments are settled.

§7

[Technical Requirements]

1. To access the Service, the User:
 - a) should have Internet access;
 - b) must have an active email address for registration and communications;
 - c) should use one of the following web browsers: Chrome, Edge, Firefox, Safari;
 - d) should update the browser to the latest version.
2. If a browser other than those recommended is used, the Administrator cannot guarantee correct operation of the Service.
3. The Administrator reserves the right to perform service interruptions for maintenance.
4. The Administrator guarantees 99.90% annual Service availability.

§8

[Privacy and Information Security]

1. By accepting these Terms, the User confirms having read and accepted the current Cookie Policy and Privacy Policy available at <https://bluur.ai>
2. All data, including personal data, provided in connection with use of the Service will be processed only for the purposes and scope defined in these Terms and the Privacy Policy.
3. The Service is provided with high security standards and other required technical and organisational measures.
4. The Administrator exercises due care in ensuring secure operation of the Service, including regular penetration tests by independent specialised entities.
5. The Administrator protects data transmission using TLS (Transport Layer Security) encryption. By using the Service, the User accepts this standard as sufficient.
6. Penetration tests and security audits are conducted regularly.
7. Data-processing concerns may be reported to the data controller or relevant data-protection authorities.

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[Liability]

1. The User agrees to use the Service in compliance with applicable law and these Terms and in a manner that does not disrupt proper operation of the Service.
2. The User acknowledges and accepts that:
 - a) the Service does not guarantee 100% accuracy in identifying, classifying, or anonymising data;
 - b) the Service does not guarantee compliance with legal standards, especially in professional or business contexts;
 - c) use of the Service may not fully comply with personal data protection laws (including GDPR), particularly regarding anonymised data. The User must verify accuracy for each processed document;
 - d) the service operates fully automatically and at no stage of the Service's operation is manual work performed by humans on documents, in particular saving, deleting, analyzing content, classifying data, or anonymizing data.
3. Given that the Service does not interpret the content of documents or "understand" them, the decision to send a document to the Service rests solely with the User, and the User is solely responsible for the possibility of transferring the document to the Service.
4. The User accepts that the Service is available on the Internet and that the Administrator does not guarantee the security of data during its transmission over the Internet or any other network used by the User, or during its processing by devices, software, or other interfaces that are not an integral part of the Service, including those belonging to the User, telecommunications operators, or other service providers used by the User.
5. Unless mandatory law states otherwise, the Administrator is not liable for:
 - a) damage resulting from operation, malfunction, or improper functioning of the Service caused by circumstances other than the Administrator's intentional fault, including force majeure;
 - b) the consequences of actions and omissions of the User and any persons whom the User allows to use the Service or grants access to the Account, or who obtain such access as a result of the User's actions or omissions;
 - c) the consequences of the User's actions in the form of sending any content to the Service which the User or another sender was not entitled or authorized to process, and for the consequences of such sending.
6. The Administrator shall not be liable for technical problems or technical limitations occurring in the computer equipment, end device, ICT system, and telecommunications infrastructure used by the User, which prevent the User from using the Service properly.
7. The service is made available directly to end users via the address <https://app.bluur.ai/>. The Administrator shall not be liable for the actions or omissions of any third party that offers the User, for a fee or free of charge, in any business model, the possibility to use the Service or any features of the Service at addresses other than <https://app.bluur.ai/>.

§10

[Reporting faults and complaints]

1. The user has the right to report complaints regarding errors, technical problems, or any reservations related to the operation of the Service.
2. Reports should be sent via the chat available on the Service website or directly to the following email address: center@btc.com.pl.
3. The report should include:
 - a) the User's identification details (first name, last name, or company name, email address);
 - b) a detailed description of the reported problem or objection;
 - c) evidence confirming the occurrence of the problem (e.g., screenshot, error description).
4. If the report requires a longer processing time, the Administrator will inform the User of the expected time of resolution of the problem.
5. The User will receive a response to the reported complaint by email or via another form of contact indicated by them in the report.
6. If the report concerns an error or failure of the Service, the Administrator will take steps to resolve the problem as soon as possible.
7. Complaints regarding payments or invoicing should be reported within 14 days of the invoice date.
8. If the User does not accept the Administrator's decision, they may report the matter to the relevant institutions supervising the provision of Internet services.

§11

[Contact]

1. The User may contact the Administrator in matters relating to the Service through the following communication channels:
 - a) Email: center@btc.com.pl – for general inquiries, technical support, complaints, suggestions and other matters related to the Service;
 - b) form available at <https://bluur.ai/>;
 - c) Website chat: available during business hours, enabling direct communication with a support representative.
2. Administrator's working hours:
 - a) Technical support and email contact: working days from 8:00 a.m. to 4:00 p.m.;
 - b) Online chat: working days from 8:00 a.m. to 4:00 p.m.

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3. The Administrator reserves the right to change the working hours or available forms of contact, of which it will inform Users in advance via the Service website or by email.

§12

[Final provisions]

1. The service may be modified by the Administrator at any time and to any extent.
2. Any changes to the Terms and Conditions will be introduced by publishing them on the website at <https://blur.ai> and will be effective from the moment of their publication.
3. In matters not covered by the provisions of the Terms and Conditions, the provisions of Polish law shall apply, and any disputes shall be settled by the competent common courts.
4. These Terms and Conditions shall be effective from the moment of their publication at: <https://blur.ai>.