

INTICS.AI

Agentic Document Intelligence
www.intics.ai

END USER LICENSE AGREEMENT

Governing the Use of Intics Agentic Document Intelligence (ADI) Platform

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This End User License Agreement ("Agreement") is a legally binding contract between you (the "Licensee," "User," or "Customer") and **INTICS.AI INC** ("INTICS.AI", "Company", "we", "us", or "our"), a company headquartered at 5851 Legacy Circle, 6th Floor, Plano, TX 75024. This Agreement governs your use of the Intics software product, the Agentic Document Intelligence (ADI) platform, APIs, and all associated services (collectively, the "Software Product" or "Platform").

IMPORTANT: BY INSTALLING, ACCESSING, DOWNLOADING, OR USING THE SOFTWARE PRODUCT, YOU ACCEPT ALL TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE, DO NOT INSTALL OR USE THE SOFTWARE PRODUCT.

1. Parties and Contact Information

Company	Intics.ai
Legal Name	INTICS.AI INC (Corp)
VAT Registration / Tax ID #	88-2579984
Street Address	Plano Shops At Legacy, 5851 Legacy Circle, 6th Floor Plano,
City	Texas
Postal Code	75024
Country	USA
Phone Number	+1 469 751 8883
Email	sales@intics.ai
Website	www.intics.ai

Legal Contact	legal@intics.ai
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The Intics team is available across multiple time zones including North America, Europe, and Asia to ensure availability where and when clients need us.

2. Definitions

Software Product / Platform	Intics the Agentic Document Intelligence (ADI) system, APIs, dashboards, pre-trained AI models (Krypton, Radon), Agentic Data Pipeline, and all related services provided by INTICS.AI.
ADI	Agentic Document Intelligence — INTICS.AI's proprietary no-touch, full-autonomy document processing system capable of extracting structured data from any document type.
Customer Data	Any files, documents (structured, unstructured, handwritten, PDF, fax, image), records, metadata, prompts, configurations, or information uploaded or processed through the Platform.
Output Data	Extracted values, classifications, summaries, Digital Twins, Business Twin data, analytics, or other information generated by the Platform in response to Customer Data.
PHI	Protected Health Information as defined under the Health Insurance Portability and Accountability Act (HIPAA), 45 CFR § 160.103.
Licensee	The individual or legal entity that has accepted this Agreement and is authorized to use the Software Product.

3. License Grant

Subject to the terms of this Agreement and payment of applicable fees, INTICS.AI grants you a limited, non-exclusive, non-transferable, revocable license to:

- Install and use one copy of the Software Product per authorized license.
- Process authorized Customer Data through the Platform.
- Access Output Data and Digital Twin / Business Twin results.
- Use documented Platform APIs and integrations.
- Make one archival copy stored on non-hard-drive media solely for reinstallation.

Multiple copy use or installation requires an appropriate licensing agreement for each user and each copy. No ownership rights in the Software Product are transferred under this Agreement.

4. Restrictions on Use and Transfer

4.1 Restrictions on Use

You may not:

- Decompile, reverse-engineer, disassemble, or attempt to derive source code from the Software Product.
- Use, copy, or install the Software Product on more computers than your license permits.
- Permit use, copying, or installation by more users than licensed.
- Use the Platform for unlawful, fraudulent, or harmful activities.
- Attempt unauthorized access to the Platform or its supporting infrastructure.
- Circumvent or disable security controls.
- Upload malicious software, harmful code, or content that violates applicable law.
- Interfere with service availability or abuse of shared infrastructure resources.

4.2 Restrictions on Transfer

Without first obtaining the express written consent of INTICS.AI, you may not assign, redistribute, encumber, sell, rent, lease, sublicense, or otherwise transfer your rights to the Software Product.

4.3 Restrictions on Alteration

You may not modify the Software Product or create derivative works. You may not alter any files or libraries in any portion of the Software Product.

5. Ownership and Intellectual Property

The Software Product, source code, pre-trained AI models (including Krypton and Radon vision models), ADI architecture, Agentic Data Pipeline, workflows, documentation, trademarks, and all related intellectual property are and remain the exclusive property of INTICS.AI and are protected under United States copyright law, international treaty provisions, and other applicable intellectual property laws.

Customer retains ownership of:

- Customer Data uploaded to the Platform.
- Customer-generated configurations and workflow definitions.
- Customer business information and source documents.
- **Output Data, Digital Twins, and Business Twin insights generated by the Platform from Customer Data.**

Nothing in this Agreement transfers ownership of Customer Data or Customer-owned Output Data to INTICS.AI. INTICS.AI acquires no rights in Output Data except as necessary to deliver the contracted services.

6. AI Processing, Generated Results, and Accuracy Disclaimer

The Platform leverages Agentic Document Intelligence including pre-trained large vision models to extract, classify, and transform data from documents of any type, format, or condition — including handwritten, legacy, scanned, fax, and unstructured documents.

Customer acknowledges that:

- AI-generated Output Data may contain inaccuracies, omissions, or errors.
- Output Data, Digital Twins, and Business Twin insights should be reviewed by qualified personnel before use in critical decisions.

- INTICS.AI does not guarantee 100% accuracy of AI-generated content.
- Human review is required for outputs used in regulated, medical, legal, or financial contexts.
- Confidence indicators, where available, are informational and not a guarantee of accuracy.

The Customer is solely responsible for validating AI-generated Output Data before relying upon it for business, regulatory, medical, legal, or financial decisions.

7. Customer Data and Privacy

INTICS.AI will process Customer Data solely for the purpose of delivering contracted services, including document extraction, Digital Twin creation, Business Twin generation, and pipeline automation.

INTICS.AI shall:

- Implement reasonable administrative, technical, and organizational safeguards.
- Restrict access to Customer Data to authorized personnel only.
- Maintain security controls designed to protect the confidentiality, integrity, and availability of Customer Data.
- Not sell Customer Data to third parties.
- INTICS.AI will not use Customer Data, prompts, documents, outputs, or metadata to train foundation models or shared machine learning models unless expressly authorized in writing by Customer.

Where required by applicable law, the parties may enter into a separate Data Processing Agreement governing the processing of personal data under this Agreement.

INTICS.AI may engage approved subprocessors solely to support delivery of the Platform and related services. INTICS.AI will require such subprocessors to be bound by confidentiality, security, and data protection obligations appropriate to the services they provide, and INTICS.AI will remain responsible for their compliance obligations under this Agreement.

Customer is responsible for:

- Ensuring all necessary rights, consents, and permissions exist for data uploaded to the Platform.
- Obtaining required authorizations before uploading PHI, PII, or regulated data.
- Complying with applicable privacy regulations in the Customer's jurisdiction.

8. Applicable Standards and Regulatory Compliance

Given INTICS.AI's operational headquarters in Plano, Texas, and its service to healthcare, financial services, and engineering sectors across the United States and internationally, the following regulatory standards and frameworks are applicable to the Platform and Customer use:

Standard	Scope	Citation	Applicability
HIPAA	Healthcare PHI	45 CFR Parts 160 & 164	Healthcare docs, EHR, medical records
GLBA	Financial data	15 U.S.C. § 6801	Financial services, banking records

CCPA / CPRA	CA consumer privacy	Cal. Civ. Code § 1798.100+	California residents' personal data
NIST CSF	Cybersecurity framework	NIST SP 800-53	Infrastructure & security controls
Delaware UETA	E-signatures	6 Del. C. § 12A	Electronic contracts & agreements
ECPA	Communications privacy	18 U.S.C. § 2510+	Data transmission & API communications

8.1 Healthcare — HIPAA Compliance

Where the Platform is used to process Protected Health Information (PHI) as defined under 45 CFR § 160.103 (HIPAA/HITECH):

- PHI is processed solely for authorized purposes as directed by the Customer (Covered Entity).
- Where PHI is processed under an executed Business Associate Agreement (BAA), INTICS.AI will act as a Business Associate.
- A Business Associate Agreement (BAA) is required and must be executed separately prior to PHI processing.
- Audit trails are maintained for PHI access in accordance with 45 CFR § 164.312(b).
- Breach notification obligations follow 45 CFR §§ 164.400–414.

8.2 Financial Services — GLBA Compliance

Where the Platform processes non-public personal financial information (NPI) for financial institutions subject to the Gramm-Leach-Bliley Act (15 U.S.C. § 6801):

- NPI is safeguarded under the GLBA Safeguards Rule (16 CFR Part 314).
- Data is not disclosed to unauthorized third parties.
- Access controls and encryption standards consistent with financial sector requirements are maintained.

8.3 California Consumer Privacy — CCPA/CPRA

For processing personal data of California residents under the California Consumer Privacy Act (Cal. Civ. Code § 1798.100 et seq.) and the California Privacy Rights Act:

- INTICS.AI does not sell or share personal information as those terms are defined under the CCPA/CPRA.
- Customers acting as businesses under CCPA remain responsible for providing required consumer notices.
- Data subject requests affecting Customer Data should be directed to the Customer as the data controller.

8.4 Security Standards — SOC 2 and NIST

INTICS.AI aligns its information security controls with:

- INTICS.AI aligns its security controls with SOC 2 Trust Services Criteria and industry best practices.
- NIST Cybersecurity Framework (Identify, Protect, Detect, Respond, Recover).
- NIST SP 800-53 controls for federal information system security where applicable.

9. Confidentiality

9.1 Definition of Confidential information

"Confidential Information" means any non-public information disclosed by one party ("Disclosing Party") to the other party ("Receiving Party"), whether in written, oral, electronic, visual, or other form, that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure.

Confidential Information includes, without limitation:

- Customer Data and Output Data.
- Business, technical, financial, operational, and strategic information.
- Product roadmaps, software, APIs, source code, models, algorithms, documentation, and security information.
- Pricing, proposals, contracts, and commercial terms.
- Personal data and regulated information disclosed under this Agreement.

9.2 Obligations

The Receiving Party shall:

- Use Confidential Information solely for purposes of performing obligations or exercising rights under this Agreement.
- Protect Confidential Information using at least the same degree of care it uses to protect its own confidential information, and no less than a reasonable standard of care.
- Restrict access to Confidential Information to employees, contractors, advisors, subprocessors, and affiliates who have a legitimate need to know and who are bound by confidentiality obligations no less protective than those contained herein.
- Not disclose Confidential Information to any third party except as expressly permitted under this Agreement.

9.3 Exclusions

Confidential Information does not include information that the Receiving Party can demonstrate:

- Was publicly available without breach of this Agreement.
- Was lawfully known by the Receiving Party before disclosure.
- Was independently developed without use of the Disclosing Party's Confidential Information.
- Was lawfully obtained from a third party without restriction on disclosure.

9.4 Compelled Disclosure

The Receiving Party may disclose Confidential Information if required by applicable law, regulation, court order, or governmental request, provided that, where legally permitted, the Receiving Party gives prompt notice to the Disclosing Party and reasonably cooperates in seeking confidential treatment or protective measures.

9.5 Return and Destruction

Upon termination of this Agreement or upon written request of the Disclosing Party, the Receiving Party shall promptly return or securely destroy Confidential Information in its possession or control, except where

retention is required by law, regulatory obligations, litigation hold requirements, or documented backup and disaster recovery processes.

9.6 Duration

The confidentiality obligations under this Section shall remain in effect during the term of this Agreement and for five (5) years following termination or expiration. Confidentiality obligations relating to trade secrets shall survive for so long as such information remains a trade secret under applicable law.

10. Security

INTICS.AI employs industry-standard security measures including:

- Encryption in transit (TLS 1.2+) and encryption at rest (AES-256).
- Role-based access controls and least-privilege access enforcement.
- Audit logging and security monitoring.
- Vulnerability management and secure software development practices.
- Network segmentation and multi-factor authentication.

Customer obligations:

- Maintain secure credentials and protect API keys and access tokens.
- Promptly report suspected security incidents to INTICS.AI.
- Follow reasonable security practices for systems that connect to the Platform.

11. Service Availability

INTICS.AI will use commercially reasonable efforts to maintain Platform availability. However, services may be unavailable due to scheduled maintenance, emergency maintenance, third-party outages, force majeure events, or network disruptions.

INTICS.AI does not guarantee uninterrupted service unless otherwise specified in a separately executed Service Level Agreement (SLA). Availability targets by tier:

Tier	Target Availability	Support Response (Critical)
Standard	99.5%	4 Hours
Enterprise	99.9%	2 Hour

12. Limited Software Product Warranty

For a period of thirty (30) days from the date of shipment or download, INTICS.AI warrants that when properly installed and used under normal conditions, the Software Product will perform substantially as documented.

This limited warranty does not cover malfunctions or failures resulting from misuse, abuse, neglect, alteration, electrical problems, acts of nature, unusual temperatures or humidity, improper installation, or damage caused by the Customer.

13. Disclaimer of Warranties

UNLESS OTHERWISE EXPLICITLY AGREED TO IN WRITING BY INTICS.AI, INTICS.AI MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, IN FACT OR IN LAW, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, ACCURACY OF AI-GENERATED RESULTS, UNINTERRUPTED OPERATION, OR SECURITY. INTICS.AI MAKES NO WARRANTY THAT THE SOFTWARE PRODUCT WILL MEET YOUR SPECIFIC REQUIREMENTS OR OPERATE UNDER ALL CONDITIONS OF USE. TO THE EXTENT THE APPLICABLE JURISDICTION LIMITS INTICS.AI'S ABILITY TO DISCLAIM IMPLIED WARRANTIES, THIS DISCLAIMER SHALL BE EFFECTIVE TO THE MAXIMUM EXTENT PERMITTED.

14. Limitation of Liability and Remedies

UNDER NO CIRCUMSTANCES SHALL INTICS.AI, ITS DIRECTORS, OFFICERS, EMPLOYEES, OR AGENTS BE LIABLE TO YOU OR ANY OTHER PARTY FOR INDIRECT, CONSEQUENTIAL, SPECIAL, INCIDENTAL, PUNITIVE, OR EXEMPLARY DAMAGES OF ANY KIND (INCLUDING LOST REVENUES, LOST PROFITS, OR LOSS OF BUSINESS) RESULTING FROM THIS AGREEMENT, THE FURNISHING, PERFORMANCE, INSTALLATION, OR USE OF THE SOFTWARE PRODUCT, WHETHER DUE TO BREACH OF CONTRACT, BREACH OF WARRANTY, OR THE NEGLIGENCE OF INTICS.AI OR ANY OTHER PARTY, EVEN IF ADVISED BEFOREHAND OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, INTICS.AI'S AGGREGATE LIABILITY ARISING OUT OF OR RELATING TO THIS AGREEMENT, THE SOFTWARE PRODUCT, OR THE SERVICES SHALL NOT EXCEED THE FEES PAID BY CUSTOMER TO INTICS.AI UNDER THIS AGREEMENT DURING THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM.

Note: Enterprise customers may request negotiated exceptions to this limitation of liability for matters such as confidentiality breaches, data breaches, gross negligence, or willful misconduct. Any such exceptions may be addressed in a separately executed Master Services Agreement or other negotiated written agreement.

Your remedy for a breach of this Agreement or any warranty is the correction or replacement of the Software Product, at INTICS.AI's sole discretion. If INTICS.AI is unable to provide a replacement or correction, your sole alternate remedy is a refund of the purchase price exclusive of shipping and handling costs. Any claim must be made within the applicable warranty period.

15. Indemnification

Customer agrees to indemnify, defend, and hold harmless INTICS.AI, its directors, officers, employees, and agents from and against any claims, judgments, liabilities, expenses, or costs (including reasonable attorneys' fees) arising from:

- Customer Data or content uploaded to the Platform.
- Customer's breach of this Agreement.
- Customer's violation of applicable law or third-party rights.
- Unauthorized use of the Platform.
- Acts or omissions of Customer's users.

16. Term and Termination

This Agreement remains effective until terminated. For ordinary breaches of this Agreement, INTICS.AI may suspend or terminate access only after providing written notice and a thirty (30) day opportunity to cure. INTICS.AI may suspend or terminate access immediately if:

- Customer violates any provision of this Agreement and fails to cure such breach within thirty (30) days after written notice.
- Required fees remain unpaid.
- Customer use presents a security risk, involves fraud, violates applicable law, or otherwise creates an urgent risk to INTICS.AI, the Platform, or other customers.
- Customer may request a copy of Customer Data for up to 30 days after termination.

After termination, Customer must stop using the Platform. INTICS.AI will delete Customer Data from its active systems within 90 days after termination, unless the law requires a longer retention period. Backup copies may remain for a limited time until they are overwritten in the normal course.

17. Compliance with Laws and Export Controls

Customer agrees to comply with all applicable federal, state, and local laws and regulations, including:

- U.S. export control laws (Export Administration Regulations, 15 CFR Parts 730–774).
- OFAC sanctions regulations (31 CFR Chapter V).
- Applicable industry regulations (HIPAA, GLBA, CCPA/CPRA, and others as applicable).
- Applicable data residency, cross-border data transfer, and privacy requirements.
- IBM Marketplace, healthcare marketplace, and enterprise procurement compliance obligations.

18. Force Majeure

Neither party shall be liable for any delay or failure in performing its obligations under this Agreement if such delay or failure results from causes beyond its reasonable control, including but not limited to acts of God, natural disasters, earthquakes, floods, fires, pandemics, internet or telecommunications failures, cyberattacks, power outages, war, terrorism, civil unrest, labor disputes, governmental actions, or any other event beyond the reasonable control of the affected party.

The affected party shall make commercially reasonable efforts to mitigate the impact of such event and resume performance as soon as reasonably practicable.

19. Modifications to this Agreement

INTICS.AI reserves the right to update this Agreement periodically. Updated terms will be published at www.intics.ai/end-user-license-agreement/. Continued use of the Platform following publication constitutes acceptance of the revised Agreement.

In the event of any conflict between this Agreement and any separately executed Master Services Agreement, Subscription Agreement, Order Form, Statement of Work, or other written agreement signed by both parties, the terms of the separately executed agreement shall prevail solely with respect to the subject matter of such agreement.

20. Governing Law, Jurisdiction, and Dispute Resolution

This Agreement is governed by and construed in accordance with the laws of the State of Delaware, United States, without regard to Delaware's conflict of law or choice of law provisions.

Primary Jurisdiction	State of Delaware, United States of America
Operational HQ	Plano, Texas, United States (5851 Legacy Circle, 6th Floor, Plano, TX 75024)
Applicable Law	Delaware General Corporation Law; U.S. Federal law where applicable
Dispute Resolution	Binding arbitration under JAMS rules, or courts of competent jurisdiction in Delaware
Language	English (controlling language for all disputes)

Any claim must be brought within one (1) year of the accrual of the cause of action.

21. Severability

If any provision of this Agreement is held to be invalid or unenforceable, the remainder of this Agreement shall remain in full force and effect. To the extent any restrictions are not permitted by applicable law, they shall remain in effect to the maximum extent permitted.

22. Contact Information

Company	Intics.ai (INTICS.AI)
Address	5851 Legacy Circle, 6th Floor, Plano, TX 75024, United States
Phone	+1 469 751 8883
General Email	sales@intics.ai
Legal / Compliance	legal@intics.ai
Website	www.intics.ai
EULA URL	www.intics.ai/end-user-license-agreement/
Privacy Policy	www.intics.ai/privacy-policy/

ACCEPTANCE OF TERMS

By clicking "I Agree", creating an account, downloading, installing, or using the Intics ADI Platform, you acknowledge that you have read, understood, and agree to be bound by all terms of this End User License Agreement.