



LEGAL DOCUMENT

# TERMS AND ACCEPTABLE USE

Effective date

**1 April 2026**

Document status

**Production candidate**

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These Terms and Acceptable Use rules ( Terms ) govern access to and use of emp.ai by direct users, students, teachers, school administrators, organizations, support users, and paying customers.

These Terms should be reviewed by counsel before publication.

## 1. CONTRACTING PARTY

The service is provided by CWIN TECH SOLUTIONS ( emp.ai , we , us , or our ).

Legal notices: [info@empai.space](mailto:info@empai.space)

Support: [support@empai.space](mailto:support@empai.space)

Phone: +233 25 611 1992

Address: Bakatue Street, Accra, Ghana

Website: <https://empai.space>

Business name registration: Republic of Ghana, Registration of Business Names Act, 1962 (No. 151)

Registration number: BNG42080723

TIN: PO063099314

## 2. ACCEPTANCE

By creating an account, accepting an invitation, joining an organization, starting or managing an assignment, using AI-assisted features, making a payment, or otherwise using emp.ai, you agree to these Terms and the documents referenced in them.

If you use emp.ai for a school or organization, you represent that you have authority to act for that school or organization.

## 3. THE SERVICE

emp.ai provides education technology tools for:

- accounts, profiles, authentication, and roles;
- school and organization workspaces;
- classes, groups, invitations, and memberships;
- question libraries and educational content;
- assignment creation, delivery, submission, marking, review, feedback, and analytics;
- AI-assisted education workflows;
- subscriptions, token balances, top-ups, payment records, receipts, and entitlements; and
- support and platform administration.

Features may change over time. We may add, modify, suspend, or discontinue features where reasonable.

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## 4. ACCOUNTS AND SECURITY

Users must provide accurate account information and keep credentials secure.

Users must not share passwords, verification codes, MFA codes, private links, access tokens, or signed links with unauthorized people.

We may require email verification, MFA, additional security checks, or re-authentication. We may suspend or disable accounts that are compromised, abusive, unpaid, inactive, unverified, or in breach of these Terms.

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## 5. ROLES AND SCHOOL AUTHORITY

Platform and organization roles may include owners, admins, teachers, students, support users, and platform administrators.

School and organization administrators are responsible for:

- inviting only authorized users;
  - assigning appropriate roles;
  - removing access when users leave;
  - managing classroom and assignment access;
  - obtaining required parent, guardian, student, staff, or school permissions;
  - setting academic integrity rules; and
  - reviewing AI-assisted outputs where appropriate.
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## 6. STUDENTS AND MINORS

Students and minors may use emp.ai only under the consent, authority, or supervision required by law and school policy.

If a student uses emp.ai through a school, the school is responsible for confirming it has authority to use the service for educational purposes and to provide student data to emp.ai.

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## 7. USER CONTENT

Users may submit prompts, answers, uploaded files, educational content, organization content, assignment content, profile data, and other materials ( **User Content** ).

Users retain rights they have in User Content. Users grant emp.ai a limited license to host, process, display, transmit, adapt, and use User Content as needed to provide, secure, support, and improve the service, subject to the Privacy and Data Protection Notice and any applicable school agreement.

Users must not upload content they do not have the right to use.

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## 8. AI-ASSISTED FEATURES

AI-assisted features may help generate questions, summarize content, read documents, explain concepts, suggest feedback, or support marking.

AI outputs are assistive and may be inaccurate, incomplete, biased, or inappropriate. Teachers, schools, and authorized users are responsible for reviewing AI-generated questions, feedback, marking suggestions, and educational outputs before relying on them for important academic decisions.

Users must not use AI-assisted features to:

- cheat or bypass assessment rules;
- impersonate another person;

- generate harmful, illegal, deceptive, or abusive content;
  - create false academic records;
  - make final high-stakes decisions without appropriate human review;
  - bypass school policies, role permissions, or security controls; or
  - upload unnecessary sensitive personal data.
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## 9. ACADEMIC INTEGRITY

Users must not:

- take an assessment for someone else;
- submit another person's work as their own;
- distribute answer keys without authorization;
- tamper with test sessions, attempts, timers, scores, feedback, or grading records;
- use unauthorized tools during assessments;
- interfere with another user's learning or assessment; or
- help another person violate academic rules.

Schools are responsible for setting and enforcing their academic integrity policies.

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## 10. ACCEPTABLE USE

Users must not use emp.ai to:

- break the law;
  - harm, exploit, harass, bully, threaten, or discriminate against others;
  - upload malware, exploit files, or harmful code;
  - probe, scan, attack, or bypass security controls;
  - attempt unauthorized access to accounts, organizations, APIs, databases, storage, media, or admin tools;
  - scrape, crawl, copy, or bulk export content without permission;
  - overload, disrupt, or interfere with the service;
  - expose personal data without authorization;
  - infringe intellectual property rights;
  - conduct payment fraud, chargeback abuse, or billing manipulation;
  - misrepresent authority to act for a school or organization; or
  - reverse engineer, resell, or misuse the service except where permitted by law or written agreement.
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## 11. PAYMENTS, SUBSCRIPTIONS, TOKENS, AND BILLING

Paid features may be offered through subscriptions, token balances, top-ups, invoices, or other commercial terms.

Prices, plan limits, entitlements, renewal periods, taxes, and payment methods may be described at checkout, in an order form, in the product, or in a separate invoice.

Payments may be processed by third-party payment providers using supported card, mobile money, bank, or other payment options. emp.ai does not intentionally store full card numbers.

Unless otherwise stated in an order form or required by law:

- subscriptions may renew automatically;
- failed payments may lead to reduced access, suspension, or cancellation;

- tokens, quotas, or credits may expire according to the plan or purchase terms;
  - refunds are not guaranteed after a service period, token use, or digital entitlement has been delivered; and
  - billing disputes must be raised promptly through support.
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## 12. SUPPORT AND ADMIN ACCESS

Support and admin users may access account, school, assignment, billing, or security information only where reasonably needed for support, security, compliance, billing, moderation, or service operation.

Support and admin access should be limited, logged where appropriate, and used for legitimate purposes only.

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## 13. PRIVACY

Our Privacy and Data Protection Notice explains how personal data is collected, used, shared, stored, and protected. School-managed data may also be governed by a school agreement or data processing terms.

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## 14. INTELLECTUAL PROPERTY

emp.ai and its licensors own the service, software, design, systems, trademarks, and platform content that are not User Content.

Users may not copy, modify, distribute, sell, lease, reverse engineer, or create derivative works from the service except as permitted by law or written agreement.

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## 15. SUSPENSION AND ENFORCEMENT

We may remove content, restrict features, suspend accounts, disable organizations, preserve evidence, notify schools, or take other reasonable action when we believe there has been a breach of these Terms, security risk, payment issue, legal risk, or harm to users or the service.

Where appropriate, we may provide notice and an opportunity to appeal, but urgent security, safety, legal, or payment issues may require immediate action.

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## 16. DISCLAIMERS

The service is provided on an **as is** and **as available** basis to the maximum extent permitted by law.

We do not guarantee that the service will be uninterrupted, error-free, or that AI-assisted outputs will always be accurate, complete, fair, or suitable for a particular purpose.

Nothing in these Terms excludes liability that cannot be excluded under applicable law.

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## 17. LIMITATION OF LIABILITY

To the maximum extent permitted by law, emp.ai will not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages, or for loss of profits, revenue, goodwill, data, or business opportunity.

Any liability cap should be confirmed by counsel and may differ for direct users, schools, paid plans, and statutory obligations.

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## 18. GOVERNING LAW AND DISPUTES

These Terms are governed by the laws of Ghana, unless mandatory consumer, education, privacy, or other laws in a user's location provide rights that cannot be waived.

The parties should first try to resolve disputes in good faith through support or written notice. If a dispute cannot be resolved informally, it may be brought before the courts of Ghana, unless applicable law requires another forum.

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## 19. CHANGES

We may update these Terms as the service, law, or business changes. Material changes will be communicated as required by law or contract.

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## 20. CONTACT

Support: [support@empai.space](mailto:support@empai.space)

Legal notices: [info@empai.space](mailto:info@empai.space)

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Production candidate. Counsel review recommended before publication.

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