

End User Agreement

Last updated: 9 June 2026



Organisation number: 936 578 195 | contact@opisense.com

This End User Agreement ("Agreement") governs access to and use of the Opisense AI-powered business platform ("the Service") for self-service subscribers and free trial users. It is intended to be read and understood quickly. If you have questions, contact us at contact@opisense.com.

Enterprise customers with a separate Master Services Agreement or Hovedtjenesteavtale should refer to those documents, which take precedence over this Agreement.

IN PLAIN LANGUAGE - WHAT YOU NEED TO KNOW

Topic	Summary
What you get	Access to Opisense's AI-powered business platform, including the platform workspace, AI agents, and automation tools, based on your chosen plan.
What you pay	Free trial: no charge for the trial period. Monthly subscription: fee per user or organisation as shown at sign-up.
Your data	You own your data. We do not sell it or use it to train AI models.
Cancellation	Cancel anytime. Monthly subscribers: 30 days' notice. Free trial: cancel before the trial ends to avoid charges.
AI content	AI-generated output may contain errors. Always verify before acting on it.
Support	Chat, documentation, and email at contact@opisense.com . Response usually within 2 business days.

1. WHO THIS AGREEMENT APPLIES TO

This Agreement applies to:

- Free trial users: individuals or organisations accessing the Service during a free trial period
- Monthly self-service subscribers: individuals or organisations who have signed up for a paid monthly subscription through the Opisense platform without a separate enterprise agreement

By creating an account or using the Service, you confirm that you have read and accepted this Agreement, our Privacy Policy, and our Data Processing Agreement, all available at opisense.com/legal.

PRIVACY NOTICE FOR END USERS

Your personal data is important to us. This section explains how your data is processed when you use the Opisense platform. For complete details, please refer to our Privacy Notice at opisense.com/legal/privacy-notice-opisense.

WHAT DATA WE COLLECT

When you use the Opisense platform, we collect:

- User account information: name, email address, profile data
- Input data: documents, text, files, or other content you submit to AI agents
- Output data: results generated by the platform in response to your requests
- Activity data: interaction logs, timestamps, feature usage patterns, button clicks, and session information
- Technical data: device information, browser type, IP address
- Integration data: details of connected services and authentication credentials

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HOW WE USE YOUR DATA

Your data is used to:

- Deliver the Opisense platform and enable its features
- Provide support and customer service
- Improve our services and fix bugs
- Protect the security and integrity of the platform
- Comply with legal obligations

YOUR RIGHTS UNDER GDPR

As a data subject, you have the following rights:

- Right of access: you can request a copy of your personal data
- Right to rectification: you can request corrections to inaccurate data
- Right to erasure: you can request deletion of your data (subject to legal requirements)
- Right to restrict processing: you can limit how we use your data
- Right to object: you can object to processing for direct marketing or based on our legitimate interests
- Right to data portability: you can request your data in a portable format

CONTACTING US ABOUT YOUR DATA

For privacy-related questions or to exercise your rights, contact our Data Protection Officer at **dpo@opisense.com** or our general contact email at **contact@opisense.com**. We will respond within 30 days of your request.

2. THE SERVICE

Opisense provides an AI-powered business platform combining an intelligent workspace, AI agents, and integration capabilities to help companies manage and automate their operations, available at opisense.com and workspace.opisense.com.

We aim for 99.5% monthly uptime. Planned maintenance will be notified in advance where practically possible. We are not liable for downtime caused by circumstances outside our reasonable control.

3. FREE TRIAL

New users may access the Service during a free trial period as described at sign-up. The following conditions apply:

- The trial is available to new customers only - one trial per organisation
- Trial access is provided without charge and without warranty
- We may terminate trial access at any time at our discretion
- At the end of the trial period, continued access requires a paid subscription
- If you do not wish to continue, cancel before the trial ends via your account settings or by contacting contact@opisense.com
- Trial data may be retained for up to 30 days after the trial ends, after which it is deleted.

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4. SUBSCRIPTION AND PAYMENT

4.1 MONTHLY SUBSCRIPTION

Monthly subscriptions are priced per seat per user or per organisation as shown in the platform at sign-up, and by the amount of credit used in our services. Prices are quoted exclusive of VAT. The subscription renews automatically each month unless cancelled.

4.2 PAYMENT

Payment is due 30 days from the invoice date. In the event of late payment, we reserve the right to suspend access until payment is received. We may charge statutory interest on overdue amounts.

4.3 PRICE CHANGES

We may adjust monthly subscription prices with 60 days' written notice. Price changes do not apply to the current billing period.

4.4 NO REFUNDS

Subscription fees already paid are non-refundable, except where required by applicable law or where we have terminated your access without cause.

5. CANCELLATION

You may cancel your subscription at any time via your account settings or by contacting contact@opisense.com.

- Monthly subscription: 30 days' notice. You retain access until the end of the notice period.
- Free trial: cancel at any time before the trial ends to avoid being charged.

Upon cancellation, you may export your data for 30 days. After this period, your data will be deleted in accordance with our Data Processing Agreement.

6. ACCEPTABLE USE

You may use the Service only for lawful purposes and in accordance with this Agreement, our Terms of Service, and our Acceptable Use Policy, all available at opisense.com/legal.

You must not:

- Use the Service to process data you do not have the right to process
- Attempt to gain unauthorised access to the platform or other accounts
- Transmit harmful code, viruses or malware
- Resell or redistribute the Service without written approval
- Use the Service to develop competing solutions
- Use AI agents to access systems or data beyond what you have authorised in your platform configuration

Breach of these conditions may result in immediate suspension or termination of your account without refund.

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7. AI-GENERATED CONTENT

The Service uses artificial intelligence, including AI agents, to process data and generate output including transcriptions, content, summaries, recommendations, and automated actions. You acknowledge that:

- AI-generated content may contain inaccuracies or errors
- Output quality depends on audio quality, dialect and technical conditions
- AI output must be verified by a human before use in decisions of consequence
- Opisense is not liable for loss resulting from reliance on unverified AI-generated content.

8. YOUR DATA

You retain ownership of all data you upload or generate through the Service. Opisense does not sell your data and does not use it to train AI models.

Processing of personal data is governed by our Data Processing Agreement and Privacy Policy, available at opisense.com/legal. By using the Service you accept the Data Processing Agreement.

For details on how we handle your data, which sub-processors we use, and your rights under GDPR, please refer to the Data Processing Agreement and Privacy Policy.

9. INTELLECTUAL PROPERTY

Opisense owns all rights to the platform, underlying technology, AI models, algorithms, documentation and trademarks. You receive a limited, non-exclusive, non-transferable licence to use the Service for the duration of your subscription.

You retain all intellectual property rights to your own data.

10. LIABILITY

Opisense is liable only for direct loss caused by our gross negligence or wilful misconduct. Our total liability is limited to the fees you have paid in the 3 months prior to the incident.

We are not liable for indirect loss, including lost profit, loss of data, loss of reputation, or loss resulting from inaccuracy of AI-generated content.

You are responsible for your own use of the Service, the accuracy of data you enter, compliance with applicable law, and the actions of any users you authorise.

11. CHANGES TO THIS AGREEMENT

We may update this Agreement with 30 days' written notice by email. For material changes, you have the right to cancel without cost within 14 days of the change taking effect. Continued use after this period constitutes acceptance.

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12. GOVERNING LAW AND DISPUTES

This Agreement is governed by Norwegian law. Disputes shall be resolved amicably in the first instance. If unresolved within 60 days, disputes below NOK 200,000 shall be resolved at Trondheim District Court. Disputes above NOK 200,000 shall be resolved by arbitration administered by the Oslo Chamber of Commerce.

13. RELATED DOCUMENTS

This Agreement should be read together with the following documents, all available at opisense.com/legal:

Document	Purpose
Terms of Service	Full terms governing use of the Service
Data Processing Agreement	How we handle your personal data under GDPR
Privacy Policy	What data we collect and why
Acceptable Use Policy	What you may and may not use the Service for
AI Policy	How AI is used and what obligations apply

14. CONTACT

CONTACT DETAILS

Opisense AS

Organisation number: 936 578 195

Email: contact@opisense.com

Website: opisense.com

For questions about this Agreement, contact us at the email address above. By creating an account or using the Service, you confirm that you have read and accepted this Agreement in its entirety.

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AI TRANSPARENCY & EU AI ACT

Where Opisense provides AI-powered features that directly or indirectly interact with Users, Opisense implements technical and organizational measures designed to transparently inform Users that they are interacting with an AI system, in accordance with EU AI Act Article 52. See our Privacy Notice for detailed information on AI-powered features and personal data processing. See our Privacy Notice for detailed information on personal data processing.

DATA PROTECTION & COMPLIANCE

This Agreement works in conjunction with our Terms of Service, Data Processing Agreement (DPA), and Privacy Notice. In the event of a data breach, Opisense notifies Customers within 48 hours and the Data Protection Authority within 72 hours. All data processing is performed in compliance with GDPR, NIS2, and EU AI Act requirements.

SUB-PROCESSOR NOTIFICATION

Opisense provides at least 30 days written notice before engaging new sub-processors processing Customer data. Sub-processor details are maintained at opisense.com/legal/subprocessor-register-opisense.

DATA REGION & RESIDENCY

All primary data storage and processing occurs on Hetzner infrastructure in the EU (Germany and Finland), ensuring EU data residency compliance.