

# Terms of Service

These Terms of Service (“Terms”) govern access to ParvathyAI.com and use of Parvathy AI Pvt. Ltd.’s AI automation, agentic workflow, custom LLM, and related professional services. By using our website or engaging our services, you agree to these Terms.

Effective date: 1st June, 2026

<https://www.parvathyai.com>

## 1. Agreement to Terms

These Terms form a binding agreement between you (“Client,” “you”) and Parvathy AI Pvt. Ltd. (“Parvathy AI,” “Company,” “we,” “us”). If you accept on behalf of an organization, you represent that you have authority to bind that organization. Enterprise clients may also be subject to a separate Master Services Agreement (MSA), statement of work (SOW), order form, or signed Terms & Conditions document that prevails in the event of conflict.

## 2. Description of Services

Parvathy AI provides AI Automation Agency services for the International Business Region, including autonomous agent deployment, lead generation engines, operational autopilot integrations, custom LLM fine-tuning, RAG systems, agentic customer experience (voice, chat, email), and packaged products such as Missed-Call Lead Rescuer, Telegram Agent, Atlas WhatsApp Executive, Atlas Instagram Executive, Parvathy Enterprise Suite, and Web Solution—including Atlas WhatsApp Executive. Services may be delivered via shared cloud infrastructure or private/air-gapped deployment for enterprise clients.

Specific scope, deliverables, timelines, and service levels are defined in applicable order forms, SOWs, or package selections submitted through our Buy Package flow. We may update non-material documentation, integration connectors, or internal tooling to maintain security and performance.

## 3. AI Systems & Limitations

Our services rely on machine learning, LLMs (including OpenAI GPT-4o, Anthropic Claude, and custom models), voice synthesis, and automated decision-support workflows. You acknowledge that:

- AI outputs may be probabilistic, incomplete, or incorrect and require human review where accuracy is critical.
- Performance depends on data quality, integrations, prompts, and third-party API availability.
- We do not guarantee specific business outcomes unless explicitly stated in a signed commercial agreement.
- Regulated decisions (legal, medical, financial, employment, etc.) may require additional controls and approvals.

We implement monitoring, guardrails, and escalation paths where scoped, but you remain responsible for how AI outputs are used in your operations.

## 4. Client Responsibilities

You agree to:

- Provide accurate information during audits, onboarding, and implementation.
- Obtain necessary consents, notices, and legal bases for data you supply or instruct us to process.
- Maintain credentials, API keys, and integration permissions securely.
- Review agent behavior during pilot phases and production rollouts.
- Comply with applicable laws governing your industry, marketing, and customer communications.

## 5. Acceptable Use

You may not use our services to:

- Violate law, infringe intellectual property, or harass, defraud, or harm others.
- Generate or distribute malware, spam, or deceptive deepfakes without disclosure and lawful basis.
- Attempt unauthorized access to systems, scrape credentials, or reverse engineer proprietary components except as permitted by law.
- Process special-category data (where prohibited) without appropriate safeguards and written agreement.
- Use AI outputs in ways that violate provider acceptable-use policies (OpenAI, Anthropic, etc.).

We may suspend or terminate access for material violations or security risks.

## 6. Intellectual Property

Parvathy AI retains ownership of its pre-existing technology, frameworks, prompts, orchestration layers, templates, and know-how. Upon full payment, clients receive rights to deliverables expressly identified in an SOW, subject to embedded third-party and open-source licenses.

Client data, trademarks, and proprietary business information remain yours. You grant us a limited license to use client materials solely to perform the services.

## 7. Confidentiality

Each party may receive confidential information from the other. The receiving party will protect such information using reasonable care, use it only for the engagement, and disclose it only to personnel and subprocessors with a need to know under confidentiality obligations. Exclusions apply for publicly available information, independently developed materials, or disclosures required by law.

## 8. Fees & Payment

Fees are described on our website, in a Buy Package submission, or in a signed order form. Enterprise and custom automation engagements are quoted via Contact Sales. Atlas WhatsApp Executive is offered at Free setup + \$45/month retainer for qualifying businesses for qualifying businesses unless otherwise stated in writing. Unless stated otherwise, setup fees are due upon signing; recurring fees are billed in advance. Late payments may incur suspension of services

after notice. Taxes, third-party API usage, and pass-through infrastructure costs may be billed separately where applicable.

## **9. Warranties & Disclaimers**

EXCEPT AS EXPRESSLY SET FORTH IN A SIGNED AGREEMENT, SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE.” WE DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. WE DO NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OF AI SYSTEMS OR THIRD-PARTY PLATFORMS.

## **10. Limitation of Liability**

TO THE MAXIMUM EXTENT PERMITTED BY LAW, PARVATHY AI WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR LOST PROFITS, REVENUE, DATA, OR GOODWILL. OUR AGGREGATE LIABILITY ARISING FROM THESE TERMS OR THE SERVICES WILL NOT EXCEED THE AMOUNTS PAID BY YOU TO PARVATHY AI IN THE TWELVE (12) MONTHS PRECEDING THE CLAIM, OR ONE HUNDRED U.S. DOLLARS (USD \$100) IF NO FEES WERE PAID, WHICHEVER IS GREATER.

Some jurisdictions do not allow certain limitations; in those cases, limits apply to the fullest extent permitted.

## **11. Indemnification**

You will defend and indemnify Parvathy AI against third-party claims arising from your data, your use of services in violation of these Terms or applicable law, or your failure to obtain required consents. We will promptly notify you of covered claims and cooperate in defense.

## **12. Term & Termination**

These Terms remain effective while you use the website or services. Either party may terminate an engagement per the applicable SOW. Upon termination, we will cease services and, upon request and subject to agreement, assist with data export or deletion according to retention schedules and legal obligations.

## **13. Compliance**

Parvathy AI maintains a security program designed to align with SOC 2 control frameworks and supports GDPR-compliant processing through DPAs, subprocessors disclosures, and data subject request workflows. HIPAA-aligned controls may be available for qualifying healthcare plans under separate agreement. Clients in regulated industries are responsible for configuring agents and workflows to meet sector-specific rules.

## **14. Governing Law & Disputes**

These Terms are governed by the laws of India, without regard to conflict-of-law principles. Disputes will be resolved in the courts in India having jurisdiction over Parvathy AI Pvt. Ltd., unless the parties agree to binding arbitration in a signed enterprise agreement.

## **15. Changes to Terms**

We may modify these Terms by posting an updated version with a revised effective date. Material changes to active paid engagements will be communicated in accordance with contractual notice periods. Continued use of the website after updates constitutes acceptance where permitted by law.

## **16. Contact**

For questions about these Terms, contact Parvathy AI Pvt. Ltd. at [hello@parvathyai.com](mailto:hello@parvathyai.com), call (+91) 90549 91829, or visit <https://www.parvathyai.com>.

Questions about this document? Contact [hello@parvathyai.com](mailto:hello@parvathyai.com) or visit <https://www.parvathyai.com>.

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