V8 Global
AI · MARKETING INTELLIGENCE

STANDARD TERMS

V8 Global Standard Terms

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> These terms apply to every business that signs an Order Form with V8 Global Company Limited. Every earlier version stays published at axia.v8gp.co.uk/terms with its dates.

1 About these terms

1.1 These terms apply when a business signs an Order Form with V8 Global Company Limited. The Order Form and these terms together are the contract.

1.2 We are V8 Global Company Limited, a company registered in England and Wales, number 16381296, registered office 128 City Road, London EC1V 2NX. Contact: info@v8gp.co.uk. A Hong Kong company of the same name exists; it is not a party to any contract under these terms.

1.3 The Order Form names the version of these terms that applies, with its date and web address, and a PDF copy is attached to it. That version applies until a change takes effect under clause 15.

1.4 Free pilot accounts are governed by the Axia pilot terms, not by these terms. A pilot account that moves to paid work moves to these terms when its Order Form is signed.

2 Words we use

2.1 Action: a piece of work by Axia that produces a result outside your account, such as a relationship opened, a message sent, a meeting confirmed or a brief delivered. The price list says which actions are charged.

2.2 Credit: money you have paid us in advance, held as a balance in your Axia account and spent on actions.

2.3 Go-live date: for each Axia function, the date we tell you by email that it is working for you.

2.4 Instance: your business's own copy of Axia, as described in clause 4.

2.5 Order Form: the signed document that names you, the scope, the price and the version of these terms.

2.6 Price list: the action prices in your Order Form, or if it gives none, those at v8gp.co.uk/axia/pricing on the date of the Order Form.

2.7 You: the business named on the Order Form. **We** and **V8**: V8 Global Company Limited.

2.8 Written and **in writing** include email.

3 What Axia is and is not

3.1 Axia is software that we run for you. It researches the people and firms you choose, drafts messages in your voice, sends them by email once you approve them, tracks replies and follow-up, and keeps your contact records up to date. It can also find introductions you ask for.

3.2 Axia does not act without your approval. Every charged action is shown to you first and runs only after you confirm it, unless you have switched on automatic approval for that kind of action. Automatic approval is off until you switch it on, and you can switch it off at any time. An action that runs under automatic approval counts as shown to you and approved by you.

3.3 Axia is not:

- software built only for you; every client uses the same Axia, and improvements reach everyone;
- a dedicated server (clause 4);
- a promise of meetings, clients, deals or revenue;
- legal, financial, tax or regulatory advice;
- a regulated financial service. We do not introduce investors, arrange investments or promote financial products for you, and you must not use Axia to do so without the authorisation the law requires.

3.4 Functions open in stages. Your Order Form lists which are live on signing and the target dates for the rest. A target date is our plan, not a promise. No credit is spent on a function before its go-live date.

3.5 We may improve or change how Axia works. We will not remove a function you are paying for without notice under clause 15.

4 Your Axia instance and where your data sits

4.1 You get your own Axia instance: a separate set of Axia's services and its own database, set up for your business only. Other clients cannot see or reach your records.

4.2 Your instance runs on a virtual server that we rent from DigitalOcean in its London data centre. That server also runs other V8 clients' instances. It is not a dedicated server, and we do not promise one. Traffic to it passes through Cloudflare over an encrypted tunnel.

4.3 To read and write messages, Axia sends the parts of your records it needs to the AI model providers listed in Schedule 2. Some process data outside the UK, currently in the United States. They return the result to your instance and process the data under their own data processing terms, which bind them to us.

4.4 Schedule 2 lists every provider that processes your data, what it does and where.

4.5 A standalone server for your business alone is a later option, at a monthly charge, under a separate written agreement. It is not part of any Order Form under these terms unless the Order Form says so.

5 Fees, credit and how credit is spent

5.1 You pay in advance. Your payment is added to your Axia account as credit once it has cleared. Credit can be spent only on our own services under this contract. It cannot be transferred, withdrawn as cash or used with anyone else.

5.2 Credit is spent action by action, at the prices on the price list. An action is charged only when all three are true:

1. Axia proposed it and showed you what it would do;
2. you approved it;
3. it was carried out successfully.

5.3 Nothing is spent before the go-live date of the function concerned. Setting up your account and instance uses no credit.

5.4 If you correct a proposed action before approving it, you pay once, for the corrected action. A failed action costs nothing.

5.5 Some actions have their own trigger, shown on the price list. A meeting is charged only when the contact has accepted a calendar event. An introduction is charged only when you accept it.

5.6 These are never charged: talking to Axia, asking it questions, follow-up tracking, research on contacts already in your records, and keeping your records up to date.

5.7 Your balance and every charge are visible in Axia at any time.

5.8 If your balance will not cover an action, Axia pauses charged actions and tells you. Your balance never goes below zero, and we never charge you for an action you did not approve.

5.9 If you think a charge is wrong, tell us within 30 days of the charge. If we agree, or cannot show it was correct, we restore the credit.

5.10 Any free or promotional credit we give you is spent first. It has no cash value and is never refunded.

6 Refund of unused credit

6.1 Unspent paid credit stays in your account. It does not expire. It is not refunded, except as clause 6.2 says.

6.2 We refund all your unspent paid credit, however old, if:

- we end the contract for any reason other than your serious breach;
- you end the contract because of our serious breach;
- you end the contract under clause 15.4 because a change is materially worse for you; or
- a function your Order Form marks as essential is not live by the long-stop date in the Order Form, and you end the contract for that reason.

6.3 We pay refunds to the account you paid from within 14 days of your request or of the contract ending, without deduction.

7 Invoices and payment

7.1 We invoice you for each payment of credit before you pay. Our invoice carries our company details and bank details.

7.2 Prices are in pounds sterling and exclude VAT. If we are registered for VAT, we add it at the rate in force.

7.3 You pay within the time stated on the Order Form, without deduction or set-off.

7.4 Any sum not paid on time carries statutory interest under the Late Payment of Commercial Debts (Interest) Act 1998, which is 8% a year above the Bank of England base rate.

7.5 Each party pays its own bank charges.

8 Your responsibilities

8.1 You give us accurate information about your business, who you want to reach and the mailbox your outreach should come from.

8.2 You name at least one person who reviews and approves Axia's proposed actions. What you approve is sent in your name, and you are responsible for it.

8.3 You use Axia lawfully. In particular, you must:

- have a lawful basis for holding and contacting the people in your records;
- follow the rules on electronic marketing, including the Privacy and Electronic Communications Regulations 2003 where they apply;
- stop contacting anyone who asks you to stop;
- not use Axia to send spam, mislead people or promote anything unlawful.

8.4 LinkedIn. Axia drafts LinkedIn messages; you send them yourself, from your own account. Axia does not log in to your LinkedIn account or send from it. LinkedIn's own terms ban bots and unauthorised automated methods that send messages or post comments. If you copy Axia's drafts into LinkedIn, how you use your account is your responsibility.

8.5 You keep your sign-in email secure. Anyone who can read it can sign in to Axia as you.

8.6 Everyone from your business shares one balance and sees the same records. Your account owner adds and removes colleagues.

9 Introductions

9.1 You tell us who you would like to meet. We look for that person in our network and ask them first. No names move until both sides agree.

9.2 An introduction costs the price on the price list (currently £10), charged from your credit only when you accept it. The person you meet pays nothing, and we take no commission on any deal that follows.

9.3 When you accept, you receive the other person's name and a way to reach them. You may contact them only about the reason given, must stop if they ask, and must not pass their details on or add them to a marketing list without their agreement.

9.4 An introduction is an opportunity, not a promise of work. We introduce businesses and professionals, not individual investors.

9.5 If you work in a regulated profession, check your regulator's rules on paying for introductions before you accept one.

10 Data protection

10.1 Your contacts and records. For the personal data you put into Axia or ask Axia to find for you, you are the controller and we are your processor. Schedule 1 is the processing contract that UK GDPR Article 28 requires.

10.2 Our own records. We are the controller for your account details, our billing records and our introduction network. Our privacy policy at axia.v8gp.co.uk/privacy explains how we use them.

10.3 You make sure you have a lawful basis to give us your contacts and to contact them through Axia, and that the people concerned have been told what they need to be told.

10.4 We do not use your contacts for introductions to other businesses unless you agree, and you can switch this off at any time.

10.5 We do not use your records to train AI models. Our AI providers' terms with us say the same of them.

10.6 Some providers process data outside the UK. For each, we rely on a transfer safeguard recognised by UK law, set out in that provider's data processing terms.

11 Confidentiality

11.1 Each of us keeps the other's confidential information confidential and uses it only for this contract. Confidential information includes your records, your plans and our pricing terms, product plans and know-how.

11.2 This does not cover information that is public through no fault of the receiving party, was already lawfully held, or is received lawfully from someone else.

11.3 Either of us may disclose confidential information to our staff and advisers who need it and are bound to keep it confidential, or where the law or a regulator requires.

11.4 These duties last during the contract and for three years after it ends. Personal data stays protected for as long as it is held.

12 Who owns what

12.1 Your records, and the messages and content Axia produces for you, belong to you. You give us permission to use them only to run Axia for you.

12.2 Axia, its software, prompts, methods and improvements belong to us. You may use Axia during the contract; you do not buy it.

12.3 We may use anonymous, combined usage figures that identify neither you nor any person to run and improve Axia.

12.4 You may export your records at any time during the contract and for 30 days after it ends.

13 Liability

13.1 Nothing in this contract limits liability that the law does not allow to be limited, including for fraud, or for death or personal injury caused by negligence.

13.2 Neither of us is liable to the other for indirect or consequential loss, or for loss of profit, revenue, business, opportunity or goodwill, however it arises.

13.3 We are not liable for the outcome of any message, outreach or introduction, or for how anyone responds to it.

13.4 Our total liability to you for all claims under or in connection with this contract, in any year, is limited to the greater of the fees you paid us in the 12 months before the claim and £1,000.

13.5 Clause 13.4 does not limit our duty to refund unspent credit under clause 6.

14 Term and ending

14.1 The contract starts when the Order Form is accepted in the way it states, by signature or by payment of the invoice where the Order Form allows it, whichever comes first. It runs until it is ended under this clause.

14.2 You may end it at any time by email. Clause 6 says what happens to unspent credit.

14.3 We may end it by giving you 30 days' notice by email.

14.4 Either of us may end it at once by email if the other:

- commits a serious breach and does not put it right within 14 days of being asked to;
- becomes insolvent, enters administration or liquidation, or stops trading.

We may also suspend or end your access at once if you use Axia unlawfully or in a way that puts other clients or our systems at risk.

14.5 When the contract ends: your access stops; you may export your records for 30 days; we then delete your records within 30 days unless the law requires us to keep them. We keep records of charges and payments for six years after the end of the financial year they belong to.

14.6 Clauses 6, 10 to 13, 14.5 and 16 continue after the contract ends.

15 Changes to these terms

15.1 We may update these terms. Each new version has its own number and date and is published at axia.v8gp.co.uk/terms.

15.2 A new version reaches an existing client only after we send written notice by email to the notice address in your Order Form. The notice states, in plain words:

- what changes;
- whether we consider the change materially worse for you;
- the date it takes effect, which is at least 30 days after we send the notice.

15.3 Until that date, your current version applies. If you accept the new version earlier in writing, it applies from your acceptance.

15.4 A change is materially worse for you if, for example, it raises a price you pay, reduces what an action includes, shortens a refund right or notice period, increases your liability or reduces ours, or removes a function you pay for. If a change is materially worse for you, you may end the contract by email at any time before it takes effect, and we refund all your unspent paid credit within 14 days. You have this right even if our notice did not call the change worse, provided you reasonably consider it is.

15.5 A change required by law, a regulator or a court, or needed to deal with a security risk, may take effect on the date stated in our notice, which may be the day we send it. We give as much notice as we reasonably can and say why. If such a change is materially worse for you, you may still end the contract within 30 days after our notice and recover your unspent paid credit.

15.6 A change never takes away credit you have already paid for. A new price applies to actions carried out after the change takes effect.

15.7 A change to these terms alters a price or other term in your Order Form only if our notice names that term. Any other change to an Order Form needs both of us to agree in writing.

15.8 We keep every earlier version of these terms at the same web address, with the date it was published and the date it was replaced. Our records show which version applied to your contract on any date, when we sent each notice and when you accepted.

16 General

16.1 Notices. Notices under this contract are sent by email to the addresses in the Order Form, or to a new address one of us gives the other in writing. An email notice counts as received on the next working day after it is sent.

16.2 Whole agreement. The Order Form and these terms are the whole agreement between us about their subject. Neither of us relies on anything said or written before, except a fraudulent statement.

16.3 Proposals. A proposal or scope document we sent before the Order Form explains our offer. It is not part of the contract unless the Order Form says so.

16.4 Precedence. If the Order Form and these terms conflict, the Order Form wins, subject to clause 15.7. Schedule 1 wins over everything else on data protection.

16.5 Transfer. You may not transfer this contract without our written consent. We may transfer it to a company that takes over our Axia business, if we tell you in writing and your rights are not reduced.

16.6 Events beyond control. Neither of us is liable for delay or failure caused by events beyond our reasonable control. If such an event stops Axia working for more than 30 days, either of us may end the contract, and clause 6.2 applies as if we had ended it.

16.7 Third parties. No one else has any right to enforce this contract under the Contracts (Rights of Third Parties) Act 1999.

16.8 Signing. The Order Form may be signed electronically and in separate copies, which together make one document.

16.9 Business clients only. You confirm that you are entering this contract for the purposes of your business and not as a consumer.

16.10 Severance and waiver. If a court finds part of this contract invalid, the rest continues. A delay in enforcing a right is not a waiver of it.

16.11 Law and courts. This contract and any dispute about it, including a non-contractual one, are governed by the law of England and Wales. The courts of England and Wales alone decide any dispute.

S1 Schedule 1: Processing terms (UK GDPR Article 28)

This schedule applies where we process personal data for you as your processor under clause 10.1.

DETAILS OF THE PROCESSING

Subject matter	Running Axia for you: research, drafting, sending approved messages, tracking replies, keeping records
Duration	The life of the contract, plus up to 60 days for export and deletion (clause 14.5)
Nature and purpose	Storing, organising, analysing and transmitting your records only to provide Axia to you
Types of personal data	Names, business emails, phone numbers, job titles, companies, public professional profile details, message content and notes
Categories of people	Your contacts, prospects, clients and colleagues

OUR DUTIES AS PROCESSOR

S1.1 Instructions. We process the data only on your documented instructions: this contract and the way you use Axia. If the law requires other processing, we tell you first unless the law forbids it. We tell you at once if we think an instruction breaks data protection law.

S1.2 Confidentiality. Everyone at V8 or a sub-processor who can access the data is bound to keep it confidential.

S1.3 Security. We take the security measures Article 32 requires. These include keeping your data in your own instance, encrypting traffic in transit, limiting access to named V8 staff, and keeping the server's firewall on.

S1.4 Sub-processors. You give general written authorisation for the sub-processors in Schedule 2. We tell you by email at least 30 days before adding or replacing one. If you object on reasonable data protection grounds and we cannot meet the objection, you may end the contract before the change, and we refund all your unspent paid credit within 14 days. We bind each sub-processor to duties equal to these, and we remain liable to you for its compliance.

S1.5 People's rights. We help you, through Axia's tools and otherwise, to answer requests from people exercising their data rights.

S1.6 Breaches and your other duties. We tell you without undue delay, and within 48 hours, after becoming aware of a personal data breach affecting your data, with the details we have. We help you, as far as is reasonable, with security, breach notices, data protection impact assessments and consulting the ICO.

S1.7 At the end. When the contract ends, we return your data if you ask within 30 days, then delete it within a further 30 days, unless the law requires us to keep it.

S1.8 Records and checks. We give you the information you need to show that we meet these duties, and we allow and help with reasonable audits, on at least 30 days' notice, no more than once a year unless a breach has occurred.

S1.9 Transfers. We transfer your data outside the UK only to the providers in Schedule 2 and only with a safeguard recognised by UK data protection law.

S2 Schedule 2: Sub-processors

Each provider below processes data for Axia.

PROVIDER	WHAT IT DOES FOR AXIA	WHERE IT PROCESSES
DigitalOcean	Hosts the server that runs your instance and database	London, United Kingdom
Cloudflare	Carries traffic to our servers through an encrypted tunnel	Global network
Anthropic	AI models that read and write messages	United States
Auth0	Runs sign-in	As set out in Auth0's data processing terms
Zoho	Sends sign-in codes and V8's email	United States