

Continuum Terms of Service

Version 1.0 · 6 October 2026

Continuum is provided by Trueform L.L.C-FZ, licence no. 2649145.01, Meydan Grandstand, 6th floor, Meydan Road, Nad Al Sheba, Dubai, U.A.E. (Trueform). Equinovate is the brand under which Trueform provides Continuum; it is not a separate contracting party.

These terms govern Continuum when a signed engagement document expressly incorporates them. The customer named in that document is the Client. Reading this website does not enter anyone into a service contract. The parties accept these terms through the signed engagement document, which identifies the applicable version.

1. The agreement and its interpretation

1.1. Contract documents. The agreement consists of the signed engagement document, its schedules and the version of these terms identified there, including Annex A (Data Processing Terms). Together they replace the parties' earlier discussions and understandings about the same engagement.

1.2. Priority. The signed engagement document prevails on scope, prices, payment, dates, completion and showstopper rights. Its client-specific data particulars prevail on data matters, followed by Annex A. These terms govern the remaining matters. An express obligation or remedy in the signed engagement document is not displaced by a general disclaimer in these terms.

1.3. Version and changes. The incorporated version continues to apply throughout the engagement and its renewals unless both parties agree a change in a signed writing. Publishing another version does not amend an existing agreement. Trueform will keep the incorporated version available at its dated address and provide a copy on request. Operational approvals and additional stable authorisations may be recorded in writing where the agreement expressly allows that; changes to the agreement itself require both parties' signatures.

1.4. Definitions. Continuum or the Software means the service provided for the sites, seats and purposes in the signed engagement document. Client Data means the records, recordings, attachments and other content the Client or its users supply to or create through Continuum. Business Day and working day mean a day other than Saturday, Sunday or a UAE public holiday. Law means applicable laws and binding requirements of competent governmental, regulatory or judicial authorities. Intellectual Property includes copyright, trademarks, patents, trade secrets, know-how and other proprietary rights. The Effective Date is the last date on which the parties sign the engagement document. The Trueform Consultant is initially Mark Bunce, or a replacement Trueform names to the Client in writing.

2. The service and licence

2.1. Licence. Trueform grants the Client a non-exclusive, non-transferable and non-sublicensable licence to use Continuum during the agreed term, for its internal business at the agreed sites and with the agreed seats. Additional sites require written agreement. Trueform reserves all rights not expressly granted.

2.2. Availability and scope. Trueform makes Continuum available for onboarding at the sites and on the dates in the signed engagement document. The agreed scope, device installation, completion tests, seat start date and any period without licence fees are as stated there. Additional services are separately scoped and quoted.

2.3. Restricted uses. The Client must not distribute, sell, lend or license the Software; modify it or create derivative works; reverse engineer, decompile, decode, decrypt or disassemble it or derive its source code; or remove or obscure proprietary notices, except to the extent that applicable Law expressly permits a restriction to be overridden.

2.4. Lawful use. The Client must use Continuum lawfully and comply with applicable network requirements. It must not knowingly introduce malicious code, circumvent access controls, obtain another customer's data or interfere with the service's security. These restrictions do not prevent the Client from exporting or using its own Client Data as permitted by the agreement.

3. Accounts, users and Client devices

3.1. Authorised users. The Client identifies its authorised users and the people permitted to administer access. It must provide accurate account and role information, keep it current, protect credentials and promptly remove

access that is no longer authorised. A user's access does not by itself authorise that user to change prices, terms or contractual commitments.

3.2. Security cooperation. The Client must promptly tell Trueform of suspected account misuse or compromised credentials. Each party must take reasonable steps within its control to contain the problem and restore authorised access. The Client is responsible for its users' use within the access it authorises; this does not remove Trueform's own security or processing obligations.

3.3. Equipment. The Client provides, owns and maintains its phones, tablets, computers and other display devices, communications and internet access, and pays third-party access charges. Trueform supplies no hardware unless expressly agreed. The Client must maintain reasonable protection against viruses and other malicious code on its devices and follow the agreed instructions for safeguarding and removing offline copies.

4. Training, support and maintenance

4.1. Training. Initial training is included where stated in the signed engagement document. Additional training is separately quoted.

4.2. Support. Paid seat fees include support with a named contact, Monday to Friday, 09:00–17:00 UAE time, excluding UAE public holidays. Outside those hours, Trueform will use reasonable endeavours to provide support, taking account of urgency and available personnel, and prioritising incidents that prevent consultation recording or involve suspected data loss. No response or resolution time outside support hours is guaranteed. This does not alter agreed onboarding support, incident-notification duties or showstopper rights.

4.3. Updates and fixes. At its expense, Trueform provides the updates, extensions, enhancements, modifications and other changes it makes to Continuum and offers to its other licensees, together with bug fixes and code corrections needed to bring the Software into substantial conformity with its operating specifications. Trueform is not required to provide those maintenance services where the Client has modified the Software or is in default. The signed engagement document's express commitments and remedies still apply.

5. Fees, payment and taxes

5.1. Charges. Seat quantities, rates, included allowances, overage charges, onboarding fees and any free period are set out in the signed engagement document. Agreed additional services are charged as quoted. The Client is not committed to an unspecified future feature or service by accepting these terms.

5.2. Invoicing. Payment amounts and milestones follow the signed engagement document. Unless it states otherwise, invoices are payable within 30 days of issue by bank transfer to the account on Trueform's invoice. Annual seat fees are invoiced in advance of each paid year. A written agreement is required for a change to fees, payment dates or the paid-seat start date where the signed engagement document so provides.

5.3. Taxes. Each party bears its own other taxes. Trueform does not charge VAT while it is not VAT registered. If registration changes, VAT at the applicable standard rate is added from then on. This does not change the agreed net fees.

6. Client Data and clinical responsibility

6.1. Ownership. The Client retains its rights in Client Data. No ownership of Client Data transfers to Trueform. The Client gives Trueform only the rights needed to operate, configure and support the agreed service and fulfil the agreement, subject to Annex A and the Client's documented lawful instructions.

6.2. Authority to supply data. The Client is responsible for having the rights and lawful basis needed to supply Client Data and instruct its processing, including notices or permissions required for recordings and information about people. Trueform remains responsible for processing within the agreed instructions and its own applicable legal duties.

6.3. Veterinary decisions and AI. Continuum assists veterinary professionals. Clinical decisions and their records remain the responsibility of the vet. Authorised users must review and finalise AI-assisted transcripts, extractions, classifications and summaries before relying on them as clinical records. AI output may contain errors or omissions. This does not excuse a failure to meet an express service or completion obligation.

6.4. Separate purposes. Client Data is not authorised for independent model training or independent product improvement by these terms. Those purposes require separately agreed lawful permission. The limited service analytics authorised under Annex A must remain within its stated purposes and data limits.

7. Data protection

7.1. Controller and processor. The Client is the controller and Trueform the processor for personal data processed to provide the agreed service. Annex A and the client-specific particulars govern that processing, including recipients, locations, retention, return and deletion. The parties must complete and agree the particulars and lawful instructions before processing begins.

7.2. Service providers and integrations. Providers Trueform uses to deliver the service are governed by Annex A; describing them as third parties does not remove Trueform's obligations for their processing. A separate service selected by the Client is subject to its own terms. Connecting one and sharing Client Data with it requires the Client's documented authorisation and any agreed scope or charge. No additional integration is promised unless agreed.

8. Intellectual Property and feedback

8.1. Software rights. Trueform retains ownership of its Intellectual Property in Continuum and any rights it holds in its components. Third-party components remain subject to their owners' rights and applicable licences. This does not give Trueform rights in Client Data or narrow the licence expressly granted to the Client.

8.2. Feedback. Trueform may use voluntary general suggestions about improving the service without payment, provided that it does not disclose the Client's Confidential Information or use Client Data for a separate purpose without permission. Feedback does not transfer ownership of the Client's records or its other Intellectual Property.

9. Representations

9.1. Each party represents that it is duly incorporated and exists under its jurisdiction's laws; has authority and capacity to enter the agreement; has duly executed and delivered it; and that it is a legal, valid and binding obligation enforceable according to its terms. Neither party is under a restriction or obligation it could reasonably expect to affect performance. Entering or performing the agreement does not breach its constitutional documents, applicable Law, a binding judgment or order, or another agreement binding it.

9.2. Each party holds the permits and authorisations needed to own, lease and operate its properties and conduct its business as currently carried on. Except for matters disclosed in writing and agreed before signature, it has no pending, threatened or foreseeable legal proceedings affecting its ability to perform. Neither party has taken or authorised proceedings for its bankruptcy, insolvency, liquidation, dissolution or winding up.

9.3. Trueform represents that, except for matters disclosed in writing and agreed before signature, it owns or holds the rights needed to license the Software and grant the agreed licence. It has properly maintained those rights, including applicable registration and maintenance fees, and has not granted or committed to a conflicting licence. To its knowledge, the Software does not infringe third-party rights and, except as disclosed and agreed in writing before signature, no third party infringes its licensed Intellectual Property. The Software is not in the public domain.

10. Warranties and express commitments

10.1. These disclaimers do not exclude an express representation, warranty or obligation in the agreement, including agreed completion tests and showstopper rights.

10.2. Subject to those express terms, Continuum is provided "as is", including its faults, defects, bugs and errors. Trueform gives no other warranty regarding the Software. To the fullest extent permitted by Law, other express or implied warranties are excluded, including title, non-infringement, quiet enjoyment, integration, merchantability and fitness for a particular purpose.

11. Confidentiality and compliance

11.1. Confidential Information means non-public information marked confidential or reasonably understood to be confidential, including Client Data, trade secrets, pricing and proprietary AI models. Each party must protect the other's Confidential Information and use it only to perform or exercise rights under the agreement. The obligation applies during the agreement and for three years after it ends; trade secrets remain protected for as long as they remain trade secrets.

11.2. Access is limited to personnel, service providers and professional advisers who need it for those purposes and are bound by appropriate confidentiality duties. The receiving party must use at least reasonable care.

Information is excluded only to the extent the receiving party can show that it was lawfully known without restriction, independently developed without using the confidential information, lawfully obtained from another source without confidentiality duties, or became public without a breach.

11.3. A legally required disclosure is permitted only to the extent required. Where lawful, the receiving party must give prompt notice and reasonably cooperate with efforts to protect the information. A party may apply to a court for available remedies, including an injunction, for a breach or threatened breach, subject to Law and the court's requirements.

11.4. Each party must comply with laws applicable to its performance, keep records evidencing that compliance, provide those records on the other party's reasonable request and notify the other if it becomes aware of non-compliance connected with those obligations. Requests and disclosures remain subject to confidentiality and applicable Law.

12. Publicity

12.1. Neither party may use the other's name, logo or trademarks, or issue a press release or public announcement about the agreement, without the other's written consent, unless expressly permitted by the agreement or required by Law. The parties will cooperate on appropriate announcements and will not unreasonably withhold or delay consent. This is not advance permission to publish the Client's name or logo.

13. Term, termination and its effects

13.1. The agreement starts on the Effective Date. Onboarding and the first paid year follow the signed engagement document. It renews annually unless either party gives at least 60 days' written notice before the renewal date.

13.2. Either party may terminate for a material breach not remedied within 30 days after written notice identifying it. This does not replace a separate five-working-day showstopper remedy or another express exit right in the signed engagement document.

13.3. On expiry or termination, ordinary operational use and the service licence end immediately. Any agreed retrieval and verification access under Annex A is limited to that purpose and does not extend operational use. Each party must pay amounts owed for services or work already provided and refund payments received but not earned. The treatment of the first onboarding payment on a showstopper exit follows the signed engagement document.

13.4. The Client must return Trueform's information, documents, equipment, files and other property, including originals and copies within its possession or control, on termination, expiry or Trueform's request. This does not require surrender of Client Data. Annex A governs Client Data return and deletion.

13.5. Confidentiality and termination payment obligations survive for their stated periods. Provisions concerning retained rights, permitted retained data, data return and deletion, and enforcement of accrued rights continue to the extent needed to give them effect; this does not create new post-termination operational rights.

14. Indemnification

14.1. The Client indemnifies Trueform against losses and expenses in a legal proceeding arising from the Client's use of the Software or its unauthorised customisation, modification or alteration, including an allegation that such a change infringes third-party Intellectual Property. Each party indemnifies the other against losses in a proceeding arising from its wilful misconduct or gross negligence. These indemnities remain subject to clause 15.

14.2. The party seeking indemnification must notify the other of the proceeding and provide the pleadings and other documents reasonably needed to defend it. A failure to notify relieves the indemnifying party only to the extent it is prejudiced. The indemnifying party may control the defence, with reasonable cooperation at its expense, but may not settle by admitting liability or imposing a payment or other obligation on the protected party without that party's written consent.

14.3. Indemnification is the exclusive remedy for the indemnifiable proceedings described in this clause. It does not replace the express completion or showstopper remedies in the signed engagement document.

15. Limitation of liability

15.1. Neither party is liable for breach-of-contract damages that are remote or speculative, or that it could not reasonably have foreseen when entering the agreement.

15.2. Each party's total liability under the agreement is capped at fees paid by the Client to Trueform in the 12 months preceding the event giving rise to the claim. The cap does not apply to fraud or wilful misconduct. Nothing excludes or limits liability where doing so is prohibited by applicable Law.

16. Notices, law and disputes

16.1. Notices must be in writing and delivered personally, by courier, registered post or email to the address or notice email the receiving party specifies in writing. Trueform's notice email is mark@trueform.work; the Client's is specified in the engagement document. Notices are effective on receipt, or for registered post on the earlier of actual receipt and the fifth Business Day after posting. An email producing a delivery failure is not received.

16.2. UAE law governs the agreement. The courts of Dubai resolve disputes arising from or connected with it. A successful party may recover reasonable legal costs and expenses, including appeal costs, only to the extent permitted by Law and awarded by the court.

17. General provisions

17.1. Independent parties. The agreement creates no partnership, joint venture, employment or agency relationship. Neither party may act for or bind the other.

17.2. Assignment. Neither party may assign the agreement or its rights or obligations without the other's written consent.

17.3. Force majeure. A party is excused from a failure or delay only for the period that an event beyond its reasonable control materially affects performance and could not reasonably have been foreseen or provided against. General economic conditions or general market effects alone are not an excuse. This does not automatically change fees, payment dates or other matters requiring written agreement under the engagement document.

17.4. Waiver and severability. A waiver or extension must be in writing and signed by the party granting it. Failure or delay to enforce a right is not a waiver, and exercising a right in part does not prevent another exercise. If a provision is invalid or unenforceable, the remainder continues in effect. Headings are for convenience and do not change meaning.

17.5. Counterparts. The engagement document may be signed in counterparts; each is an original and together they form one agreement. The signatures accept its schedules and the identified version of these terms. No separate signature on a schedule or on these terms is required.

Annex A. Data Processing Terms

This annex forms part of version 1.0 · 6 October 2026 of the Continuum Terms of Service. The signed engagement document completes the Client-specific particulars and instructions. No separate signature is required.

A1. Instructions, purposes and duration

A1.1. The Client is the controller and Trueform is the processor. Processing is limited to operating, configuring and supporting the agreed service and producing agreed completion and seat-count evidence on the Client's documented lawful instructions. The parties must agree the people concerned, data categories, duration, recipients, locations and lawful transfer arrangements before Client personal data is processed.

A1.2. Authorised processing may include collection, recording, device-local buffering, synchronisation, storage, transcription and translation, clinical extraction and summarisation, enabled AI assistance, retrieval and display, service emailing, backup, audit logging and support. Relevant previous clinical summaries, active problems and medication context may accompany transcripts for AI processing. Veterinary records concern animals, but linked names, voices or other details may identify people.

A1.3. Instructions are recorded in the engagement document and through authorised users' use within the agreed service purposes. Extra purposes or exceptional processing need documented lawful instructions. Independent product improvement and model training are not authorised. Processing continues during the service term and agreed return/deletion period, plus specifically agreed lawful retention. Trueform must promptly flag an instruction that is unlawful or that its available processes cannot fulfil.

A2. Confidentiality, access and security

A2.1. Access is restricted to the Client's authorised users, Trueform personnel needing it for authorised service or support tasks, and authorised processors for their stated tasks. Personnel must be subject to confidentiality duties. Clause 11 also applies.

A2.2. Trueform maintains HTTPS service connections, TLS database connections, authenticated access and stable-scoped permissions, private object storage with time-limited signed links, access/action auditing and nightly database backups. Audit controls prevent ordinary application updates or deletion. Trueform must maintain appropriate technical and organisational safeguards for the processing and its risks. These measures do not amount to a claim of an unverified certification or complete anonymisation of diagnostics.

A2.3. The Client manages its devices and access and follows agreed instructions for protecting and removing local copies used offline. Trueform must provide reasonable information about safeguards and cooperate with proportionate requests needed to assess compliance, while protecting other customers' data and security.

A3. Providers, locations and changes

A3.1. The provider arrangements below apply only to services authorised in the Client's particulars. Processing is international and is not restricted to the UAE or EU. A region describes the specified service dataset; it does not guarantee that every provider's account, support or security record stays there. Trueform must verify the selected arrangements and lawful transfer safeguards before the affected processing begins.

Provider	Purpose and data	Location / conditions
Hetzner	Application, database and web/admin hosting; local database backups.	Helsinki, Finland.
Cloudflare R2	Recordings, images, attachments and clinical evidence files.	Western Europe (WEUR). This is a location hint, not a contractual guarantee of a particular country or EU-only storage.
OpenAI API	Audio transcription and translation.	US unless a separately verified regional arrangement is recorded. Only the agreed API endpoints are authorised.

Provider	Purpose and data	Location / conditions
Anthropic API	Clinical extraction, summaries, enabled AI assistance and authorised service support.	US storage; inference may be global under standard terms unless a verified restriction is recorded.
Resend	Transactional/service email: recipient details, links and message content.	US.
Sentry	Application/API error diagnostics, limited technical context and incident investigation.	Frankfurt, Germany for the selected EU service dataset; some account or operational metadata may be processed elsewhere, including the US.
PostHog	Pseudonymous application usage events, identifiers, timestamps, feature interactions and limited technical properties for Client service usage and reliability.	EU Cloud, Frankfurt, Germany. No clinical text, recordings or attachments in analytics. Session replay and other PostHog products are outside this authorisation unless separately agreed in writing.
TypeSafe AI, Inc. (Jev)	Bounded AI agents for agreed clinical completeness checks, classification and authorised service support.	Standard terms provide for US processing. No Client personal data may be sent until purpose limits, retention/deletion and transfer safeguards are recorded and agreed in writing. A zero-data-retention arrangement is not assumed.

A3.2. The Client generally authorises the providers it expressly accepts in its signed particulars, for the stated tasks and conditions. Trueform remains responsible for their performance of its processing obligations and must put appropriate processing and confidentiality terms in place. A provider's general terms do not widen the Client's instructions.

A3.3. Trueform must give at least 30 days' advance written notice of a material provider addition or replacement, or a material change to processing locations. The Client may object in that period on reasonable data-protection grounds. The objection must be resolved before affected Client data is processed under the change. Provider notices shorter than this period do not waive this obligation. All processing and transfers must comply with Law and agreed safeguards; authorisation alone does not establish a lawful transfer basis.

A4. Retention

A4.1. The periods below are contractual defaults unless the signed particulars agree different lawful periods. Trueform must configure and operate its systems consistently with them. Provider plans and exceptions must be recorded before use; a published standard is not evidence that a special account setting has been selected.

Data / provider	Retention and exceptions
Clinical records, transcripts and attachments	Throughout the service term, followed by the return/deletion process in A5. No separate seven-year clinical-audit retention is assumed.
Raw voice recordings	90 days after an authorised Client user finalises the consultation. A specific written preservation instruction may extend this for clinical evidence or a dispute; it must state the reason and a review/end date.
Database backups	Rolling 30 days, allowing up to two further days for scheduled expiry. Restricted to recovery; relevant deletions must be reapplied after restoration.
OpenAI transcription / translation	Published standard API policies specify no abuse-monitoring-log retention or application-state retention for /v1/audio/transcriptions and /v1/audio/translations. This is not a blanket claim about all OpenAI endpoints or other service copies.

Data / provider	Retention and exceptions
Anthropic standard API	Inputs and outputs normally deleted within 30 days, subject to published legal, safety and separately agreed exceptions. No special zero-data-retention arrangement is assumed.
Resend	Email and logs: 30 days on Free, Pro and Scale; Enterprise may differ and must be recorded. Backups: seven days. Its separate period of up to 90 days for remaining customer data after termination of the Resend account does not start when one Continuum Client leaves.
Sentry	Errors and attachments: 30 days on Developer; 90 days on Team, Business and Enterprise. Logs, profiles and traces normally 30 days; sampled traces may be kept 13 months on Business/Enterprise, and legacy transaction billing may retain transactions 90 days. Backups may be kept 30 or 90 days. Organisation audit logs have no fixed published expiry. Trueform must limit content and use deletion tools where the Client's agreed period requires it.
PostHog EU Cloud	Published event/person metadata retention: one year on Free, seven years on paid/PAYG, including paid accounts within the free allowance. Query windows are not deletion controls. Trueform must delete Client-specific persons and associated events under A5, or earlier lawful instructions, rather than rely on those long periods. Session replay is not enabled by these terms.
TypeSafe / Jev	No verified standard fixed period for Client content. Standard terms include purpose-based retention and potentially continuing telemetry rights; those terms alone do not satisfy the Client's deletion timetable. Personal-data use requires separately recorded limits and deletion arrangements. Enterprise zero-data-retention is available only if actually agreed.

A4.2. A lawful retention exception must identify the data, legal basis or authorised preservation instruction, restricted purpose and expiry or review date. Remaining provider copies and their applicable exceptions must be explained to the Client; there is no general permission for indefinite retention. Records needed for Trueform's own legal/accounting obligations must be separated from Client content and limited to what Law requires.

A5. Return, deletion and access after termination

A5.1. On expiry or termination, the Client may instruct return, deletion or both. Where both are requested, return precedes deletion. Unless the parties agree another lawful timetable in writing, the following applies.

Step	Method and deadline
Export	Within 30 days of written instruction, provide structured JSON/CSV records, original attachments and recordings still within retention, and a manifest linking files to records, through an authenticated or otherwise securely agreed method.
Retrieval	Allow 30 days after secure delivery to retrieve the export. Post-termination access is limited to retrieval and verification, without ordinary operational use.
Active deletion	Remove Client content from the active database and object storage within 30 days after the retrieval period, or after a later agreed deletion instruction. Identify and restrict any separately agreed lawful retained material.

Step	Method and deadline
Backup expiry	Residual controlled backup copies expire within 32 days after active deletion under A4. They are not used for ordinary processing; deletions are reapplied following recovery.
Providers and analytics	Instruct relevant providers to delete Client data where supported and required. For PostHog, remove the relevant persons AND their associated events using provider deletion tools; check completion of asynchronous deletion. Deleting a user identity or changing the query window alone is insufficient. Record remaining provider copies, periods and lawful exceptions.
Devices and confirmation	The Client removes copies on its managed devices using agreed instructions. Trueform confirms completion on systems it controls and identifies agreed retained material and any remaining provider retention and expiry.

A6. Incidents and individual requests

A6.1. The signed particulars name monitored contacts and urgent escalation routes. Trueform notifies the Client without undue delay after becoming aware of a personal-data incident affecting the service, provides available details of affected data, consequences and mitigation, and gives updates. Both parties cooperate on evidence and applicable obligations. Support hours do not postpone notification or guarantee resolution times.

A6.2. Trueform promptly refers individual requests about Client data to the Client and assists on its documented lawful instructions. The Client determines its response and deadlines. Trueform must promptly flag any instruction its available processes cannot fulfil. The parties must establish the handling and escalation process before processing starts.