CLEVERHIVE TECHNOLOGIES

CleverHive AI – Terms and Conditions

Version 1.0 · Effective 21 November 2026

DRAFT: this document has not yet been reviewed by a lawyer and must not be treated as final legal advice. Items in [square brackets] still have to be completed by CleverHive.

These Terms and Conditions ("Terms") are an agreement between you and CleverHive Technologies ("CleverHive", "we", "us") for the CleverHive AI platform. Please read them before you create an account.

1. About these Terms

CleverHive AI is a web platform that lets a business set up AI voice employees. They answer the business's phone calls, call its new leads, and save every call with a transcript, a recording and a summary.

By creating an account, ticking the acceptance boxes and using the platform, you accept these Terms and our Privacy Policy. If you do not accept them, do not create an account.

If you sign up for a business, you confirm that you are allowed to bind that business to these Terms. "You" then means the business and you.

2. Your account

- You must be at least 18 years old and able to enter a contract under Indian law.
- Give correct information when you sign up and keep it up to date.
- You are responsible for everything done under your account, including by team members you add. Keep passwords private and tell us at once if you think someone else has used your account.
- Each team member needs their own sign-in. Do not share one sign-in between people.

3. What the platform does

The platform lets you add information about your business (prices, timings, answers to common questions), create AI employees, connect a phone number, take and make calls, and review calls and leads in a dashboard.

We may improve, change or remove features. We will try to give notice of changes that seriously affect you.

4. AI-generated responses

Your AI employees use artificial intelligence to understand callers and to speak. AI can make mistakes. It can mishear a word, a name or a number, and it can give a wrong or incomplete answer.

The AI is instructed to answer only from the information you add, but we cannot promise that every answer will be correct.

- You are responsible for the information you give the AI (prices, offers, timings, policies) and for keeping it correct.
- The AI is not a doctor, lawyer, financial adviser or emergency service. Do not use it to give medical, legal or financial advice. It must not be relied on for emergencies.
- You must review calls, leads and call-back requests and decide what to do about them. Promises, bookings and prices said by the AI are your business's responsibility.

- Summaries and lead labels (Hot, Warm, Cold) are aids to help you, not decisions.

5. Phone numbers and calls

Calls are carried by telephony providers. At the time of writing, business numbers, business verification (KYC) and outgoing calls use a telephony provider (currently Vobiz). Numbers, forwarding and calling depend on that provider and on the telephone networks, which we do not control.

- You can use a number from CleverHive, or forward calls from your own number to the CleverHive number. An ordinary SIM or landline does not connect to the platform by itself. Forwarding must be switched on with your own phone operator, who may charge for it.
- Indian rules require a business to be verified before it gets a business number. You must give true details and documents through the provider's secure form. We may suspend a number that fails verification.
- Each number can take one call at a time unless we agree otherwise in writing.
- The platform does not support emergency calls (such as 100, 101, 102, 108 or 112). Do not use it for them.
- The platform does not transfer a live call to a person. When a caller asks for a person, the AI notes a call-back request for your team.
- Outgoing calls (campaigns and instant lead calls) are made only between 9 AM and 9 PM. You must follow Indian telecom rules for calls and messages, including the Telecom Commercial Communications Customer Preference Regulations of TRAI and the Do Not Disturb register, and only call people who have shown interest or have given permission.

6. Call recording and consent

All calls handled on the platform are recorded and written down so that you can review them. You can switch on a short announcement that tells callers the call is recorded.

You are responsible for telling your callers that calls are recorded and processed, and for having any permission you need under law. The Privacy Policy explains how we handle this data.

7. Your data and content

- You own the business information, prices, call lists and other content you put into the platform ("Your Content"). You allow us to store and process it to run the service for you, as the Privacy Policy explains.
- Callers' personal data (names, phone numbers, voices and what they say) belongs to you as the business. We handle it for you as a processor and only as needed to provide the service.
- You must have the right to give us Your Content and the call lists you upload, and you must not upload anything illegal.
- You can export your calls and leads from the dashboard and you can delete your workspace in Settings.

8. Acceptable use

You must not use the platform to:

- break any law, or help others to do so;
- cheat, mislead or harass people, or pretend to be someone you are not;
- make calls to people who have asked not to be called, or call lists you collected unfairly;
- send spam or unwanted calls, or call at times the law does not allow;
- give medical, legal or financial advice, or take payment information, through the AI;
- attack, overload, copy or reverse-engineer the platform, or try to reach other customers' data;

- resell the service without our written permission.

9. Fees, credits and payments

- The platform runs on prepaid credits. Talk time is charged per 30 seconds at the rate shown on the Pricing page and in Credits & billing. Test calls from the browser are free.
- A business number has a setup charge and a monthly charge, taken from your credits, as shown before you buy.
- New workspaces may receive free credits. Free credits have no cash value and may be changed or stopped for new customers.
- Payments are made through Razorpay (UPI, cards, net banking). We do not store your card or UPI details.
- Prices exclude GST unless we say otherwise. GST invoices will be issued as the law requires.
- If your credits run out, calls and numbers can stop working until you add credits. A number may be suspended and later released if it stays unpaid.
- Refunds: [refund and cancellation policy to be confirmed by CleverHive and the legal reviewer].

10. Third-party services

The platform works with other companies, such as telephony (Vobiz), speech and language AI (Sarvam AI and Groq), database and file storage (Supabase), payments (Razorpay), email delivery, and, if you connect them, Meta (Facebook and Instagram Lead Ads) and Google (Sheets).

Their services have their own terms and may be unavailable or change. We are not responsible for failures of third parties that we do not control, but we will try to reduce the effect on you.

11. Availability and support

We work to keep the platform running but we do not promise that it will always be available, error-free or uninterrupted. Phone networks, internet and third-party services can fail.

Support is given through the contact details on our website [support hours to be confirmed].

12. Our property

The platform, its software, design, text and brand belong to CleverHive Technologies or its licensors. These Terms give you only a limited, non-exclusive, non-transferable right to use the platform for your own business while your account is active.

13. Disclaimers

The platform is provided "as is" and "as available". To the extent allowed by law, we do not give any promise about results, such as the number of leads or sales you will get, or about the accuracy of AI responses, transcripts and summaries.

14. Limits on our liability

To the extent allowed by law, we are not liable for indirect or consequential loss, lost profit, lost business or lost data, or for loss caused by a wrong AI answer, a missed or failed call, or a failure of a third party.

Our total liability for any claim relating to the platform is limited to the amount you paid us for the platform in the three months before the claim arose [limit to be confirmed by the legal reviewer].

Nothing in these Terms limits liability that cannot be limited by law.

15. Indemnity

You will protect us against claims, losses and costs that come from Your Content, from your use of the platform against these Terms or the law, or from calls you make or receive through it, including claims by callers or authorities.

16. Suspension and ending

- You can stop using the platform and delete your workspace at any time in Settings.
- We may suspend or close an account if you break these Terms or the law, if payment fails, if verification fails, or if the account puts the platform or other people at risk. Where possible we will tell you first.
- When an account is closed, your numbers are released, your data is deleted or anonymised as explained in the Privacy Policy, and you lose access. Credits left over are handled as set out in the refund policy [to be confirmed].

17. Changes to these Terms

We may update these Terms. When we do, we will publish a new version with a new version number and date, and ask you to accept it where the law or the change requires. Each acceptance records the version you accepted.

18. Governing law and disputes

These Terms are governed by the laws of India, including the Indian Contract Act 1872 and the Information Technology Act 2000. Subject to law, the courts at [city], India have exclusive jurisdiction.

Please contact us first so that we can try to solve a problem together before any legal step.

19. Contact

CleverHive Technologies, [registered office address]. Email, phone and WhatsApp are shown on the Contact page of our website.