

Munang Corp.

Terms of Service

These Terms of Service govern your use of the Munang Private AI platform operated by Munang Corp.

Effective Date: April 11, 2026

Munang Corp. | Suite 1341, C3-10111 Upper Middle Road East, Oakville, Ontario, L6H 5Z9, Canada

1. Agreement to Terms

These Terms of Service (the 'Terms') are a binding agreement between Munang Corp. (referred to in these Terms as 'Munang', 'we', 'our', or 'us') and the individual or entity accessing or using the Munang Private AI platform (referred to in these Terms as 'you' or 'your'). By accessing or using the Munang Private AI platform at www.munangprivate.ai, you agree to be bound by these Terms. If you are entering into these Terms on behalf of a company or other legal entity, you represent that you have authority to bind that entity. If you do not agree to these Terms, do not use the service.

2. The Service

Munang Private AI is a subscription-based AI workspace that allows organisations to upload confidential documents and query them using a third-party large language model engaged by Munang. The service includes document storage in Microsoft Azure Canada East, AI-powered document analysis, shared team workspace features, and administrative access controls.

3. Account Registration

- You must provide accurate and complete information when creating an account
- You are responsible for maintaining the confidentiality of your API key and OTP codes
- You must notify us immediately at info@munang.ai if you suspect unauthorised access
- One account per organisation — reselling access to third parties is prohibited
- You must be at least 18 years old and have legal authority to enter contracts

4. Subscription and Payment

4.1 Fees

Subscription fees are as set out on our pricing page and confirmed at checkout. All fees are in Canadian dollars (CAD) and exclude applicable taxes. We reserve the right to change fees with 30 days written notice to your registered email address.

4.2 Billing

Subscriptions are billed monthly in advance through our payment processor. By providing payment details you authorise us to charge the applicable fees. All payments are non-refundable except as required by law.

4.3 Cancellation

You may cancel your subscription at any time. Upon cancellation, you will retain full access for a 30-day grace period. After 30 days, your data will be permanently deleted. You may reverse your cancellation at any time during the grace period.

5. Acceptable Use

You agree not to use the service to:

- Upload, store, or process any content that is illegal under Canadian law
- Attempt to gain unauthorised access to other clients' data or workspaces
- Reverse engineer, decompile, or attempt to extract the source code of the platform
- Use automated systems to make excessive API requests beyond your plan limits
- Resell, sublicense, or provide access to the service to third parties
- Upload malware, viruses, or malicious code
- Violate any applicable law or regulation

6. Your Content

6.1 Ownership

You retain all ownership rights to the documents you upload and the content you create using the service. Munang claims no ownership interest in your content.

6.2 Licence to Process

You grant Munang a limited, non-exclusive licence to store, process, and transmit your content solely for the purpose of providing the service to you. This licence terminates when you delete your content or terminate your subscription.

6.3 No Training

Your content will never be used to train, fine-tune, or improve any AI model. This is a binding contractual commitment, not a policy. See the Data Processing Agreement for full details.

7. Privacy and Data Protection

Our collection and use of personal information is governed by our Privacy Policy and Data Processing Agreement, both of which are incorporated into these Terms by reference. Key commitments: your documents are stored in Microsoft Azure Canada East; data is encrypted at rest with AES-256; each client has an isolated private storage container; data is governed by Canadian law.

8. Intellectual Property

The Munang Private AI platform, including its software, design, trademarks, and content (excluding your content), is owned by Munang Corp. and protected by Canadian intellectual property laws. You may not copy, modify, distribute, or create derivative works without our prior written consent.

9. Availability and Support

We strive to maintain high availability of the service but do not guarantee uninterrupted access. We may perform maintenance that temporarily interrupts access. We will provide advance notice of scheduled maintenance where practicable. Support is provided by email at info@munang.ai with a target response time of 24 hours on business days.

10. Disclaimers

THE SERVICE IS PROVIDED 'AS IS' WITHOUT WARRANTY OF ANY KIND. MUNANG DOES NOT WARRANT THAT THE AI OUTPUTS ARE ACCURATE, COMPLETE, OR SUITABLE FOR ANY PARTICULAR PURPOSE. AI-GENERATED CONTENT SHOULD BE VERIFIED BY QUALIFIED PROFESSIONALS BEFORE BEING RELIED UPON FOR LEGAL, FINANCIAL, MEDICAL, OR OTHER REGULATED DECISIONS.

11. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MUNANG'S TOTAL LIABILITY FOR ANY CLAIMS ARISING FROM THESE TERMS OR YOUR USE OF THE SERVICE SHALL NOT EXCEED THE TOTAL FEES PAID BY YOU IN THE THREE MONTHS PRECEDING THE CLAIM. MUNANG SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES.

12. Indemnification

You agree to indemnify and hold harmless Munang Corp. and its officers, directors, and employees from any claims, losses, or expenses (including reasonable legal fees) arising from your use of the service, your content, or your violation of these Terms.

13. Termination

We may suspend or terminate your account immediately if you breach these Terms, engage in fraudulent activity, or use the service in a manner that poses a security risk to other clients. Upon termination for cause, no refund will be provided. We will provide 30 days notice for termination without cause.

14. Changes to Terms

We may update these Terms from time to time. We will notify you of material changes by email to your registered address at least 30 days before they take effect. Your continued use of the service after the effective date constitutes acceptance of the updated Terms.

15. Governing Law and Dispute Resolution

These Terms are governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein, without regard to conflict of law principles. Any disputes shall be submitted to the exclusive jurisdiction of the courts of Ontario, Canada. The parties agree to attempt good faith negotiation before commencing legal proceedings.

16. Contact

Munang Corp.

Suite 1341, C3-10111 Upper Middle Road East, Oakville, Ontario, L6H 5Z9, Canada

Email: info@munang.ai

Website: www.munangprivate.ai