

Terms of Service

CloudStage by Teleporta Software Ltd

Last updated: 01 February 2026

These Terms of Service (“Terms”) govern access to and use of the software platform, website, APIs, and related services (collectively, the “Service”) operated by Teleporta Software Ltd, Unit GA-00-SZ-L1-RT-208, Level 1 Gate Avenue - South Zone, Dubai International Financial Centre, a company incorporated in the Dubai International Financial Centre (DIFC), United Arab Emirates, a company incorporated in the Dubai International Financial Centre (DIFC), United Arab Emirates (“Company”, “we”, “us”, or “our”).

By accessing or using the Service, you agree to be bound by these Terms.

1. Description of the Service

The Service is a cloud-based artificial intelligence software platform designed to perform **speech processing, language transformation, audio synthesis, and productivity analytics**.

The Service processes audio input streams originating from user devices or third-party applications for the purpose of:

- speech-to-text conversion,
- multilingual text translation,
- audio synthesis,
- metadata extraction,
- session analytics and productivity enhancement.

The Company does not provide telecommunications services, voice calling, call routing, call termination, or network connectivity services.

2. No Telecommunication Services

The Service operates solely as a **software-based AI media processing layer**.

Specifically:

- The Service does not enable person-to-person voice communication.
- The Service does not transmit or route voice calls.
- The Service does not replace or function as a VoIP, telephony, or messaging service.
- Any synthesized audio output constitutes **newly generated media content** derived from AI processing and is not a retransmission of the original speaker's voice.

The Service is comparable to tools providing subtitles, transcription, dubbing, or localized media playback.

3. User Responsibilities

You agree to:

- Obtain all necessary consents from participants before submitting audio or textual content for processing.
- Use the Service in compliance with applicable laws and regulations.
- Not use the Service for unlawful, deceptive, or harmful purposes.

You are solely responsible for the content you submit to the Service.

4. Data Processing and Consent

By using the Service, you represent and warrant that:

- You have the legal right to submit audio, text, or other content for processing.

- All data subjects have provided valid consent where required.

The Company processes personal data strictly in accordance with its **Privacy Policy**, which is incorporated by reference.

5. Intellectual Property

All intellectual property rights in the Service, including software, models, algorithms, and documentation, are owned by or licensed to the Company.

You retain ownership of your input content.

You grant the Company a limited, non-exclusive, royalty-free right to process such content **solely to provide and operate the Service**.

6. Users Data

“Users Data” means any audio, text, transcripts, documents, metadata, or other content uploaded or generated through the Service.

- The Company does not use Users Data for marketing or advertising.
- The Company acts as a technical service provider processing Users Data on behalf of Users.
- The Company does not proactively monitor Users Data but reserves the right to remove content that violates these Terms or applicable law.

You represent and warrant that Users Data:

- is lawfully obtained,
 - does not infringe third-party rights,
 - complies with applicable laws.
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7. Payments and Subscriptions

7.1. Use of the Service may be free of charge or subject to fees, as specified in an order form, pricing page, or subscription plan.

7.2. Fees for the Service **do not constitute fees for telecommunication or online communication services**.

7.3. Payments may be processed through third-party payment providers, including **Stripe**. The Company does not store payment card details.

7.4. Subscription fees are charged on a recurring basis unless cancelled prior to the next billing cycle. No refunds are provided for unused portions of a billing period, except where required by law.

7.5. The Company may change pricing with prior notice and provide the option to discontinue paid features.

8. Third-Party Services

The Service may integrate third-party software, analytics, or infrastructure providers. Additional third-party terms may apply.

Use of third-party services is governed by their respective terms and privacy policies.

9. Service Availability and Disclaimer

The Service is provided on an **“as is”** and **“as available”** basis.

The Company does not warrant uninterrupted, error-free, or fully accurate AI outputs.

10. Limitation of Liability

To the maximum extent permitted by DIFC law:

- The Company shall not be liable for indirect, incidental, or consequential damages.
 - The Company shall not be responsible for inaccuracies or decisions made based on AI-generated outputs.
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11. Term and Termination

You may terminate your use of the Service at any time by cancelling your account.

The Company may suspend or terminate access for violation of these Terms or applicable law.

Upon termination:

- all licenses granted to you cease,
 - outstanding fees remain payable.
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12. Electronic Communications

You agree to receive service-related communications electronically.

Marketing communications may be sent only where permitted by law, and you may opt out at any time.

13. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the **laws of the Dubai International Financial Centre (DIFC)**.

The DIFC Courts shall have exclusive jurisdiction over any disputes.

14. Changes to the Terms

The Company may update these Terms from time to time. Continued use of the Service constitutes acceptance of updated Terms.

15. Contact Information

For legal or support inquiries:

hello@teleporta.me