

Terms of Service

1. Acceptance of Terms

By accessing or using the Vision AI platform and its accompanying services, including the Automatic License Plate Recognition (ALPR) technology, provided by IOLAIRE.AI, hereinafter referred to as “The Company” the customer agrees to be bound by the following Terms and Conditions. If the customer does not agree to these terms, the services must not be accessed or used.

2. Scope of Services

‘The Company’ provides an AI powered platform that analyses visual data, including vehicle images and license plate information, to support public safety, law enforcement operational intelligence, and enhanced retail experiences. Services may include detection, tracking, alerting, analytics, and reporting, subject to the agreed service scope.

3. Permitted Use

The customer may use the platform solely for lawful purposes, including public safety, traffic enforcement, operational monitoring, and related authorized activities. The platform must not be used for unlawful surveillance, unauthorized data extraction, discrimination, profiling beyond permitted use, any activity that violates DPPA (Driver...), or applicable state, local, and federal laws or civil liberties.

4. Customer Responsibilities

The customer is responsible for:

- Ensuring all data inputs are lawfully obtained.
- Obtaining required approvals, warrants, or authorizations where applicable.
- Complying with federal, state, and local regulations.
- Ensuring access to the platform is restricted to authorized personnel.
- Using the platform in accordance with published documentation, local ordinances, and departmental policies.

5. Data Privacy and Protection

‘The Company’ is committed to protecting privacy and handling data responsibly.

- Personal data is processed only as required to deliver the services.
- Data anonymization or masking may be applied where appropriate.
- The customer retains ownership of its data.
- ‘The Company’ does not sell or misuse customer data.
- Data handling complies with applicable privacy laws, including Driver’s Privacy Protection Act (DPPA) regulations.

6. ALPR Specific Use Requirements

For Automatic License Plate Recognition (ALPR) functionality:

- ALPR data must be used only for authorized and documented purposes.
- Retention periods must comply with applicable laws and customer policies.
- Access to ALPR data must be logged and auditable.
- The customer must ensure appropriate safeguards against misuse or unauthorized access.

7. Accuracy and Limitations

The platform uses AI paired with machine learning models to identify and analyze visual data. While designed for high accuracy, ‘The Company’ does not guarantee error-free results. The platform is intended to support human decision making and must not be relied upon as the sole basis for enforcement or legal action.

8. System Availability

‘The Company’ will make reasonable efforts to ensure platform availability and performance. Temporary interruptions may occur due to maintenance, upgrades, severe weather, acts of god, or circumstances beyond reasonable control.

9. Security

‘The Company’ implements industry standard technical and organizational safeguards to protect data and system integrity. The customer agrees to promptly report any suspected security incidents or unauthorized access.

10. Intellectual Property

All software, models, algorithms, documentation, and related materials remain the intellectual property of ‘The Company’. The customer is granted a limited, non-exclusive, non-transferable right to use the platform during the term of the agreement.

11. Confidentiality

Both parties agree to maintain the confidentiality of non-public, proprietary, or sensitive information disclosed during the course of the engagement.

12. Compliance and Audits

‘The Company’ may conduct audits or require attestations to ensure platform use aligns with these Terms and applicable regulations. Non-compliance may result in suspension or termination of services.

13. Limitation of Liability

To the maximum extent permitted by law, ‘The Company’ shall not be liable for indirect, incidental, or consequential damages arising from use of the platform.

14. Termination

‘The Company’ may suspend or terminate access if the customer breaches these Terms, misuses the platform, or violates applicable laws.

15. Modifications

‘The Company’ may update these Terms from time to time. Continued use of the platform constitutes acceptance of the revised Terms.

16. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of Delaware.

17. Contact Information

For questions regarding these Terms or platform usage, customers should contact ‘The Company’ through official support channels.