

Terms of Use

Effective date: 14th August 2026

Agreement. By accessing or using Truth Hero, you agree to these Terms of Use. If you use Truth Hero for an organisation, you confirm that you have authority to bind that organisation. If a signed agreement applies to your organisation, it prevails to the extent of any inconsistency.

1. The Services

Truth Hero provides AI-assisted tools that examine submitted content, identify possible reliability issues, reference potentially relevant sources, create provenance or audit records where enabled, and generate a Truth Score or similar assessment (Outputs). The Services are informational tools only. They do not establish the truth, completeness, authenticity, provenance, legality or suitability of any content.

2. Eligibility and Accounts

You must be legally able to enter into these Terms and comply with any age requirements shown in the Services. You must provide accurate account information, keep login credentials secure and promptly notify us of suspected unauthorised use. We may suspend or terminate access where reasonably necessary to protect the Services, other users or comply with law.

3. Acceptable use

You must not, and must not allow others to:

- use the Services unlawfully, deceptively, to harass others or to infringe rights, including privacy, confidentiality, copyright and intellectual-property rights;
- submit information unless you have the necessary rights, authority, notices and consents to do so;
- use the Services to make a solely automated decision that produces legal, financial, employment, insurance, health, education-admission or similarly significant effects on a person;
- upload malicious code, attempt to bypass security, probe or reverse engineer the Services except to the extent such restriction is prohibited by law, or interfere with other users;
- scrape, resell, reproduce, frame or make the Services available to third parties except as expressly authorised in writing; or
- represent an Output or Truth Score as a verified fact, professional opinion, legal finding, certification or guarantee.

4. Your Content and Permissions

You retain ownership of Customer Content. You grant Truth Hero a non-exclusive, worldwide, royalty-free licence to host, process, reproduce, transmit and display Customer Content only as necessary to provide, secure and support the Services, comply with law and enforce these Terms. You are responsible for Customer Content and for obtaining all required rights and consents. You must not submit content that you are not authorised to disclose to Truth Hero or its approved service providers.

5. Output, Truth Scores and Human Review

Outputs are generated using automated systems and may be incomplete, inaccurate, outdated, biased, misleading, unavailable or unsuitable for your circumstances. Source availability and quality can change. A Truth Score is an indicative, system-generated assessment based on the submitted material and information available to the Services at the time; it is not proof that a statement is true or false.

Human decision required. You must use appropriate human judgement and independent verification before acting on an Output, particularly where the decision could affect a person's rights, safety, livelihood, reputation, finances, health, education or legal position. You remain solely responsible for decisions made using the Services.

6. Third-Party Services and Sources

The Services may interact with ChatGPT, language-model providers, search tools, fact-checking databases, websites or other third-party services. Those services and sources are outside our control and may have separate terms, privacy policies, availability limits and content standards. We do not endorse, warrant or take responsibility for third-party services, source material or links. Your use of third-party services is at your own risk and subject to their terms.

7. Fees and Paid Plans

Fees, plan limits, trial conditions, billing intervals, taxes and cancellation rights will be stated at purchase or in the applicable order form. Unless law requires otherwise, fees are non-refundable. We may change future pricing on reasonable notice. We may restrict, suspend or end access for overdue amounts after notice.

8. Intellectual Property

Truth Hero and its licensors own all rights in the Services, including software, interfaces, branding, models, workflows and documentation, excluding Customer Content. Subject to these Terms and payment of applicable fees, we grant you a limited, non-exclusive, non-transferable, revocable right to use the Services for your internal, lawful purposes during the subscription period. You may provide feedback; we may use it without restriction or compensation, provided we do not identify you or disclose your confidential information without permission.

9. Confidentiality

Each party must protect the other party's confidential information using reasonable care and use it only to perform or receive the Services. Confidential information does not include information that is public through no breach, already known without restriction, independently developed, rightfully received from a third party, or required to be disclosed by law. This clause does not replace the privacy terms that apply to personal information.

10. Service Availability and Changes

We may update, modify, suspend or discontinue features to improve, secure or comply with law, and will use reasonable efforts to provide notice where a material change adversely affects paid use. We do not promise uninterrupted, error-free or always-available service, or that every claim, source or document type will be assessed.

11. Disclaimers

To the maximum extent permitted by law, the Services and Outputs are provided "as is" and "as available". We disclaim all warranties, representations and conditions not expressly stated in these Terms, including implied warranties of merchantability, fitness for a particular purpose, non-infringement, accuracy, availability, security and error-free operation. Nothing in these Terms excludes rights that cannot lawfully be excluded, including rights under the Australian Consumer Law.

12. Limitation of Liability

To the maximum extent permitted by law, Truth Hero and its affiliates, suppliers and licensors will not be liable for indirect, incidental, special, consequential, exemplary or punitive loss, or loss of profits, revenue, data, goodwill, opportunity or reputation, arising from or connected with the Services. Our aggregate liability for all claims arising in any 12-month period is limited to the greater of AUD \$100 and the fees paid by you to Truth Hero for the Services in the 12 months before the event giving rise to the claim. Where a guarantee under the Australian Consumer Law cannot be excluded, our liability is limited, at our option and to the extent permitted by law, to supplying the services again or paying the cost of having them supplied again.

13. Indemnity

You indemnify Truth Hero and its personnel against losses, liabilities and reasonable costs arising from your Customer Content, your misuse of the Services, or your breach of these Terms, except to the extent caused by our breach of these Terms, negligence or unlawful conduct.

14. Suspension and Termination

You may stop using the Services at any time. We may suspend or terminate access immediately where we reasonably believe there is a security risk, legal requirement, non-payment, material breach or unacceptable risk to other users or the Services. On termination, your right to use the Services ends. Clauses that by their nature should survive will survive, including intellectual property, confidentiality, disclaimers, liability limits and dispute provisions.

15. Governing Law and Disputes

These Terms are governed by the laws of New South Wales, Australia, and the parties submit to the exclusive jurisdiction of its courts and the courts entitled to hear appeals from them, except where mandatory consumer laws provide otherwise.

16. General

You may not assign these Terms without our prior written consent. We may assign them as part of a restructuring, merger, acquisition or sale of assets. These Terms and any applicable order form are the entire agreement regarding the Services. If a provision is unenforceable, the remainder remains effective. A failure to enforce a right is not a waiver. Notices may be sent through the Services, to your account email or to legal@truthhero.ai