

TERMS OF SERVICE

Last Updated: 17/06/2026

Welcome to Custodia RMS. These Terms of Service ("Terms") govern your access to and use of the Custodia RMS web application (the "Platform") provided by Custodia RMS ("we," "us," or "our").

By creating an account or using the Platform, you agree to be bound by these Terms. If you do not agree, please do not use the service.

1. Description of Service

Custodia RMS is a property management, fire safety, and building compliance tracking platform. It allows users to:

- Register, upload, and track compliance documents.
- Create actionable events and alerts based on document expiration or status.
- Manage staff permissions and property-specific access.
- Utilise AI-assisted document analysis (subject to the limitations in Section 4).
- Maintain a "Golden Thread" of building plans and evacuation records.

2. User Accounts and Responsibilities

Eligibility: You must be at least 18 years old and have the legal authority to bind your organisation to these Terms.

Account Ownership: The "Owner" (the primary account holder) is responsible for all activity conducted under their account, including actions taken by staff members added to the Platform.

Staff Management: Owners are responsible for managing staff permissions. You grant us the right to restrict access to specific properties for specific staff members as configured in the Platform.

Account Security: You are responsible for maintaining the confidentiality of your login credentials.

3. No Professional Advice / Disclaimer of Service

IMPORTANT: CUSTODIA RMS IS A MANAGEMENT TOOL, NOT A CONSULTANCY.

No Certification: Custodia RMS does not provide, issue, or certify fire safety certificates or compliance documents. We do not perform physical inspections.

No Legal Advice: The Platform does not provide legal advice regarding building regulations or fire safety laws. Users must ensure their buildings comply with UK local authority requirements.

User Responsibility: You are solely responsible for the accuracy of the documents uploaded and the actions taken based on the alerts provided by the Platform. We do not guarantee that the Platform's alerts are exhaustive or compliant with all local regulations.

4. AI Data Processing and Accuracy

AI-Generated Content: The Platform utilises AI models to analyse uploaded documents and suggest "actionable events."

Human-in-the-loop: Users acknowledge that AI can make mistakes (hallucinations). You agree to review, edit, or delete all AI-generated events before they are finalised. You cannot hold us liable for actions taken based on unverified AI output.

Data Privacy: Documents processed by AI are handled in accordance with our Privacy Policy.

5. Fees and Subscriptions

Subscription Models: Access to the Platform is provided via subscription. Fees may vary based on the number of buildings or staff users.

Payment: You agree to provide valid payment information. We reserve the right to change pricing structures with notice to existing users.

Refunds: Subscriptions are non-refundable, but may be cancelled at any time to prevent future billing

Suspension: We reserve the right to suspend accounts that fail to make timely payments.

6. Data Ownership and Retention

User Data: You own all data, documents, and "Golden Thread" files uploaded to the Platform.

License: By uploading content, you grant us a non-exclusive license to host, store, and process your data solely to provide the Platform services.

Data Portability: Upon termination of your account, we will provide a reasonable window of time for you to download your data (e.g., via a ZIP file). We are not responsible for data loss if you fail to export it within this window.

Deletion: We will delete your data in accordance with our data retention policy to minimise storage costs and comply with privacy laws.

7. Limitations of Liability

Limitation of Liability: To the maximum extent permitted by UK law, Custodia RMS shall not be liable for any indirect, incidental, or consequential damages, including but not limited to loss of profit, loss of data, or any physical damage/injury resulting from the use (or misuse) of the Platform.

Maximum Liability: In any event, our total liability to you for any claim arising out of these Terms shall not exceed the total amount paid by you to us in the 12 months preceding the claim.

No Guarantee of Uptime: We provide the Platform on an "as-is" and "as-available" basis. We do not guarantee 100% uptime, and we are not liable for any loss resulting from service interruptions or maintenance.

8. Support

Support Hours: Support is provided via email/phone during standard business hours (9:00 AM – 5:00 PM, Monday through Friday, UK Time).

No Guarantee: We do not provide 24/7 technical support or real-time emergency assistance.

9. Termination and Misuse

Misuse: You agree not to use the Platform for any illegal purpose, to scrape data, or to attempt to breach the security of the Platform.

Termination: We reserve the right to terminate your account immediately without refund for any breach of these Terms or for any reason we deem necessary to protect the integrity of our service.

10. Governing Law

These Terms shall be governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.