

Jojan One Terms of Service

Jojan One Technologies Ltd | Version 1.0

Effective and last updated 21 October 2026

These Terms govern your business use of Jojan One, including our website, hosted software, workspaces, Jova AI assistant, document tools and related services (the Services). Please read them before accepting. They explain the Services, your responsibilities, payment and cancellation arrangements, and how liability is allocated.

1 Who we are

The Services are provided by Jojan One Technologies Ltd (we, us or our), company number 17348476. Our registered office is 66 Paul Street, London, England, United Kingdom, EC2A 4NA. Our website is www.jojanone.com and our contact email is support@jojanone.com.

2 Your agreement and eligibility

The customer (you or your) is the organisation identified during registration or in an agreed subscription order, or a sole trader subscribing for business purposes. These Terms are intended for business customers. You must be at least 18 and have authority to enter into this agreement. Personal consumer use is outside the intended scope; nothing excludes mandatory rights that apply by law.

The agreement takes effect when you actively accept these Terms during registration or purchase, or sign an order incorporating them. If you accept for an organisation, you confirm authority to bind it. Authorised users must follow the provisions relevant to their use. If you do not agree, do not create a workspace or use the Services.

3 What forms the agreement

These Terms, the subscription details presented and accepted at purchase (the Order), and any separately agreed Data Processing Agreement (DPA) form the agreement. An Order overrides these Terms only where it expressly identifies a variation. The DPA takes priority for processing personal data on your behalf. Our Privacy Notice explains our own processing; acknowledging it is not blanket consent to processing or marketing.

4 The Services

Jojan One supports compliance administration, contracts, governance, risk, HR records, data protection records, policies, suppliers, reporting, action tracking, training and document generation. Available features, users, usage allowances and support depend on your Order. A feature is included only where stated in your plan or Order. We do not act as your appointed compliance officer, legal representative or filing agent unless separately agreed in writing.

5 Accounts and workspace permissions

Provide accurate registration and billing information and keep it current. Keep credentials secure, use available security controls, and notify support@jojanone.com promptly of suspected compromise. Each authorised user must use their own account. You are responsible for use by people you authorise and for permissions you assign, but not for activity caused by our breach of this agreement.

Workspace administrators may invite and remove users, view records, manage permissions, change settings and manage subscriptions within the permissions provided. Your organisation must appoint suitable administrators, inform users about administrator access and remove access when no longer appropriate. We may verify authority before changing workspace ownership or restoring access.

6 Plans and trials

The Order states your plan, billing period, price, user and usage limits, and any minimum commitment. Starter, Growth or Scale plans and trials may be offered, but only the entitlements shown when you subscribe apply. Additional charges, upgrades or usage fees require disclosure and your agreement before they are incurred.

If a trial is offered, its duration, limitations and what happens at its end will be shown before registration. A trial converts to a paid subscription only if you expressly agree to the price, billing cycle, conversion date and cancellation arrangements beforehand. Otherwise it ends or moves to any available free service without a subscription charge.

7 Charges and renewal

Fees are payable in advance for the billing period stated in the Order, unless otherwise agreed. Business prices exclude VAT or other applicable taxes unless stated otherwise; applicable taxes and the total charge will be shown before purchase. You authorise us and our payment provider to collect charges you have agreed and must keep payment details current.

Automatic renewal applies only if disclosed and accepted before purchase. An automatically renewing subscription renews for the disclosed billing period until cancelled. We will notify you at least 30 days before a price increase takes effect and allow cancellation before it applies. Increases apply from the next renewal after that notice, not retrospectively or during an already prepaid period.

If payment fails, we will notify you and allow at least 14 days to resolve it before suspending paid access, unless fraud or another urgent ground under clause 21 applies. Tell us promptly about a disputed charge; we will investigate reasonably and will not suspend solely for a genuinely disputed amount while you cooperate and pay undisputed charges.

8 Cancellation and refunds

An authorised administrator may cancel renewal through any available account cancellation control or by emailing support@jojanone.com. No reason is required. Cancellation received before renewal stops the next renewal and takes effect at the end of the current paid period, with access continuing until then. We will confirm cancellation by email.

Unless an Order, these Terms or mandatory law provides otherwise, unused time is not refunded when you cancel for convenience. This does not affect remedies for our breach or the refund rights in clauses 19, 22 and 25. Stopping use does not itself cancel billing; cancellation does not itself request data deletion.

9 Information and professional advice

Jojan One provides software, records, automation, educational information, templates and practical guidance. We are not a law firm, accountant, tax adviser, financial adviser or regulator. The Services, including Jova responses and generated documents, do not constitute legal, tax, accounting, investment or other regulated professional advice and do not create a professional adviser relationship.

Obtain advice from a suitably qualified professional when your circumstances require it, particularly for significant contracts, employment decisions, regulatory submissions, disputes and tax or financial matters. These statements describe the scope of the Services and do not remove our duty to provide them with reasonable care and skill.

10 Jova and other AI features

Jova and other AI features produce outputs based on your inputs and available systems. Outputs can contain errors, invented facts or references, omissions, bias and outdated information. They may not reflect the law, jurisdiction, sector or circumstances relevant to you. Similar outputs may be supplied to other users; outputs are not guaranteed to be unique or eligible for intellectual property protection.

Check the accuracy, sources, relevance and suitability of outputs before relying on them or sharing them. Apply meaningful human review to decisions affecting legal rights, employment, finances, regulatory compliance or other significant interests. Do not use outputs as the sole basis for decisions producing legal or similarly significant effects on individuals.

Provide accurate, relevant inputs and only information you are entitled to share. Do not submit unnecessary personal data, privileged material or sensitive information to an AI feature unless the applicable processing arrangements permit it. External AI providers used to deliver a feature are subject to the data protection arrangements in clause 14 where they process personal data on your behalf.

11 Compliance remains your responsibility

You remain responsible for identifying applicable obligations, checking jurisdiction and sector requirements, meeting deadlines, making filings, maintaining evidence and implementing policies and controls. A score, dashboard, status, reminder or recommendation is a support tool and is not regulatory approval, legal certification, insurance or a guarantee of compliance. Check important deadlines independently and confirm any submission has been received by the relevant body.

12 Documents and templates

Templates, policies, contracts, reports and generated documents are starting points. Review and adapt them to the intended parties, facts, jurisdiction and current requirements before signing, issuing, submitting or relying on them. A document may be marked Draft - Review Before Use; the need for review also applies where that label is absent.

You decide whether a document is suitable and obtain professional review where appropriate. We do not guarantee enforceability, acceptance by a regulator or suitability for every situation. Any separate document signing or submission feature is governed by its disclosed scope; generating a document alone does not execute, file or deliver it.

13 Customer Content and permitted processing

You retain ownership of the information, records, prompts, files and other content you or authorised users provide (Customer Content). You confirm that you have the rights and lawful authority to provide it and to instruct its use within the Services, including sharing with invited users or selected integrations.

You grant us a limited, non-exclusive right to host, copy, transmit and otherwise process Customer Content only as necessary to provide, support, maintain and secure the Services, follow your lawful instructions and meet legal obligations. This permission does not transfer ownership or grant a right to sell your content or use it for unrelated advertising.

These Terms do not authorise training general-purpose AI models on Customer Content. Any optional use for that purpose requires a separate express agreement and an appropriate lawful basis for personal data. Service improvement must use information that does not identify you or individuals, unless separately authorised or otherwise lawfully processed as explained in the Privacy Notice.

14 Personal data and privacy

Each party must comply with applicable data protection law, including the UK GDPR and Data Protection Act 2018 as amended, and EU GDPR where applicable. We act as an independent controller for purposes such as account administration, billing, security and our legal obligations, as explained in the Privacy Notice.

Where we process personal data in Customer Content on your behalf, you act as controller, or as a processor authorised by your controller, and we act as processor or sub-processor. A binding DPA covering that processing must be agreed before that processing begins. These Terms and the Privacy Notice alone do not replace the DPA.

The DPA must specify the processing, instructions, security, confidentiality, sub-processors, assistance with rights and incidents, audits, international transfers, and return or deletion. It must identify or provide access to applicable sub-processor and transfer information. You are responsible for lawful collection, required notices, appropriate instructions and permissions, and minimising personal data uploaded. Special category and criminal offence data require the applicable legal conditions and suitable safeguards.

15 Confidentiality and security

Each party must protect the other party's confidential information with reasonable care, use it only for this agreement and disclose it only to people or service providers who need it and are bound by appropriate confidentiality obligations. Information is not confidential if it is lawfully public, already lawfully known, independently developed or lawfully received without restriction.

Disclosure required by law is permitted, limited to what is necessary, with prior notice where lawful. Confidentiality continues after termination while the information remains confidential. The DPA governs personal data where it imposes additional requirements.

We will maintain appropriate technical and organisational security measures proportionate to the risks and applicable law. No online service is absolutely secure. You must protect devices and credentials, assign appropriate permissions and report suspected incidents promptly. We will notify you of personal data breaches as required by law and the DPA. You should keep independent copies of critical records; this does not reduce our contractual or statutory duties.

16 Acceptable use

You and authorised users must not use the Services unlawfully or fraudulently; infringe rights; upload malicious code; obtain unauthorised access; disrupt security or availability; create deceptive or unlawful records; or misrepresent outputs as professional advice or regulatory certification issued by us.

Do not share accounts to bypass user limits, evade usage restrictions, resell platform access without agreement, scrape proprietary platform materials at scale, or reverse engineer the software except to the extent expressly permitted by law. Comply with applicable sanctions and export controls. Any investigation or restriction will be proportionate and handled under clause 21.

17 Intellectual property and output use

We or our licensors own the Services, software, branding, designs, documentation, underlying templates and other original platform materials. During your subscription we grant you a non-exclusive, non-transferable right for authorised users to access the Services for your organisation's business purposes within your Order.

Subject to your rights in Customer Content and third-party rights, you may use, adapt, reproduce and share documents and outputs generated for your business for legitimate internal and commercial purposes, including with staff, advisers, counterparties and regulators. This permission continues after the subscription ends for outputs lawfully obtained during it. You may not resell our underlying template library or platform materials as a competing library or service.

To the extent we own rights in generated outputs that are not underlying platform or third-party materials, we grant you a perpetual, worldwide, royalty-free licence to use those outputs for the purposes above. This does not guarantee exclusivity or protection for AI outputs. You may voluntarily provide feedback, which we may use without payment, but feedback grants no right to misuse your confidential information or personal data.

18 Third parties and integrations

An integration you choose may exchange content with a third-party service under its own terms and privacy information. Review permissions before connecting it. You are responsible for your third-party account and instructions. We may change or withdraw an integration if its provider changes or withdraws access, subject to clause 19 where paid functionality is materially reduced.

We do not control independent third-party services, but remain responsible for our contractual duties and for providers we engage to deliver the Services, including as required by the DPA. A third-party failure does not automatically excuse our own breach.

19 Availability and changes to the Services

We will provide the Services with reasonable care and skill. Maintenance, updates and faults may interrupt access. No uptime percentage, response time or service credit applies unless agreed in an Order. We will give reasonable advance notice of planned material interruptions where practicable and take reasonable steps to restore service.

We may improve or change features. If we materially reduce core paid functionality during a prepaid term, we will give at least 30 days' notice where practicable and offer a reasonable equivalent or allow you to end the affected Services and receive a proportionate refund for the unused prepaid period.

20 Beta features

Features identified as beta, preview or experimental may be less reliable, change or be withdrawn. Use appropriate caution and keep copies of important work. Beta status does not exclude liability that cannot lawfully be excluded or remove our data protection obligations.

21 Suspension

We may restrict or suspend access to the extent reasonably necessary for a material breach, overdue undisputed payment under clause 7, fraud, a serious security risk or a legal requirement. Where practicable, we will give notice, explain the reason and allow a reasonable opportunity to remedy it. Urgent action may be taken without prior notice where needed to prevent harm or comply with law.

We will limit the scope and duration of suspension, review it reasonably and restore access once the grounds are resolved. Contact support@jojanone.com to query a suspension. We will facilitate lawful access to essential records where reasonably possible without undermining the reason for suspension. Suspension does not automatically terminate the agreement.

22 Termination

Either party may terminate for a material breach if it is not remedied within 14 days after written notice specifying the breach, or immediately if it cannot be remedied. We may terminate immediately where continued provision is unlawful or a serious fraud or security threat cannot reasonably be addressed by suspension. You may cancel renewal at any time under clause 8.

If we discontinue the Services for convenience, we will give at least 30 days' notice and refund fees prepaid for the period after termination. If you terminate for our unremedied material breach, we will refund the unused prepaid portion of affected Services. If we terminate for your breach, accrued charges remain payable, but future renewal fees will not be charged.

23 Records after cancellation or termination

Export or request return of important records before paid access ends. On expiry or termination, we will provide a reasonable opportunity, normally at least 30 days, to request export of Customer Content in an available commonly used format, unless law or an urgent security risk prevents it. Ordinary account functionality may cease during this period; contact support for assistance.

We will then delete or return personal data processed on your behalf in accordance with your instructions, the DPA and applicable law. Other Customer Content will be deleted within a reasonable period after the export opportunity, except where lawful retention is necessary. Legally retained information and backup copies will remain protected, be restricted from ordinary use and be deleted when the retention requirement or appropriate backup cycle ends.

The Privacy Notice explains retention of information we hold as controller. Cancellation alone does not require immediate deletion. Ownership, permitted use of downloaded outputs, confidentiality, accrued payment obligations, liability and dispute provisions survive where necessary to give them effect.

24 Events beyond reasonable control

Neither party is liable for delay or failure caused by an event beyond its reasonable control where it could not reasonably prevent or overcome the effects. The affected party must notify the other, mitigate disruption and resume performance promptly. This does not excuse charges already due or data protection duties. If a material interruption continues for more than 30 days, either party may end the affected Services and you will receive a proportionate refund of unused prepaid fees.

25 Liability and remedies

Nothing in this agreement excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot lawfully be excluded or limited. Mandatory statutory rights and the rights of individuals or regulators under data protection law remain unaffected.

Subject to the preceding paragraph, neither party is liable to the other for indirect or consequential loss, or loss of profit, revenue, business opportunity, anticipated savings or goodwill, whether direct or indirect. This exclusion does not exclude reasonable direct costs of restoring Customer Content lost or damaged through our breach, subject to the cap below.

Subject to the first paragraph of this clause, each party's total aggregate liability arising out of or in connection with the agreement, whether in contract, tort (including negligence), misrepresentation or otherwise, is limited to the greater of GBP 1,000 and the fees paid or payable for the Services in the 12 months immediately preceding the first event giving rise to a claim. All related claims share this single cap. A different cap applies only if expressly agreed in an Order or DPA.

The cap does not limit your obligation to pay agreed fees or either party's obligation to pay an express refund under these Terms. Each party must take reasonable steps to reduce its losses. We are not liable to the extent a loss was caused by inaccurate inputs, unlawful use, failure to apply required human review, or your failure to secure accounts, but only insofar as it was not also caused by our breach.

You are responsible for direct loss we establish was caused by your breach, including deliberate misuse or content you had no right to provide, subject to this clause. There is no automatic obligation to indemnify us for every third-party claim. These limitations apply only so far as permitted by applicable law and any applicable reasonableness requirements.

26 Changes to these Terms

We may amend these Terms for changes in law, security, functionality or business arrangements. We will identify the changes and provide at least 30 days' advance notice of material changes by email or a prominent account notice, except where a shorter period is necessary for law or urgent security. Changes apply prospectively.

If a material change adversely affects you, you may notify us before it takes effect and end the affected Services with a proportionate refund of unused prepaid fees. Where a shorter notice is necessary, you may exercise that right within 30 days of notice. We will obtain renewed acceptance where legally required. Otherwise continued use after the notified effective date constitutes acceptance. We will keep the current version and effective date accessible.

27 Notices and complaints

Send contractual notices, billing questions and complaints to support@jojanone.com or our registered office. We send notices to your registered contact email or through the account where these Terms permit it. Keep that address current. Notices take effect when received; a failed delivery message is not evidence of receipt. We will consider complaints in good faith and seek to resolve them promptly.

28 General provisions

You may not transfer this agreement without our written consent, which we will not unreasonably withhold for a legitimate business transfer. We may transfer it in connection with a restructuring, merger or business sale if the successor can perform the obligations and your rights are not materially reduced. We will notify you of a transfer.

This agreement is the entire agreement about the Services and replaces earlier proposals on the same subject. Neither party relies on statements not set out in it, but nothing excludes liability for fraud or restricts misrepresentation liability where that would be unlawful. No partnership, agency or employment relationship is created.

A failure or delay to enforce a right is not a waiver. If a provision is invalid or unenforceable, the rest remains effective. No person other than the parties has rights to enforce the agreement under the Contracts (Rights of Third Parties) Act 1999, without affecting rights arising independently under law.

29 Governing law and jurisdiction

The laws of England and Wales govern this agreement and any contractual or non-contractual dispute or claim arising from it. The courts of England and Wales have exclusive jurisdiction, subject to any mandatory legal rights or jurisdiction rules that cannot be excluded.

30 Electronic acceptance

By selecting the acceptance checkbox and completing registration or purchase, you confirm that you have had an opportunity to read and retain these Terms, agree to them, and have authority to act for the customer where applicable. Acceptance may be recorded electronically, including the account, workspace, date and time, and version accepted. No handwritten signature is required.

Acknowledging receipt of the Privacy Notice does not amount to consent for every use of personal data. Any optional marketing consent is separate. Where required for your use, the DPA must also be made available and agreed before personal data is processed on your behalf.

Contact details

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