Accorded Terms And Conditions

Effective date: 2 November 2026

These Terms and Conditions govern access to and use of the Accorded website, application, browser extension, accounts, workspaces, and related services.

1. The Service

Accorded provides communication support features including professional profile assessments, saved contacts, communication history, message drafting, communication guidance, assessment reports, and optional administrator marketing workflows.

Features may change as Accorded develops. Some features may be available only to particular plans, invited users, or early adopters.

2. Accounts And Authority

Users must provide accurate account information, protect their credentials, and ensure that they are authorised to use the account, workspace, LinkedIn information, communication material, contact data, and files they submit.

Users must not allow another person to use an account in a way that breaches these Terms or applicable law.

New accounts complete setup by creating a password. Free signup does not require payment; paid or trial signup requires confirmed payment or a valid agreed trial before the account is ready. A welcome email provides a way to continue setup or sign in; it does not bypass account authentication or enabled two-factor authentication. Additional users join through account invitations.

Newly registered users must verify their email within 24 hours of account readiness. Creating a password does not itself verify an email address. After that deadline, product features are restricted until verification, but sign-in, security, billing history, cancellation and support remain available. This restriction does not cancel a subscription, stop billing or delete stored data. Correcting an unverified address does not extend the deadline. Existing users remain exempt from this new-signup deadline; additional users verify their address through a valid invitation.

Users can manage their own email address and password and optionally enable authenticator-app two-factor authentication. For an already verified user, a replacement email becomes the login address only after confirmation. Newly registered unverified users may correct their address after the required security checks. Two-factor authentication protects normal Customer Hub sign-in; extension licence/email authentication and integration API/MCP credentials remain separate access methods. Users must protect those credentials too.

3. Changing Subscription Plans

Customers may move to an available cheaper or free plan, which may be ongoing or fixed-term. A downgrade takes effect at the end of the current paid billing period; the existing plan and its usage limits remain active until then. No automatic refund or credit is provided unless separately stated. Existing contacts and stored account data remain unchanged, and usage limits change when the new plan becomes active. An upgrade may create an immediate prorated charge. Changes between monthly and annual billing, including a combined plan and frequency change, take effect at the current period boundary without proration, automatic refunds or a new signup trial. When an existing paid subscription

is updated, payment details are not collected again. Paid access for a new or replacement subscription requires confirmed payment, except for a valid agreed trial. Any agreed payment-collection relief does not forgive earlier unpaid invoices; invoices skipped under that relief are not retrospectively collected. Applicable tax is calculated by the payment provider according to the inclusive or exclusive VAT treatment shown for the subscription. Where prices exclude VAT, applicable VAT is added at Checkout; the payment provider confirms the final total. Later changes to new-subscription tax settings do not reprice existing subscriptions.

Cancel subscription shows the confirmed effective date and remaining access before confirmation. Cancelling a valid unpaid trial before its end prevents its first subscription charge. Cancellation stops future renewals at the confirmed boundary; it does not remove existing unpaid invoices or automatically provide a refund. A scheduled cancellation can be reverted before it takes effect where that option is available. Closing a free account is a separate action from automatic free-term expiry.

4. User Content

Users retain responsibility for the content they submit, including profile information, messages, transcripts, files, drafts, contact data, and questions. Users confirm that they have the rights, permissions, and lawful basis needed to provide that content and use any resulting output.

Users must not submit content that they are not authorised to process or share with Accorded or its configured service providers.

5. Generated Content And Assessments

Accorded may provide assessments, summaries, suggestions, drafts, classifications, and reports. These are aids for human review. They may be incomplete, inaccurate, or unsuitable for a particular situation.

Users remain responsible for checking content before sending it, making decisions, complying with law and professional duties, and considering the effect on the people referred to in the content.

Accorded does not guarantee a reply, sale, meeting, conversion, outcome, or particular communication result.

The Accorded Gap Analysis and Decision Radar are practical communication and decision-making guides, not measurements, diagnoses or fixed judgements. Company-type examples are illustrative, not a determination of a particular person's preferences. Contact Chat may use bounded recent saved Comms Profile communications alongside the current conversation where relevant; users should review explanations and copy-ready drafts before use.

6. Acceptable Use

Users must not:

- Use Accorded unlawfully or without appropriate authority.

- Use the service to harass, discriminate against, deceive, impersonate, or harm another person.

- Upload malware, credentials, payment data, or unrelated sensitive information.

- Attempt to bypass access controls, usage limits, or provider restrictions.

- Scrape or copy Accorded content or services except as permitted.

- Use generated content as a substitute for legal, medical, financial, safeguarding, or other professional advice.

Ask Accorded can answer product questions about sensitive topics such as passwords and payment methods. Detected sensitive values are replaced with dashes before processing, but detection is not guaranteed to find every secret. Do not submit real credentials or unnecessary private information, and review the redacted question.

7. Browser Extension

The extension may request access to supported LinkedIn pages and may communicate with the Accorded platform to perform a user-initiated workflow. Users are responsible for reviewing browser permissions and complying with LinkedIn's terms and all applicable rules.

8. Marketing Workflows

Marketing features are administrator-controlled. The administrator is responsible for contact authority, lawful marketing communications, correct campaign content, test settings, sender configuration, unsubscribe requirements, and the use of generated assessment reports.

Accorded does not make a marketing campaign lawful merely by providing tools to process or send it.

9. Third-Party Services

Accorded may depend on third-party AI, email, subscriber-management, hosting, payment, analytics, identity, or other services. Those services have their own terms, availability, and privacy practices. A feature may be unavailable if a relevant third-party service is unavailable or incorrectly configured.

10. Fees And Plans

Any fees, usage limits, allowances, plan terms, renewal terms, and cancellation rules shown at signup or in an applicable order are part of the agreement for that service. Early-adopter or waiting-list arrangements may have separate terms. Monthly Accorded Credits are shared across the account, with separate plan-specific Platform / Extension and API activity rates. Saved Contacts are unlimited; user limits remain separate. Credits renew monthly on the activation anniversary, with short months clamped without changing the original anniversary. There is no rollover, credit purchase, automatic top-up or extra subscription payment. New plan settings apply to new work without resetting spent credits. Submitted jobs, retries and sessions retain quoted charges and processing settings. Unused reservations are released; successful work is not refunded when a record is deleted. Comms Profile reassessment uses one unit per attribution block plus one per selected communication, with no extra final-synthesis unit.

A Pre-call Briefing uses the plan's Pre-call Briefing rate only when generation succeeds and the report is saved. Failed generation, reopening saved reports, contact-status or briefing-feedback edits, and PDF downloads use no Accorded Credits. Creating a new briefing is a new generation and is subject to the available allowance.

A Company Assessment uses the plan's Company Profile Assessment rate for a successfully saved company assessment and its LinkedIn Assessment rate for each successfully saved new person assessment. Existing eligible person assessments are reused without an Accorded Credit. Successfully saved company-report advice uses the plan's Company Report advice rate. The displayed free advice-refresh allowance is shared across the account for each saved company (one successful refresh by default); further successful advice refreshes use the plan's Company Report advice rate. Refreshing advice uses saved evidence, not new scanning or profile assessments. Failed advice generation or refresh releases unused report credits; successfully saved person assessments remain charged and available after partial failure or cancellation. No accessible people means the process stops without charging credits. Reopening saved company reports uses no credits. Company reports are available online through Companies and do not offer PDF downloads. Company reports and advice versions are

shared within the customer account and identify whose patterns informed the advice.

Review the complete billing-phase sequence, including any free period, introductory price and later price. An introductory price is not necessarily the ongoing price, and a free-only fixed-term offer is different from a free trial that later becomes paid.

An ongoing free plan has no scheduled free-term expiry, subject to its normal allowances and these Terms. A free-only plan with a finite final phase provides access for the displayed term. For a new account, that term starts when the first account owner creates their initial password; for a later plan assignment, it starts when the plan takes effect. The assigned term is recorded for the account, so later catalog edits do not silently change its expiry. The expiry date is available in Account, Settings, Subscription.

The active account administrator receives a free-access reminder and expiry confirmation through the configured system-email service. After expiry, chargeable work and adding users are unavailable, even where the plan originally allowed unlimited use. New assessments, collaborations and other allowance-controlled work stop. Sign-in, account management and viewing or downloading existing saved records remain available, subject to separate security or account restrictions. Expiry does not delete records or create a payment obligation; data remains subject to the Privacy Policy's retention rules.

A monthly allowance reset or selecting the same expired free trial does not restart the term. Access can resume when another available plan takes effect, paid activation is confirmed, or Accorded agrees an extension. These changes do not erase recorded usage or remove unrelated restrictions. Existing fixed-term free accounts receive a minimum seven-day free-access window from introduction of the expiry process where their calculated expiry would otherwise be earlier.

11. Intellectual Property

Accorded and its licensors retain rights in the service, branding, software, documentation, pattern materials, layouts, and other Accorded content. These Terms do not transfer ownership to a user.

Subject to these Terms, users may use their submitted content and the resulting service output for their lawful business or personal purposes. Users must not represent Accorded-owned material as their own or reproduce private service materials without permission.

12. Availability And Changes

Accorded may update, suspend, or discontinue features. The service is provided on an availability basis and may be affected by maintenance, provider outages, network issues, or other circumstances outside Accorded's control.

13. Suspension And Termination

Accorded may restrict or terminate access where necessary for security, legal compliance, non-payment, misuse, or breach of these Terms. Users may stop using the service and may contact Accorded about account or data requests.

14. Disclaimers And Liability

To the extent permitted by law, Accorded is not responsible for decisions made solely from generated assessments or for messages sent without user review. Nothing in these Terms excludes liability that cannot lawfully be excluded.

15. Changes To These Terms

Accorded may update these Terms. The effective date will be updated when changes are published. Continued use after an updated version takes effect means the updated Terms apply going forward, subject to any rights required by law.

16. Contact

Questions about these Terms can be sent to translate@accorded.co.uk.

This document should receive legal review before publication as the final contractual terms for a particular jurisdiction.

17. Connected Calendars, Tasks And Mailboxes

Users may connect their own Google or Microsoft workspace. Synchronisation covers calendar events and tasks created or explicitly linked through Accorded, not the whole calendar. Personal defaults and item choices govern synchronisation; supported changes in either system may update linked records. Provider limits, revoked access, conflicts and delays can affect synchronisation. Review warnings and keep essential arrangements independently. Availability checks are advisory, not guaranteed. Synchronising does not invite an external contact or authorise an agenda.

Read-only mailbox connection is separate. It can log messages involving saved, explicitly matched contact addresses; it does not authorise sending, deleting or changing messages in the mailbox. Users must have authority and an appropriate lawful basis for processing correspondence, including other people's information, and provide any required notices. Do not connect mailboxes or submit information subject to confidentiality restrictions that prohibit this processing. Account administrators cannot grant another user's mailbox access on their behalf.

Users choose team or personal visibility for eligible logged correspondence. Any account user can make a contact's emails private across the account; only that user or a Customer Admin can reverse the setting. Other account users, including the person who changed the setting, cannot access another user's private emails. Individual messages can be shared only by their mailbox owner. Making the contact public leaves previously unshared private messages private. The contact card remains an account record. Existing saved reports, chats and exports have separate history and sharing arrangements.

Comms reassessment uses Saved Messages, Synced Emails or both in one normal assessment workflow. Every run that includes synced emails requires confirmation of AI use of eligible incoming contact-authored emails from the user's mailbox and emails shared by other account users, together with its displayed processor, credit quote and shared assessment result. Another user's private emails and outgoing text are excluded from contact classification. One run uses up to 15 eligible communications combined; long messages may be excerpted. The existing Comms assessment credit rules apply to processing, including completed stages if later work fails. Original private emails remain private, but the approved generated assessment is saved on the shared contact and may become active under the usual rules. There is no separate private email assessment workflow. Automated mailbox assessments are not enabled. Assessment-ready notifications do not run assessments or authorise charges and can be paused or stopped per contact. Contact Chat can use relevant shared emails and the requesting user's own private emails when drafting communications. Users must review generated material before saving or sharing it with colleagues. Saved assessments remain subject to human review and must not be used as diagnoses or as the sole basis for decisions with legal or similarly significant effects.

Disconnecting stops new access but does not erase imported records. Users can delete imported mailbox copies separately and choose a retention period. Shared, exported or historical records may need separate deletion. Connections remain subject to provider and organisation restrictions; availability does not imply approval, certification or guaranteed compatibility.