

NOVI

Terms and Conditions

Terms of Use for the Novi Educational AI Platform

Version 1.0

Operator: ctc Health Sàrl

Registered address: Route de Chêne 5, 1207 Genève, Switzerland

1. About These Terms

These Terms and Conditions (the “Terms”) govern access to and use of the Novi educational platform, which is provided and operated by CTCHealth, including its voice-enabled artificial intelligence chatbot features, administrative functions, lesson content, and related services (together, the “Service”).

Novi administrators, school administrators, and teachers who access or use the Service accept and agree to comply with these Terms. Any separate commercial negotiations or agreements concerning the Novi project are handled outside the platform and are not part of these Terms unless expressly incorporated in writing by CTCHealth.

If you do not agree with these Terms, you must not access or use the Service.

2. Who Provides the Service

The Service is provided and operated by ctc Health Sàrl (“CTCHealth”, “we”, “us”, or “our”) under the Novi product and service offering. CTCHealth develops, configures, hosts, maintains, and supports the platform.

Certain voice and AI functions are provided through third-party technology providers, including Vapi and AI model providers made available through Vapi. These providers may change from time to time as the technical architecture evolves.

3. Intended Users and Current Scope

The current version of the Service is intended for authorised Novi administrators, school administrators, and teachers.

- The current version is not intended for direct use by students.
- School administrators may invite teachers and manage access for users associated with their school.
- Users must use the Service only for authorised educational and administrative purposes.

If Novi later expands the Service to students or minors, these Terms and the associated privacy and AI compliance documentation may be updated before that functionality is made available.

4. Educational and AI Nature of the Service

Novi includes an artificial intelligence chatbot designed to support space education and related learning activities. Users are interacting with an AI system when they use the chatbot.

AI-generated responses may contain errors, omissions, or outdated information. The Service is intended to support education, not to replace professional judgement, teacher oversight, or authoritative educational materials.

- Users should verify important information before relying on an AI-generated response.
- The chatbot is not designed to make admissions, grading, employment, disciplinary, medical, legal, financial, or other high-impact decisions.

- The chatbot does not use biometric identification, emotion recognition, or social scoring functionality.

5. Accounts and Access

Access to the Service may require an authorised account. Novi administrators may create or authorise school administrators, and school administrators may invite teachers.

Users are responsible for:

- providing accurate account information where required;
- keeping login credentials confidential;
- not sharing accounts with unauthorised persons;
- promptly reporting suspected unauthorised access; and
- using only permissions assigned to their role.

Names and email addresses may be stored for account creation, authentication, authorisation, invitation management, and platform access. Users are not required or encouraged to identify themselves during a voice conversation unless needed for the activity.

6. Acceptable Use

You must not use the Service to:

- violate applicable law or the rights of another person;
- submit unlawful, abusive, harassing, discriminatory, defamatory, or intentionally harmful content;
- attempt to bypass access controls, security restrictions, or technical safeguards;
- probe, scan, test, reverse engineer, or interfere with the Service except where expressly permitted by applicable law;
- introduce malware, malicious code, or disruptive material;
- use the Service to impersonate another person or misrepresent authority;
- use AI outputs as the sole basis for decisions that produce legal or similarly significant effects on individuals;
- use the Service for biometric identification, emotion recognition, discriminatory profiling, or social scoring;
- attempt to extract confidential prompts, system instructions, credentials, security information, or proprietary platform information; or
- use the Service in a way that materially disrupts availability for other authorised users.

7. Voice Calls, Recordings, and AI Processing

The voice chatbot processes speech in order to provide the requested conversational functionality. This typically involves speech-to-text conversion, AI response generation, and text-to-speech conversion.

Call recording is enabled for the current implementation. Vapi may temporarily retain call-related information, including recordings, transcripts, connection logs, call metadata, and related technical information, for 14 days under the confirmed service configuration.

Relevant call and usage information may be used for operational analytics, including monitoring usage and expenditure and estimating expected service costs for Novi. Novi and its service providers should apply data-minimisation and retention controls appropriate to these purposes.

Users should avoid disclosing unnecessary personal information or sensitive information during voice conversations.

8. Privacy and Personal Data

Use of the Service may involve the processing of personal data. Information about the purposes of processing, categories of personal data, recipients, retention, international transfers, and applicable rights is provided in the Novi Privacy Notice.

The Privacy Notice forms a separate transparency document and does not form part of these Terms unless expressly stated.

Where personal data are processed through service providers on behalf of CTCHealth in connection with the Novi Service, CTCHealth uses contractual and organisational arrangements intended to support applicable data-protection obligations.

9. International Processing

Some service providers used by CTCHealth in connection with the Novi Service may process data outside the European Economic Area. In particular, Vapi is based in the United States and stores call-related information in the United States under the current configuration.

Where required by applicable data-protection law, appropriate transfer mechanisms and safeguards are used. Further information should be provided in the Novi Privacy Notice.

10. Educational Materials and Intellectual Property

The Novi project supplies or commissions the lesson materials used with the Service, which may include videos, images, PDF documents, text, and other educational resources (“Novi Content”).

Unless otherwise stated, the relevant rights holder or licensor retains all rights, title, and interest in the Novi Content. CTCHealth and its licensors retain rights in the underlying software, technical components, and platform elements owned by them.

Authorised users receive a limited, non-exclusive, non-transferable right to access and use the Service and Novi Content solely for the authorised educational purposes made available through the Novi project.

Users must not, unless permitted by law or expressly authorised:

- copy, redistribute, sell, sublicense, or commercially exploit Novi Content;
- remove copyright, trademark, attribution, or proprietary notices;
- use Novi Content or Service outputs to build a competing service; or

- misrepresent AI-generated material as verified or authoritative content when it has not been reviewed.

11. User-Provided Material

If the Service permits users to submit text, documents, audio, or other material, users must ensure that they have the right to provide that material and that doing so does not violate applicable law, confidentiality duties, intellectual-property rights, or privacy rights.

Users should not upload confidential, sensitive, or personal information unless it is genuinely necessary for the authorised use of the Service.

12. Service Availability and Changes

CTCHHealth may update, modify, improve, suspend, or discontinue features of the Service where reasonably necessary for security, maintenance, legal compliance, technical improvement, or changes to the educational offering.

CTCHHealth does not guarantee that the Service will always be uninterrupted or error-free. Planned or emergency maintenance, third-party outages, internet connectivity, AI provider availability, and other circumstances may affect access.

13. Third-Party Services

The Service relies on third-party technology and infrastructure providers. These may include cloud hosting, voice processing, speech-to-text, text-to-speech, AI model, authentication, monitoring, and related service providers.

Third-party services may be subject to separate contractual, privacy, security, and availability terms between Novi, CTCHHealth, and those providers. Users do not obtain independent rights against those providers merely by using Novi unless applicable law provides otherwise.

14. Suspension and Termination

CTCHHealth may suspend or restrict access where reasonably necessary to protect the Service, other users, or third parties; to investigate suspected misuse; to comply with law; or where an account is no longer authorised by the relevant school or organisation.

Account information and associated progress are retained unless and until the user requests deletion, subject to any retention required by applicable law or a legitimate operational requirement. Where a valid deletion request is made, Novi/CTCHHealth can perform a permanent hard deletion of the account and associated personal data.

Termination or deletion does not affect provisions that by their nature should continue to apply, including intellectual-property, confidentiality, liability, dispute, and applicable-law provisions.

15. Security

No internet-based or cloud service can guarantee absolute security. Users must take reasonable steps to protect their own credentials, devices, and access environment.

16. No Warranty as to AI Accuracy

AI outputs are probabilistic and may be inaccurate, incomplete, misleading, or inconsistent. To the fullest extent permitted by applicable law, CTCHealth does not warrant that AI-generated content will be factually correct, complete, current, or suitable for a particular educational decision.

This limitation does not affect any rights or remedies that cannot lawfully be excluded or limited.

17. Changes to These Terms

CTCHealth may update these Terms where reasonably necessary to reflect changes to the Service, applicable law, security requirements, or business operations.

Where a change is material, CTCHealth should provide reasonable notice through the Service, by email, or through another appropriate communication channel before or when the updated Terms take effect, as required by applicable law.

18. Contact

Questions about these Terms may be directed to:

Entity	ctc Health Sàrl (CHE-498.227.003)
Address	Route de Chêne 5, 1207 Genève, Switzerland
Email	contact@ctchealth.ch
Privacy contact	support@ctchealth.ch