

The short version

PERRLA Terms & Conditions, in plain English

This is a **plain-English summary, not the agreement itself**. The full Terms & Conditions are what you actually agree to, and if anything here differs from them, they win. This page exists so you can see what is in them at a glance.

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DAYS TO GET A FULL REFUND

30

DAYS NOTICE BEFORE A PRICE
RISE

90

DAYS YOUR FILES ARE KEPT

30

DAYS AFTER A SCHOOL LICENSE
ENDS

WHAT YOU ARE BUYING

- **One subscription, one person.** It covers you, not a group, and you should not share your login.
- **Every platform is included.** PERRLA Online, PERRLA for Word, PERRLA for Google Docs, and the Chrome Extension, on the devices you personally use.

MONEY

- **It renews automatically** unless you turn that off.
- **Cancel any time** in Settings > Subscription & billing, or by emailing support. Cancelling stops future charges and you keep access through the term you already paid for.
- **30-day refund, no reason required.** A full refund on your most recent purchase or renewal, add-ons included.
- **Price rises come with 30 days notice by email**, and you can cancel before the new price applies.
- **Adding storage partway through a term is prorated**, then charged at the standard rate when you renew.

IF YOUR ACCESS COMES FROM A SCHOOL

- Your school's agreement may add terms on top of these, and it governs anything about student records.
- **If that license ends, you keep access for 30 days.** After that the account is treated as an expired subscription, and you can buy an individual one at any point to carry on without a gap.

YOUR WORK STAYS YOURS

- **PERRLA claims no ownership** of your papers, references, notes, annotations, or the files you upload.
- **Never sold.** Never used for advertising. Shared only with the providers that run PERRLA, where you ask for it, or where the law requires it.
- **Not used to train AI.** Where a file is sent to an outside AI service, it is only to pull bibliographic details out of it, under terms that forbid training on it and limit how long it is kept.

FILE STORAGE, AND WHAT HAPPENS IF YOU STOP

- **Storage is for academic and research work**, not a general backup drive, media library, or file-sharing service. No programs or disk images.
- **If your subscription lapses, your files go download-only.** You can still sign in and pull everything down, you just cannot upload.
- **Files are kept at least 90 days** after a subscription ends, then may be permanently deleted. Renewing before that restores full access.

WHAT PERRLA DOES NOT PROMISE

- **Your instructor has the final say.** PERRLA follows the published APA, MLA, and Turabian rules, but it cannot guarantee a particular teacher or school will accept the result. The paper is yours and so is responsibility for it.
- PERRLA is **not affiliated with or endorsed by** the APA, the MLA, or the University of Chicago Press.
- The software is provided as is, and liability is capped at what you paid in the last 12 months.

The short version

PERRLA's Privacy Policy, in plain English

This is a **plain-English summary, not the policy itself**. The full Privacy Policy is the one that governs, and if anything here differs from it, it wins. This page exists so you can see what is in it at a glance.

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PERSONAL INFORMATION SOLD

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DIGITS OF YOUR CARD KEPT

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DAYS TO FULL ACCOUNT DELETION

WHAT PERRLA COLLECTS

- **What you give us:** your name, email, and password; your papers, references, notes and uploaded files; anything you send to support.
- **Payment details go straight to a secure processor.** PERRLA keeps only the last four digits and the card type, so you can tell which card it was.
- **How the software is used:** features visited, actions, timestamps, device, browser, and IP address, plus error and performance logs when something breaks.
- **Session recordings** of how people move through the site and software, so confusing or slow parts can be found and fixed. Anything typed into a password field is masked.
- **From your school,** if a site license provides your access, and from services you connect, such as a Zotero library you choose to import.

THE ONE EXCEPTION WORTH KNOWING

- **perrla.com and the checkout carry advertising and analytics tools** from companies such as Meta and Google. They see that you visited and that you purchased, and may use it for their own advertising.
- **Those tools do not run inside PERRLA itself** – not in PERRLA Online, Word, Google Docs, or the Chrome Extension – and they never receive your papers, your reference library, or your files.
- You can limit them in your browser settings or through Meta's and Google's own ad controls.

WHAT PERRLA NEVER DOES

- Sell your personal information, or share your papers, files, or account details for anyone else's advertising.
- Build an advertising profile of you from your work.
- Use your content to train AI.

YOUR CHOICES

- **See and change** your account information any time in your settings.
- **Download** your papers and your whole reference library whenever you want.
- **Ask to be deleted.** Email support@perrla.com. Your account is scrambled so it no longer identifies you, then permanently deleted within 30 days.
- **One thing PERRLA cannot delete:** payment and transaction records held by the card processors and banks. Those are not PERRLA's to remove.
- **Unsubscribe from the newsletter** any time. Service messages such as renewal notices and receipts keep coming, because they are part of your subscription.
- **Disconnect** any service you have connected, any time, from your settings.

EMAILS YOU WILL GET

- A monthly newsletter, with an unsubscribe link at the bottom.
- A notice before your subscription renews, on annual and longer plans, and before it expires.
- A follow-up if you register for a free trial.
- Service messages about your account, your purchase, or a problem.

SECURITY AND STUDENTS

- **Encryption in transit, restricted staff access,** and a confidentiality agreement signed by every employee. PERRLA maintains PCI DSS compliance for the systems that touch card data.
- No system is completely secure, and PERRLA does not claim otherwise. If a breach affects your information, you will be told.
- **Student information is never sold** and never used for advertising. Where PERRLA handles education records for a school, it does so only as that school directs.