Gather QS AI Terms of Use

Last updated: 15 October 2026

These Terms of Use ("Terms") govern your access to and use of Gather QS AI, including Gather Construction AI for ChatGPT and Codex (together, the "Agent"), provided by Gather Insights Limited ("Gather", "we", "us" or "our"). The Agent connects to your Gather Workspace and operates through supported third-party AI platforms. By installing, accessing or using the Agent, you agree to be bound by these Terms. If you do not agree, do not use the Agent.

1. About the Agent

Gather QS AI is an AI-powered assistant that allows you to retrieve and interpret construction Project data using natural language. Connected features include Projects and assignments, Shift Records and site diary narratives, People and Resource information, and reports, subject to the tools and permissions available to your account. Some editions can also analyse project files you supply. Photos and attachments are available only where the connected tools and your permissions support them. Fatigue scoring and monitoring are excluded from the Gather Construction AI skill edition for ChatGPT and Codex.

The Agent is available in supported editions for Microsoft 365 Copilot, ChatGPT and Codex. Availability, installation requirements and enabled features depend on the relevant platform, your account and your organisation's settings.

The Agent provides an additional interface to Gather data and, where supported, project files you supply. It does not replace the Gather platform. Connected Gather features remain subject to your existing Gather subscription and agreement.

2. Eligibility and access

To use connected Gather features, you must:

- have an active Gather Workspace and a valid Gather subscription;
- hold an account and any licence or subscription required by the AI platform you use;
- be authorised by your organisation to access the Gather data you query; and
- have the connection enabled or approved where your organisation or AI platform requires this.

Your use of the Agent is subject to the permissions assigned to you within Gather. The Agent can only access data you are already authorised to access.

3. Read-only access

The Agent has read-only access to your Gather Workspace. It can retrieve and analyse data but cannot create, edit, delete or otherwise modify any records, settings or information within Gather. All record creation and management must be carried out directly within the Gather platform.

4. AI platforms, sign-in and connection

The Agent operates through the AI platform you choose, such as Microsoft 365 Copilot, ChatGPT or Codex. That platform processes your prompts, retrieved Gather information, supplied files and generated responses under the terms, privacy practices and settings applicable to your account or organisation. Review those terms and settings before connecting Gather or supplying project information.

To connect your Workspace, sign in to Gather through the platform's secure connection flow. Do not paste passwords, access tokens or authorisation codes into a conversation. Gather sign-in and your AI platform account are separate.

After sign-in, the Agent sends read-only requests to Gather on your behalf, such as a Project name or date range. Gather checks your permissions on every request and returns only data you are already allowed to see.

You can revoke the connection through the relevant AI platform's app or connection settings, or ask your Gather Workspace administrator to remove your Gather access. Disconnecting prevents further connected requests; it does not automatically remove information already held in conversation history, files or exports. Keep your Gather and AI platform credentials secure and do not allow anyone else to use the Agent through your account.

5. Acceptable use

You agree to use the Agent only for lawful purposes and in accordance with these Terms. You must not:

- use the Agent in any way that breaches your Gather subscription agreement or any applicable law or regulation;
- attempt to access data you are not authorised to access;
- use the Agent to extract, scrape or harvest data in bulk for purposes outside your normal business use;
- attempt to reverse engineer, interfere with or circumvent the security or operation of the Agent;
- use the Agent to make decisions that require professional human judgement without appropriate review; or
- rely on the Agent as the sole basis for any contractual, commercial, legal, financial or safety-critical decision.

6. Nature of AI-generated output

The Agent uses artificial intelligence to interpret your requests and generate responses based on accessible Gather records, project files you supply and the context available in the conversation. You acknowledge and accept the following.

AI output may contain errors. AI-generated responses can be inaccurate, incomplete or misinterpret the underlying data. You must independently verify any output before relying on it.

Output is not professional advice. The Agent does not provide legal, contractual, commercial, financial or professional advice. Any reference to contract terms, including NEC4 or other standard forms of contract, notification deadlines, compensation events or commercial positions, is provided for general information only and must not be relied upon as a substitute for professional judgement or qualified advice.

Commercial and contractual decisions remain your responsibility. The Agent may surface information relevant to compensation events, notification deadlines, fatigue risk, record quality and similar matters. This information is intended to support, not replace, the judgement of a qualified quantity surveyor, commercial manager, project manager or health and safety professional. You remain solely responsible for all decisions made using the Agent's output.

Data accuracy depends on your records. The Agent's output depends on the records, files and context available to it. Incomplete, inaccurate or missing information can result in incomplete or inaccurate output. Cached report results may be used; check the reporting period and refresh information before relying on them.

Fatigue and safety information. The Microsoft edition may provide fatigue calculations where enabled. These are general guidance from recorded shift data, are not a formal Fatigue Risk Assessment, and must not replace your organisation's health and safety processes. Fatigue scoring and monitoring are excluded from the ChatGPT and Codex skill edition. Any safety concerns must be escalated to site management and your health and safety lead.

7. Your data

Gather records remain governed by your Gather subscription agreement and our Privacy Policy. When you request connected information, relevant records are sent to the AI platform to answer your request. Project files you supply, retrieved information, generated outputs and conversation history may be retained by that platform according to its applicable terms and account settings. Check your organisation's data policies before using confidential or personal information. Saved local files, routines and exports depend on the environment and features you choose to use.

Use within Microsoft 365 Copilot is subject to Microsoft's applicable terms and privacy practices. Use within ChatGPT or Codex is subject to OpenAI's applicable terms, privacy practices and account settings. Gather does not control those providers' processing or retention of information in their platforms.

For details of how we handle personal data, see our Privacy Policy.

8. Availability

We aim to keep the Agent available and functioning but do not guarantee uninterrupted or error-free operation. The Agent depends on third-party services, including the AI platform and underlying models, and may be affected by factors outside our control. We may modify, suspend or discontinue the Agent or any of its features at any time.

Some features of the Agent may be limited or unavailable depending on data volumes, platform constraints or the configuration of your Workspace.

9. Intellectual property

The Agent, including its design, instructions, workflows and underlying configuration, is the property of Gather Insights Limited and is protected by intellectual property laws. These Terms do not grant you any ownership rights in the Agent. You may not copy, modify, distribute or create derivative works based on the Agent except as expressly permitted.

10. Limitation of liability

To the fullest extent permitted by law:

- the Agent is provided "as is" and "as available" without warranties of any kind, whether express or implied, including any implied warranties of satisfactory quality, fitness for a particular purpose or accuracy;
- we are not liable for any loss or damage arising from your use of, or reliance on, the Agent or its output, including any commercial, contractual, financial or consequential loss;
- we are not liable for any decision made or action taken on the basis of the Agent's output; and
- nothing in these Terms excludes or limits our liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, or for fraud.

The total liability of Gather Insights Limited in connection with the Agent is subject to the limitations set out in your Gather subscription agreement.

11. Changes to these Terms

We may update these Terms from time to time. Where we make material changes, we will take reasonable steps to notify you. Your continued use of the Agent after changes take effect constitutes acceptance of the revised Terms.

12. Termination

We may suspend or terminate your access to the Agent at any time if you breach these Terms, if your Gather subscription ends, or if we discontinue the Agent. You may stop using the Agent at any time by disconnecting it or asking your administrator to remove it.

13. Governing law

These Terms are governed by the laws of England and Wales. Any disputes arising in connection with these Terms are subject to the exclusive jurisdiction of the courts of England and Wales.

14. Contact

Gather Insights Limited, registered in England and Wales, company number 10215108, Manchester, United Kingdom.

Email: support@gatherinsights.com

Website: www.gatherinsights.com

These Terms supplement, and do not replace, your organisation's existing Gather subscription agreement. In the event of any conflict between these Terms and your Gather subscription agreement in respect of your underlying data and subscription, the subscription agreement prevails.