

Terms of Service

Last updated: 8 June 2026

These Terms of Service ("Terms") govern your access to and use of Suneo (the "Service"), provided by Created By Hydro LLC ("Hydro", "we", "us", or "our"). By installing, accessing, or using Suneo, you agree to be bound by these Terms. If you are using Suneo on behalf of an organisation, you represent that you have authority to bind that organisation, and "you" refers to that organisation.

1. The Service

Suneo is an AI assistant that operates inside Slack and connects to third-party platforms you authorise in order to research, report, build, and perform tasks on your behalf. The Service may evolve over time, and features may be added, changed, or removed.

2. Eligibility and accounts

You must be at least 18 years old and capable of forming a binding contract to use Suneo. You are responsible for maintaining the security of your account and your Slack workspace, and for all activity that occurs under your account. You agree to provide accurate information and to keep it up to date.

3. Third-party integrations

Suneo operates within Slack and connects to third-party platforms (such as your CRM, billing, analytics, and productivity systems) at your direction and using your authorisation. Your use of those platforms remains subject to their own terms. You represent and warrant that you have the right to connect each platform and to authorise Suneo to access the data within it. We are not responsible for the availability, accuracy, or conduct of any third-party platform, and we are not liable for any loss arising from changes to, or the unavailability of, those platforms.

4. Subscriptions, credits, and billing

4.1 Plans and credits

Suneo is offered on a free plan and on paid subscription plans. Paid plans include a monthly allotment of credits, which are consumed as Suneo performs work. Credit allowances, pricing, and plan features are described on our pricing page and may be updated from time to time.

4.2 Payment and renewal

Paid subscriptions are billed in advance through our payment provider, Stripe, and renew automatically each billing period until cancelled. By subscribing, you authorise us to charge your payment method on a recurring basis.

4.3 Cancellation

You may cancel your subscription at any time. Cancellation takes effect at the end of your current billing period, and you will retain access to your paid plan until then.

4.4 Refunds

Except where required by law, fees are non-refundable and unused credits do not carry over between billing periods or convert to cash.

4.5 Changes to pricing

We may change our pricing or plan structure. We will provide reasonable notice of material changes that affect your subscription, and such changes will take effect at your next renewal.

5. Acceptable use

You agree not to use the Service to:

- violate any law or regulation, or infringe the rights of others;
- access data you are not authorised to access, or connect platforms you do not have the right to connect;
- upload or process malware, or attempt to disrupt, probe, or compromise the Service or its infrastructure;

- reverse engineer, resell, or build a competing product from the Service;
- use the Service to send unlawful, harassing, deceptive, or abusive communications;
- exceed, circumvent, or interfere with usage limits, credit allocations, or rate limits.

We may suspend or terminate access for violations of this section.

6. Your data and licence to operate

As between you and us, you own the data you provide and the data within your connected platforms ("Customer Data"). You grant us a limited, non-exclusive licence to access, process, and transmit Customer Data solely to provide and operate the Service for you, including sending relevant data to our AI model providers to process your requests. We handle Customer Data in accordance with our [Privacy Policy](#). We do not use Customer Data to train AI models.

7. AI output and your responsibility to verify

Suneo uses artificial intelligence to generate responses, reports, and other output. AI systems can make mistakes and may occasionally produce information that is incomplete, inaccurate, or out of date. **You are responsible for reviewing and verifying any output before relying on it**, particularly for financial, legal, accounting, tax, or other consequential decisions. Suneo is a productivity assistant and does not provide professional, financial, or legal advice. We do not warrant that any output will be accurate, complete, or fit for a particular purpose.

8. Actions and approvals

Suneo distinguishes between read-only actions and actions that change data in your connected platforms. Actions that change data are presented to you for explicit approval before they run. By approving an action, you authorise Suneo to perform it, and you are responsible for the consequences of actions you approve. You are responsible for configuring which channels and integrations Suneo can access.

9. Intellectual property

The Service, including its software, design, and content (excluding Customer Data), is owned by Created By Hydro LLC and protected by intellectual property laws. We grant you a limited, non-

exclusive, non-transferable right to use the Service in accordance with these Terms. As between you and us, you retain ownership of the output generated for you from your Customer Data, subject to the rights of our model providers and any third-party platforms involved.

10. Confidentiality

Each party may have access to the other's confidential information. Each party agrees to protect the other's confidential information with reasonable care and to use it only as needed to perform under these Terms.

11. Disclaimer of warranties

The Service is provided on an "as is" and "as available" basis. To the fullest extent permitted by law, we disclaim all warranties, whether express, implied, or statutory, including the implied warranties of merchantability, fitness for a particular purpose, and non-infringement. We do not warrant that the Service will be uninterrupted, error-free, or secure, or that any output will be accurate or reliable.

12. Limitation of liability

To the fullest extent permitted by law, in no event will Created By Hydro LLC be liable for any indirect, incidental, special, consequential, or punitive damages, or for any loss of profits, revenue, data, or goodwill, arising out of or related to your use of the Service. Our total aggregate liability for any claim arising out of or relating to the Service or these Terms will not exceed the amount you paid to us for the Service in the twelve months preceding the event giving rise to the claim, or one hundred US dollars (US\$100) if you are on a free plan.

13. Indemnification

You agree to indemnify and hold harmless Created By Hydro LLC and its officers, members, and employees from any claims, damages, liabilities, and expenses (including reasonable legal fees) arising out of your use of the Service, your Customer Data, your connected platforms, your violation of these Terms, or your violation of any law or the rights of a third party.

14. Term and termination

These Terms apply for as long as you use the Service. You may stop using the Service and remove Suneo from your workspace at any time. We may suspend or terminate your access if you breach these Terms, if required by law, or if continuing to provide the Service becomes impractical. On termination, your right to use the Service ends, and we will handle your data as described in our Privacy Policy.

15. Changes to the Service and these Terms

We may modify the Service and these Terms from time to time. When we make material changes to these Terms, we will update the "Last updated" date and, where appropriate, provide notice. Your continued use of the Service after changes take effect constitutes acceptance of the updated Terms.

16. Governing law and disputes

These Terms are governed by the laws of the State of Wyoming, United States, without regard to its conflict of laws principles. You agree that any dispute arising out of or relating to these Terms or the Service will be subject to the exclusive jurisdiction of the courts located in Wyoming, unless otherwise required by applicable law. Nothing in this section limits any non-waivable statutory rights you may have as a consumer in your country of residence.

17. General

These Terms, together with our Privacy Policy, constitute the entire agreement between you and Created By Hydro LLC regarding the Service. If any provision is found to be unenforceable, the remaining provisions will remain in effect. Our failure to enforce any right is not a waiver of that right. You may not assign these Terms without our consent; we may assign them in connection with a merger, acquisition, or sale of assets. We are not liable for delays or failures caused by events beyond our reasonable control.

18. Contact

Created By Hydro LLC

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