# Tellers - Terms of Use

Last updated: 14 September 2026

## 1. About these terms

These terms govern Tellers' AI-assisted video editing website, applications, APIs and integrations (the "Services"). They are provided by TELLERS.AI, a French SAS, RCS Lyon 932 553 266, whose registered office is at 12 Rue de la Part-Dieu, 69003 Lyon, France ("Tellers", "we"). Contact: support@tellers.ai.

The Services are for business and professional use. "Customer" means the person or organisation using or purchasing them; "User" means an individual authorised to access them. Users must be at least 18. Anyone accepting terms for an organisation must have authority to bind it.

Accept these terms before creating an account or using the Services. Our Terms of Sale govern purchases; our Privacy Policy explains personal-data processing. An applicable data processing agreement ("DPA") must be in place where we process personal data on your behalf.

A specific signed agreement prevails over conflicting general terms within its scope. An applicable DPA prevails on personal-data processing. Mandatory law always applies.

## 2. Accounts and access

**One account, one person.** Two or more people must not share an individual account, credentials or named-user subscription, even at different times. Each person needs their own account and any seat required by the plan. Organisations may manage multiple individual Users through an organisation account.

Keep account details accurate, protect credentials and API keys, and promptly report suspected unauthorised access. Customers manage their Users and permissions and are responsible for use they authorise. Users must comply with these terms.

Tellers grants a limited, non-exclusive right to use the Services during the authorised access period. Follow your plan's limits and the documentation for official APIs and integrations. Reselling or redistributing access requires written authorisation.

## 3. Acceptable use

You must not:

- upload, create or share unlawful content, infringe intellectual property or privacy rights, or use someone's image or voice without the rights or permissions required by law;
- use the Services for fraud, harmful impersonation, unlawful surveillance, non-consensual intimate content, child sexual exploitation or incitement to violence;
- reverse engineer, decompile, disassemble, copy or attempt to derive the source code, model weights or other non-public technology of the Services, except to the extent expressly permitted by mandatory law;
- bypass security controls, payment requirements, rate limits or access restrictions, interfere with the Services, introduce malicious code, or access another person's content without authorisation;

- scrape or systematically extract the Services, or use them to extract, reproduce or clone Tellers' proprietary technology, outside authorised functionality and applicable legal exceptions;
- resell, rent, sublicense or redistribute access without Tellers' written authorisation.

These restrictions do not prevent authorised exports of your content or lawful use of your outputs. You must review content before publishing it and make any disclosures or labels required for AI-generated or manipulated content.

## 4. Your content and outputs

"Customer Content" means your uploads, chats, projects and outputs created for you through the Services.

You keep your rights in your uploads. Tellers claims no ownership of your outputs merely because you used the Services. You may edit, publish and use outputs commercially, including for clients, subject to law and third-party rights. Tellers retains its software, models and underlying technology.

You must have the rights and lawful grounds needed to provide, process and use Customer Content. Third-party media and other materials remain subject to their identified licence conditions. AI outputs may not be unique or eligible for intellectual property protection.

You authorise Tellers and its providers to host, copy, analyse, transform and transmit Customer Content as necessary to provide, secure and support the Services, follow your instructions and meet legal obligations, for as long as those purposes require. Section 6 separately governs anonymised chat training.

### 4.1. Published custom assistants

If you choose to publish a custom assistant (also called an agent), you authorise Tellers, on a non-exclusive, worldwide basis, to host, reproduce, display, operate and make available the assistant and the materials you submit for publication, including its description and prompt, so that others can discover and use it through Tellers. You retain your rights and must have the permissions needed to publish those materials. Publishing an assistant does not by itself make your private media or chats public.

**Publication does not include a guaranteed right or technical ability to remove the assistant from Tellers' public website on request.** The publication permission continues after account closure for as long as the assistant remains available, subject to mandatory law. On a reasonable request, Tellers may edit the description and prompt to remove information identifying you. This does not guarantee removal of copies already obtained by others.

This policy does not limit rights to erasure, valid intellectual-property claims or removal obligations under applicable law. Where removal or another remedy is legally required, Tellers will comply; editing identifying details is not a substitute for those obligations. Send requests to support@tellers.ai. Tellers may moderate, edit, restrict or remove published assistants and does not guarantee continued listing or availability.

Publishing alone does not entitle an assistant or its creator to rewards or monetisation. Any creator programme is governed by section 9 of the Terms of Sale.

## 5. Privacy and confidentiality

Your uploaded media, projects and chats are private by default. Tellers does not make them public, sell them, or use them in advertising or demonstrations without your permission. Sharing a project or chat does not authorise Tellers to use it for promotion or expand the training permission in section 6. Materials you deliberately publish as part of a custom assistant are subject to section 4.1.

Sharing, collaboration and connected services give recipients access to the content you make available. Organisation administrators have the access allowed by the product's permissions. Check those permissions before sharing confidential content. Revoking access cannot retrieve copies already obtained.

Our authorised personnel and providers may access content as necessary for these contractual purposes, under confidentiality obligations. Legally required disclosure is permitted, with notice where lawful. We apply safeguards appropriate to the risks; absolute security cannot be guaranteed. Confidentiality continues for as long as we hold confidential Customer Content.

**Tellers connects to third-party services and may forward your media and other content to cloud hosting services or AI model providers to store or process it and deliver the features you use.** This processing does not make the content public. The Privacy Policy and applicable DPA describe providers, processing locations and international-transfer safeguards. Processing a request is distinct from model training and does not expand the permissions in section 6.

You can deactivate model providers in an agent's configuration according to your needs. For custom integrations, Tellers can also deactivate specified models at User account level on request. These settings apply to future processing within the relevant agent or account and may limit available features. They do not undo processing already performed or disable cloud hosting and other infrastructure needed to operate the Services.

## 6. AI training

**We do not use uploaded media to train, retrain or fine-tune AI models.** This includes videos, footage, images and audio, including media attached to chats. Any customer-specific training using that media requires a separate, prior written agreement identifying the content and permitted use.

**Tellers may use only anonymised chat data for general model training and improvement.** For this purpose, chat data means text prompts, text replies and interaction feedback, excluding media files and media-derived transcripts, captions, descriptions or extracts. Before training, we remove information that could reasonably identify a person or Customer and exclude confidential material that cannot be safely anonymised. Replacing an account name with an identifier alone is not anonymisation.

This use is subject to applicable law, the Privacy Policy and any applicable DPA or specific contractual restriction. These terms do not authorise independent training by third-party providers on Customer Content.

Customers may request an organisation-wide exclusion from chat training. Its scope, fee and activation date must be agreed in writing. Once active, covered chat data will not be added to new training datasets or used in subsequent training runs. The option does not promise to reverse completed training or identify data already irreversibly anonymised, without limiting any legal rights or remedies.

The fee is for this additional contractual service. It is not a fee for exercising statutory personal-data rights, including any applicable rights to object, withdraw consent or request erasure. Those rights remain available

independently under the Privacy Policy and applicable law.

## 7. Storage, deletion and backups

Storage is provided to support use of the Services, within your plan's limits. **Tellers is not a backup or archival provider. Keep independent copies of source files, projects and important outputs.**

Unless a specific agreement says otherwise, we do not promise indefinite retention, uninterrupted file availability, recovery of deleted or lost content, or a particular recovery time or recovery point. Operational backups, if maintained, do not constitute a customer backup service. Files you delete may be irrecoverable.

We will not intentionally delete content within your active paid storage allowance except on your instructions, under these terms or as required by law. Before planned deletion following expiry, inactivity or a storage-limit reduction, we will give reasonable notice and an opportunity to export remaining content. Section 10 governs closure and retrieval. Retention for legal and security purposes is described in the Privacy Policy and applicable DPA.

These provisions do not waive Tellers' security duties, agreed storage obligations, mandatory data-retrieval rights or liability that cannot lawfully be excluded.

## 8. Service operation and outputs

We provide the Services with reasonable professional care. Features may evolve, and maintenance or incidents may interrupt access. We give advance notice where practicable. Guaranteed availability, response times or compatibility require an express written agreement.

AI can make mistakes. Check facts, rights, subtitles and editing decisions before relying on or publishing outputs. Identified beta features may change or end. These qualifications do not remove express commitments or mandatory obligations.

## 9. Suspension and termination

**Uploading or generating illegal content is forbidden. Tellers will permanently ban any account found, on reasonable grounds following review, to have used the Services in breach of applicable law.** We may immediately block access to unlawful content and suspend an account while investigating. Where required by law, we will provide reasons and information about available review or appeal procedures. A ban imposed in error may be reversed; mandatory procedural rights remain unaffected.

For other material breaches, overdue payments or security risks, we may proportionately restrict or suspend access. We will explain the reason and allow time to resolve it where practicable. Urgent risks or serious misuse may require immediate action. Temporary suspensions may be lifted when the issue is resolved; this does not create a right to reinstatement after a permanent ban.

Either party may terminate affected Services for a material breach that remains uncorrected 30 days after written notice describing the breach. The permanent-ban policy above applies to unlawful use without a contractual cure period, subject to mandatory law. Immediate termination also remains available where a breach cannot be remedied or the law permits it. Customers may cancel paid subscriptions under the Terms of Sale and may request account closure through support@tellers.ai.

Free services may be discontinued on 30 days' notice, subject to urgent legal or security needs. The Terms of Sale govern paid-service cancellation and refunds. Payment obligations, content rights, confidentiality, liability and dispute clauses survive as their purpose requires.

## 10. Leaving Tellers and retrieving data

Export important content before closing your account. On closure, Tellers will provide at least 30 days to retrieve remaining Customer Content, unless you request earlier deletion or law requires otherwise. This covers content we still hold and does not promise recovery of files already deleted or lost.

Where EU Data Act switching rights apply, you may request transfer to another provider or your own infrastructure. No advance notice period is required. We will provide reasonable assistance, maintain service continuity and security during transition, and normally complete the process within 30 calendar days. Any permitted extension will follow the Act. You will have at least 30 further days to retrieve data after transition. We will notify you when the affected contract ends on successful switching, or on deletion if you chose erasure instead.

Exportable content includes your retained media, outputs, projects, chats and associated exportable metadata. We exclude protected Tellers technology, trade secrets and data relating to other customers, only to the extent permitted by law. Available export formats, procedures and technical limitations will be provided on request before you order and when you request an export. Standard exports and legally required switching assistance are free. Optional additional services require an accepted quote.

After the applicable retrieval period, we will erase the relevant content, subject to legal retention and the deletion arrangements in the Privacy Policy and DPA. Published assistant materials are governed separately by section 4.1, without limiting mandatory erasure or removal rights. Retrieval does not entitle you to regain access to unlawful content. Mandatory switching and retrieval rights prevail over inconsistent cancellation or storage provisions.

## 11. Liability

Each party is responsible for direct, foreseeable loss caused by its breach of these terms. Neither is responsible for indirect loss. Loss of data is not automatically treated as indirect solely because it concerns data.

Subject to the exceptions below, Tellers' total aggregate liability arising from the Services under these Terms of Use and the Terms of Sale is limited to the fees, excluding tax, paid or payable by the Customer for the affected Services during the 12 months preceding the event giving rise to the claim. For a free service, the corresponding limit is EUR 100. For breaches of confidentiality, personal-data protection, security or intellectual property obligations, the applicable limit is twice that amount. These are aggregate limits, not separate limits for each claim or document.

No exclusion or limit applies to fraud, wilful misconduct, gross negligence, death or personal injury caused by negligence, or any liability that cannot lawfully be limited. No provision may deprive an essential contractual obligation of its substance. Mandatory rights of data subjects and powers of regulators remain unaffected.

## 12. Changes and general provisions

We will notify you at least 30 days before material changes. Changes affecting paid Services take effect on renewal unless you expressly agree otherwise, or a legal or urgent security requirement requires earlier action. If an earlier change materially reduces the paid service you bought, you may terminate the affected Services and obtain a proportionate refund of unused prepaid fees. Changes do not apply retroactively or override a signed agreement. Any new use of Customer Content requires the notice and legal basis applicable to that use.

If a provision is unenforceable, the remaining provisions continue to apply. Failure to enforce a provision is not a waiver. Neither party is responsible for non-performance to the extent caused by force majeure under French law; accrued payment obligations remain due.

French law governs these terms. Please contact us first to try to resolve a dispute amicably. **WHERE BOTH PARTIES CONTRACT AS TRADERS (COMMERÇANTS) AND THE LAW PERMITS, THE COURTS OF PARIS HAVE EXCLUSIVE TERRITORIAL JURISDICTION, SUBJECT TO MANDATORY SUBJECT-MATTER JURISDICTION. OTHERWISE, THE COURTS DESIGNATED BY APPLICABLE LAW HAVE JURISDICTION.**