ThreatShield AI – Terms and Conditions

Last updated: September 26, 2026

These Terms and Conditions (“Terms”) govern access to and use of the ThreatShield AI platform (the “Platform” or “Service”), a SaaS-based, AI-assisted Security Operations Center (SOC) analysis platform. The Platform is owned and operated by **NortAvex Inc.** (“NortAvex,” “we,” “us,” or “our”). By creating an account, accessing, or using the Platform, you (“Customer,” “you,” or “your”) agree to be bound by these Terms. If you are entering into these Terms on behalf of an organization, you represent that you have the authority to bind that organization to these Terms.

1. Definitions

- **“Platform” / “Service”** — the ThreatShield AI web-based SaaS platform, including AI-assisted alert triage, SIEM integrations, threat-intelligence enrichment, and related features.
- **“Customer Data”** — security alerts, logs, incidents, indicators of compromise, and related metadata that Customer or Customer's connected systems submit to or generate within the Platform.
- **“Authorized Users”** — individuals Customer permits to access the Platform under Customer's account (e.g., SOC analysts, administrators).
- **“AI Output”** — any analysis, recommendation, priority indicator, summary, or other content generated by the Platform's AI-assisted features.
- **“Subscription”** — the paid or trial plan under which Customer accesses the Platform.

2. Eligibility and Account Registration

You must be at least 18 years old and authorized to act on behalf of the organization you represent to use the Platform. You are responsible for maintaining the confidentiality of your credentials and for all activity that occurs under your account. You agree to provide accurate registration information and to keep it up to date. NortAvex may suspend or terminate accounts that provide inaccurate, outdated, or fraudulent information.

3. Description of Services

ThreatShield AI is a multi-tenant SaaS platform that ingests security alerts from Customer-connected sources — including SIEM and security tools such as Wazuh, Elastic, Splunk, and Microsoft Sentinel — enriches them using deterministic scoring logic and external threat-intelligence sources, and applies AI-assisted analysis to generate prioritization, summaries, and investigative recommendations for review by Customer's Authorized Users.

4. AI-Assisted Features — Important Disclaimer

- The Platform uses third-party large language model technology (currently provided by Anthropic) to generate AI Output such as alert summaries, investigative findings, and recommendations.
- AI Output is provided to **assist, not replace,** human judgment. Final decisions, actions, and responses related to security incidents remain solely Customer's responsibility.

- Priority and risk indicators presented within the Platform are computed by NortAvex's own deterministic scoring logic. AI Output does not directly set these scores and cannot autonomously classify, close, or adjudicate alerts.
- The Platform does not take autonomous remediation or blocking action based on AI Output. Any workflow tuning based on analyst feedback, or automated response action, requires human review and explicit approval.
- AI Output may be inaccurate, incomplete, or unsuitable for Customer's specific circumstances. NortAvex makes no warranty as to the accuracy, completeness, or fitness of AI Output for any purpose. Customer should independently verify significant findings before acting on them.
- Alert content submitted to the Platform may be processed by our AI sub-processor, as described in Section 15 (Third-Party Sub-processors) and our Privacy Policy.

5. Customer Data & License

- As between the parties, Customer retains all right, title, and interest in Customer Data.
- Customer grants NortAvex a limited, non-exclusive license to access, process, store, and transmit Customer Data solely to provide, maintain, secure, and improve the Service, and to comply with legal obligations.
- Customer is solely responsible for the accuracy and legality of Customer Data, and for having the right to submit it and to connect third-party systems (including SIEM tools) to the Platform.
- Customer is responsible for safeguarding credentials used to connect third-party SIEM/security systems to the Platform and for promptly revoking or rotating them if compromised.

6. Acceptable Use

Customer and Authorized Users shall not:

- attempt unauthorized access to the Platform, another tenant's data, or underlying infrastructure;
- upload malware or use the Platform to facilitate unlawful activity;
- attempt to reverse-engineer, probe, or bypass Platform security controls, except through an authorized responsible-disclosure process;
- use the Platform to test or attack systems Customer does not own or is not authorized in writing to test;
- misuse AI features to generate unlawful, harmful, or infringing content;
- exceed usage limits or attempt to circumvent metering or subscription tiers; or
- resell or provide third-party access to the Platform without NortAvex's prior written consent.

7. Subscription, Fees & Billing

- Access to paid features requires an active Subscription. Fees, billing cycles, and payment terms are set out in the applicable order form, pricing page, or customer agreement.
- Payments are processed by our third-party payment processor, **Stripe**. NortAvex does not directly store full payment card numbers.
- Unless otherwise agreed in writing, fees are non-refundable except as required by law.

- NortAvex may suspend access for non-payment after reasonable notice.
- Fees are exclusive of applicable taxes, which Customer is responsible for unless NortAvex is required by law to collect them.

8. Free Trials

If NortAvex offers a free trial, it is provided “as is,” may be modified or terminated at any time, and converts to a paid Subscription at the end of the trial unless cancelled in accordance with the trial terms presented at signup.

9. Third-Party Integrations & Enrichment Sources

- The Platform can connect to Customer-controlled third-party systems (e.g., SIEM platforms) and consumes external threat-intelligence data feeds to enrich alerts. NortAvex is not responsible for the availability, accuracy, or content of third-party systems or data feeds outside its control.
- Threat-intelligence enrichment data is retrieved from external public and licensed sources solely to enrich Customer's own alert data — this does not involve sharing Customer Data with those sources.

10. Intellectual Property

- NortAvex and its licensors retain all right, title, and interest in and to the Platform, including all software, algorithms, scoring logic, documentation, and associated intellectual property, excluding Customer Data.
- Customer receives no rights to the Platform other than the limited right to access and use it under these Terms during the Subscription term.
- Any feedback Customer provides about the Platform may be used by NortAvex to improve the Service without obligation or compensation to Customer.

11. Confidentiality

Each party agrees to protect the other's confidential information disclosed in connection with the Service with at least the same degree of care it uses for its own confidential information of a similar nature, and not to disclose it except as necessary to perform under these Terms or as required by law.

12. Data Security

NortAvex implements administrative, technical, and physical safeguards designed to protect Customer Data, including encryption in transit, encryption of sensitive credentials at rest, role-based access controls, audit logging, and network isolation of production infrastructure. No system is completely secure; NortAvex will notify Customer of confirmed security incidents affecting Customer Data in accordance with applicable law and the Data Breach Notification section of the Privacy Policy.

13. Service Availability & Support

NortAvex will use commercially reasonable efforts to keep the Platform available, excluding scheduled maintenance and factors outside NortAvex's reasonable control. Specific service levels, if any, are as stated in Customer's order form. For support requests, contact **support@threat-shield.ai**.

14. Suspension & Termination

- NortAvex may suspend or terminate access immediately for breach of these Terms, non-payment, suspected fraud, or a security risk to the Platform or other customers.
- Either party may terminate for the other's uncured material breach on written notice, as further specified in a signed order form, if applicable.
- Upon termination, Customer's right to access the Platform ends. Customer Data is handled according to NortAvex's data retention practices described in the Privacy Policy, subject to Customer's ability to export data prior to termination where reasonably feasible.

15. Third-Party Sub-processors

The Service relies on certain third-party sub-processors to operate, including cloud infrastructure, AI processing, payment processing, and email delivery providers. The current list of sub-processors is maintained in our Privacy Policy and updated as it changes.

16. Disclaimer of Warranties

THE PLATFORM AND ALL AI OUTPUT ARE PROVIDED “AS IS” AND “AS AVAILABLE,” WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT, OR THAT THE SERVICE WILL BE UNINTERRUPTED, ERROR-FREE, OR THAT AI OUTPUT WILL BE ACCURATE OR COMPLETE. NORTAVEX DOES NOT WARRANT THAT THE PLATFORM WILL DETECT, PREVENT, OR REMEDIATE ANY SECURITY THREAT OR INCIDENT.

17. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER PARTY WILL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR LOSS OF PROFITS, REVENUE, DATA, OR BUSINESS OPPORTUNITY, ARISING OUT OF OR RELATED TO THESE TERMS OR USE OF THE PLATFORM, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NORTAVEX'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THESE TERMS WILL NOT EXCEED THE FEES PAID BY CUSTOMER TO NORTAVEX IN THE TWELVE (12) MONTHS PRECEDING THE EVENT GIVING RISE TO THE CLAIM. Nothing in these Terms limits liability that cannot be limited under applicable law.

18. Indemnification

Customer agrees to indemnify and hold NortAvex harmless from third-party claims arising from Customer's breach of these Terms, misuse of the Platform, or Customer Data submitted in violation of applicable law or third-party rights.

19. Compliance with Laws

Each party will comply with applicable laws in connection with its use of the Service, including applicable data protection laws such as the Act respecting the protection of personal information in the private sector (Quebec, “Law 25”) and, where applicable, the EU/UK General Data Protection Regulation (“GDPR”).

20. Governing Law & Dispute Resolution

These Terms are governed by the laws of the Province of Quebec and the applicable federal laws of Canada, without regard to conflict-of-laws principles. The parties submit to the exclusive jurisdiction of the courts of the Province of Quebec for any dispute arising out of or relating to these Terms that is not otherwise resolved by good-faith negotiation.

21. Changes to These Terms

NortAvex may update these Terms from time to time. Material changes will be notified via the Platform or by email in advance of taking effect. Continued use of the Platform after the effective date constitutes acceptance of the revised Terms.

22. Miscellaneous

These Terms, together with any order form and the Privacy Policy, constitute the entire agreement between the parties regarding the Service. If any provision is held unenforceable, the remaining provisions remain in effect. Neither party may assign these Terms without the other's consent, except in connection with a merger, acquisition, or sale of substantially all assets. Neither party is liable for delay or failure to perform caused by events beyond its reasonable control.

23. Contact Information

Questions about these Terms may be directed to:
NortAvex Inc.
General / legal inquiries: info@threat-shield.ai
Privacy inquiries: privacy@nortavex.com
Support requests: support@threat-shield.ai
Address: 102 Rue de Touraine, Lévis, Quebec G6J 2A8, Canada

This document was prepared based on a review of the ThreatShield AI platform and related compliance records as of September 2026. It is provided as a working draft and is **not legal advice.** It should be reviewed by NortAvex's legal counsel — including the French-language version required for Quebec under the Charter of the French Language — before publication.