

Kaela AI Terms

Last updated 3 September 2026 • JARTRIVTECH LTD

Kaela is JarTrivTech's named public AI assistant. These terms sit on top of the Terms of Use and Privacy Policy and apply whenever you use her.

Kaela is an artificial intelligence system. She is not a human, not a director or employee, and not a regulated professional. If you need an engineer, email hello@jartrivtech.com.

1. Who Kaela is

"Kaela" is the product name of the conversational AI made available on <https://jartrivtech.com> by JARTRIVTECH LTD (company number 17259505, registered office 8 Coverdale, Whitwick, Coalville, LE67 5BP, England, United Kingdom). The name identifies this system in our interface and legal documents. It does not create a separate legal person.

The chat is labelled as AI in the launcher, the header, and Kaela's introduction. You must not treat Kaela as a staff member impersonation or as a way to serve legal notices.

2. Not advice or a contract

- Kaela's replies are general information only. They are not IT consultancy, security assurance, legal advice, financial advice, or a diagnosis of your environment.
- Nothing Kaela says is an offer, quotation, SLA, warranty, or variation of a contract. Only a human authorised by JARTRIVTECH LTD, in writing, can bind us.
- Kaela cannot open, accept, or close support tickets, process payments, reset credentials, or access your systems.
- For incidents (including suspected ransomware or data breach) contact us by email immediately and follow your own incident plan. Do not rely on Kaela as an on-call channel.

3. Accuracy and risk

Generative AI can be incomplete, out of date, or simply wrong. It may omit warnings that a competent engineer would give. You must independently verify anything you might apply to a live system, a third party, or a compliance programme. You use Kaela at your own risk.

4. What you must not send

You agree not to submit:

- passwords, MFA codes, private keys, or session tokens;
- payment card data or bank account numbers;
- special category data (for example health or trade-union information);
- personal data relating to other people unless you have a lawful basis to share it;
- content that is unlawful, or that tries to jailbreak or reverse-engineer Kaela;
- malware or material intended to attack systems.

If you submit prohibited material we may block the chat, preserve logs where we must, and report abuse.

5. How messages are processed

When you continue past the on-screen notice you consent to JARTRIVTECH LTD processing the conversation to generate a reply, as described in the [Privacy Policy](#). Messages are sent to our host (Netlify) and to an AI model provider via Netlify's AI Gateway. Providers apply their own safety filters. We do not use your public-site chats to train our own foundation model.

A copy of the current thread is stored in your browser session so the window can continue. Close the tab or clear site data to remove that local copy.

6. Outputs and intellectual property

Subject to the rights of model providers and to these terms, we grant you a limited licence to use Kaela's output for your internal evaluation of JarTrivTech and for general information. You must not present that output as an audit report, certification, or

document signed by us. You remain responsible for checking that your use of any output does not infringe third-party rights.

You grant us a licence to process your prompts solely to operate Kaela, maintain security, and comply with law.

7. Availability

Kaela may be unavailable, rate-limited, or withdrawn at any time. We do not promise uninterrupted access to the public chat.

8. Prohibited uses

In addition to the [Acceptable Use Policy](#) you must not use Kaela to develop malware, to probe our or others' systems without authority, to generate deceptive impersonation of JarTrivTech staff, or to automate high-volume requests that degrade the service.

9. Liability

The limitation of liability in the [Terms of Use](#) applies to Kaela. Because the chat is a free public tool, we recommend you do not rely on it for production decisions.

10. Changes

We may rename features, change models, or update these terms by publishing a new version on this page. The assistant's public name remains Kaela unless we say otherwise here. Questions: legal@jartrivtech.com or hello@jartrivtech.com.