

Terms of Service: Panzix HR AI Workforce

Effective Date: May 3, 2026

These Terms of Service ("Terms") constitute a legally binding agreement between **Panzix Global HR Solutions, LLC** ("Panzix," "we," "us," or "our") and the individual or entity ("Customer," "you," or "your") accessing or using the Panzix HR AI Workforce platform, located at panzixworkforce.ai and related subdomains (the "Service").

By accessing or using the Service, you agree to be bound by these Terms. If you are entering into these Terms on behalf of a company or other legal entity, you represent that you have the authority to bind such entity to these Terms.

1. Description of Service: Digital Workforce Model

The Panzix HR AI Workforce is a "Digital Workforce Service" that provides autonomous AI-powered agents (the "AI Workforce") designed to function as collaborative AI team members. These agents (e.g., Kathy, Sophie, John, etc.) automate repetitive HR operations, including employee Q&A intake, documentation, ticket routing, and compliance follow-ups.

2. Efficiency and Performance Disclaimers

- **Time-Saving Estimates:** While the Service is designed to reduce the administrative burden on human HR teams by an estimated 10–20 hours per week, these figures are based on the automation of routine, repetitive tasks. Actual results vary based on organization size and the volume of HR inquiries.
- **No Replacement of Judgment:** The AI Workforce performs autonomous task execution; however, the Service is not a replacement for human HR leadership, legal counsel, or professional judgment. All strategic decisions and final approvals remain the sole responsibility of the Customer.

3. Account Registration and Security

To access the Service, you must create an account. You are responsible for maintaining the confidentiality of your login credentials and for all activities that occur under your account. You agree to notify Panzix immediately of any unauthorized use of your account.

4. Subscription Fees and Payment

4.1 Fees

Access to the Service is subject to the payment of subscription fees as detailed in your selected plan (Starter, Professional, or Enterprise). Fees are non-refundable except as required by law.

4.2 Billing and Renewal

Subscriptions are billed in advance on a monthly or annual basis. Your subscription will automatically renew under the same terms unless you cancel the Service through your account settings or provide written notice of non-renewal at least thirty (30) days prior to the end of the current term.

4.3 Plan Tiers and Usage Limits

The Service includes the following standard subscription tiers and usage limits:

- **Starter (\$39.99/mo):** 2 AI Employees, 100 messages/mo.
- **Professional (\$99.99/mo):** 6 AI Employees, 1,000 messages/mo, includes RAG and HRIS integrations.
- **Enterprise (\$249.99/mo):** 11 AI Employees, Unlimited messages, API access, and SSO.

4.4 Message Limits

Certain tiers are subject to message or task limits. Usage exceeding these limits may result in additional charges or a temporary suspension of Service until the next billing cycle.

5. Intellectual Property Rights

5.1 Panzix Ownership

Panzix and its licensors retain all right, title, and interest in and to the Service, including the AI models, software, algorithms, "Panzix HR AI Workforce" branding, and underlying technology.

5.2 Customer Data and Output

You retain ownership of all data, policies, and handbooks you upload to the Service ("Customer Data"). You grant Panzix a worldwide, non-exclusive, royalty-free license to process Customer Data solely to provide the Service to you.

5.3 Ownership of Generated Documents

Subject to your payment of all applicable fees, you own the specific documents and reports generated by the Service for your internal business use (e.g., customized job descriptions or employee offer letters). Panzix retains ownership of the Service and underlying AI models, software, algorithms, and underlying technology. For clarity, Customer Data remains Customer's property, and the final documents (Word/PDF) generated by the AI Workforce are owned by Customer for Customer's internal business use.

6. Prohibited Use

You agree not to:

- Use the Service for any illegal purpose or in violation of state or federal employment laws.
- Attempt to reverse engineer, decompile, or discover the source code or underlying structure of the AI Workforce.

- Use the Service to generate content that is discriminatory, unlawful, unethical, defamatory, or harassing.
- Use the Service to generate discriminatory, unlawful, or unethical content, including content related to protected characteristics, particularly in connection with agents focused on DEI or performance management (including "Jasmine - AI D&I Specialist" or "Alex - AI Performance Manager").
- Bypass or attempt to bypass any PII (Personally Identifiable Information) masking or security controls built into the platform.

7. Data Privacy and Security

7.1 PII Masking

Panzix utilizes PII masking and encryption protocols to protect sensitive data. However, you are advised not to upload highly sensitive information (such as full Social Security numbers or health records) unless explicitly required by a specific module designed for that purpose.

7.2 AI Training

Panzix does not use Customer Data uploaded to the "RAG-Enhanced Context" modules to train our global AI models for other customers without your express written opt-in. Your data remains siloed to your organization's instance.

8. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, PANZIX GLOBAL HR SOLUTIONS, LLC SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR ANY LOSS OF PROFITS OR REVENUES, WHETHER INCURRED DIRECTLY OR INDIRECTLY, OR ANY LOSS OF DATA, USE, GOODWILL, OR OTHER INTANGIBLE LOSSES, RESULTING FROM: (A) YOUR USE OR INABILITY TO USE THE SERVICE; (B) ANY INACCURACY IN AI-GENERATED OUTPUTS; OR (C) UNAUTHORIZED ACCESS TO YOUR DATA. IN NO EVENT SHALL PANZIX'S AGGREGATE LIABILITY EXCEED THE TOTAL AMOUNT PAID BY YOU TO PANZIX FOR THE SERVICE IN THE TWELVE (12) MONTHS PRIOR TO THE EVENT GIVING RISE TO THE CLAIM.

9. Indemnification

You agree to indemnify and hold harmless Panzix Global HR Solutions, LLC and its officers, directors, and employees from any claims, damages, or expenses (including reasonable attorneys' fees) arising out of your use of the Service, your violation of these Terms, or your implementation of AI-generated content that results in employment-related litigation or regulatory fines.

10. Termination

Panzix reserves the right to suspend or terminate your access to the Service at any time for a material breach of these Terms. Upon termination, your right to use the Service ceases immediately, and Panzix will delete your Customer Data in accordance with our data retention policy.

11. Governing Law and Venue

These Terms shall be governed by and construed in accordance with the laws of the **Commonwealth of Massachusetts**, without regard to its conflict of law principles. Any legal action or proceeding arising under these Terms shall be brought exclusively in the courts located in Massachusetts.

12. Changes to Terms

We may update these Terms from time to time. If we make material changes, we will notify you via the email associated with your account or through a prominent notice on the Service. Your continued use of the Service after such changes constitutes your acceptance of the new Terms.

13. Contact Information

If you have any questions about these Terms, please contact us at:

Panzix Global HR Solutions, LLC Email: legal@panzix.com Website: panzix.com