

# CUBE TERMS OF USE

Neurvance Cube | Version 1.0 | Effective 26 October 2026

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## 1. AGREEMENT AND SERVICE

These terms apply to business customers using Cube. An accepted order defines the plan, fee, duration and any service commitments. The general Neurvance Terms apply unless these specific terms govern. A Data Processing Addendum applies to customer personal data when validly agreed.

## 2. MEASUREMENT DATA

Cube's authenticated API receives six fields from the customer's integration: `bought_number` (purchase count), `avgSpeed` (speed value), `avgCoordinates` (two coordinate values), `productsSeen` (product-view count), `productsClicked` (product-click count), and `clicks` (click count). Counts are nonnegative and speed/coordinates are nonnegative numeric values. The integrator determines the meaning and units. Existing API spelling is retained. Cube does not independently verify uploaded figures.

Cube may also receive an optional `sessionId`, which is hashed for short-lived presence tracking. Samples have ingestion timestamps; service security may process technical metadata and hashed network identifiers. This data is not categorically anonymous.

## 3. CUSTOMER OBLIGATIONS

Customers must use lawful collection methods, provide visitor notices, determine GDPR legal bases and obtain any cookie or similar-technology consent required for their own integration. The server-to-server Cube API does not prove that customer-side collection is exempt from consent rules. Customers must protect API credentials and must not submit unnecessary personal or sensitive data through numeric measurement fields.

## 4. ACCESS AND REPORTS

Access uses authenticated website credentials, hashed API keys, ownership checks, signed bridge requests, validation and rate limits. Reports depend on the data supplied and may require minimum history. Authorized owners can generate CSV exports on demand. Cube does not guarantee complete measurement, statistical accuracy or a business result.

## 5. DATA RETENTION

Measurement samples are subject to a 13-calendar-month retention schedule after ingestion. Optional presence records become eligible for removal after 24 hours; actual deletion may occur later. Account, configuration and legally required billing data may have separate retention periods. Data return or deletion where Neurvance is a processor follows the agreed DPA, lawful customer instructions and legal exceptions.

## 6. FEES AND AVAILABILITY

Fees, billing periods, quotas, termination and any uptime commitments are those expressly agreed in the customer's order. We may make reasonable security and maintenance changes and proportionately suspend service for material breach, unlawful use, serious security risk or non-payment, subject to applicable notice duties.

## 7. PRIVACY AND INTELLECTUAL PROPERTY

For its own accounts, billing and security, Neurvance generally acts as controller. For customer-directed website visitor processing, the customer generally acts as controller and Neurvance as processor where personal data is involved. The customer retains rights in data it lawfully provides; Neurvance retains rights in the Cube software and documentation. Each party must protect the other's confidential information with reasonable care.

## 8. LIABILITY AND GOVERNING LAW

For business customers, to the extent permitted by law, neither party is liable for remote or unforeseeable indirect commercial loss. Unless otherwise agreed, Neurvance's aggregate contractual liability for Cube is limited to Cube fees paid in the 12 months before the event giving rise to the claim. This does not limit fraud, intentional misconduct, non-excludable liability or statutory GDPR rights. Danish law applies, subject to mandatory law and competent courts.

## 9. CONTACT

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