

Terms and Conditions

Last updated: 28 September 2026

Confiable Technocraft LLP · Greater Noida, Uttar Pradesh, India

These terms govern your use of Pulse-IQ, operated by Confiable Technocraft LLP ("we", "us"). If you accept them for an organization, you confirm that you can bind that organization. If you do not agree, do not use the service.

1. Definitions

"Customer" means the organization subscribing to Pulse-IQ. "Service" means the Pulse-IQ dashboard, Windows agent, and related device health and remediation features. "Customer data" means information the customer or its devices provide through the service. "Confidential information" means nonpublic information shared in connection with the service that is marked confidential or reasonably understood to be confidential.

2. The service

Pulse-IQ collects health and security posture telemetry from Windows devices on which the customer installs the agent. It presents findings in an organization dashboard and may run remediation or auto-heal actions where the customer enables them. Available features depend on the subscription. We may change the service and will give reasonable notice of material changes where practical.

3. Customer use and restrictions

The customer is responsible for its accounts, organization roles, authorized users, and agent deployment. Install the agent only on devices you are authorized to manage, and give users any notices or obtain any permissions required by law. Keep credentials secure. Do not use the service unlawfully, attempt to access another customer's data, disrupt the service, or reverse engineer it except where the law permits.

4. Customer data

The customer retains its rights in customer data and permits us to process it to provide, secure, support, and improve the service as described in our Privacy Policy. The customer is responsible for the accuracy and lawful collection of data it provides. Authorized users can see data according to their organization roles.

5. Fees, payment and suspension

Paid plans are billed on the terms shown when you subscribe or in an agreed order. Stripe or Razorpay may process payments. The customer is responsible for applicable fees and taxes. Fees are nonrefundable unless required by law or an agreed order says otherwise. We may suspend access for overdue payment, misuse, or a security risk, with notice where practical, and restore access when the issue is resolved.

6. Confidentiality

Each party will use the other's confidential information only for this relationship, protect it with reasonable care, and share it only with people who need it and are bound to protect it. This does not cover information that is public, independently developed, lawfully received from another source, or required to be disclosed by law. Where lawful, the receiving party will give notice before a required disclosure.

7. Ownership

We own Pulse-IQ, its software, documentation, and related intellectual property. The customer owns its customer data. These terms grant the customer a limited right to use the service during its subscription; they do not transfer ownership of either party's property.

8. Term and termination

These terms apply while the customer uses the service. A customer may cancel its subscription through its account or by contacting us. Either party may end the agreement for a material breach that is not remedied after reasonable notice; we may act sooner for serious misuse or security harm. After termination, access ends and we handle retained data as described in the Privacy Policy. Accrued payment duties and provisions that need to survive will continue.

9. Disclaimer of warranties

We aim to provide a reliable service, but device findings and remediation may be incomplete or interrupted. The customer should review actions before enabling automation and maintain its own backups and security processes. To the extent permitted by law, the service is provided without implied warranties, including fitness for a particular purpose and uninterrupted availability.

10. Indemnity

The customer will defend and indemnify us against third-party claims arising from its unlawful agent deployment, customer data, or misuse of the service, including reasonable legal costs, to the extent caused by the customer. We will promptly notify the customer of a claim and allow it to manage the defense, subject to our right to participate.

11. Limitation of liability

To the extent permitted by law, neither party is liable for indirect or consequential loss, including lost profit or business interruption. Our total liability arising from the service is limited to the fees the customer paid us in the 12 months before the claim. These limits do not apply where the law does not allow them.

12. General and governing law

We may update these terms and will notify account administrators of material changes. If any provision cannot be enforced, the rest remains effective. A delay in enforcing a right is not a waiver. These terms and any agreed order form the agreement for the service. Indian law governs them, and the courts at Greater Noida, Uttar Pradesh have jurisdiction.

Notices and contact

Send legal notices and questions to support@pulse-iq.ai. Our address is Greater Noida, Uttar Pradesh, India.