Terms of Use

Last updated: November 1, 2026 · Version 1.2

1. Who we are and what these Terms cover

Guvik (GUVIK TECNOLOGIA E INTELIGENCIA ARTIFICIAL LTDA, a limited liability company (sociedade limitada) organized under the laws of Brazil, enrolled in the Brazilian National Register of Legal Entities (CNPJ) under No. 67.712.906/0001-00, with its registered office at AV BRIG FARIA LIMA, 1811, Conj. 1119, Jardim Paulistano, São Paulo/SP, CEP 01452-001, Brazil, "Guvik", "we", "us") is a platform for orchestrating artificial intelligence agents for the **SAP** ecosystem. Guvik builds AI agents with the customer's real context to support **AMS (Application Management Services), projects, documentation and the evolution of SAP solutions** (ECC and S/4HANA).

These Terms of Use ("Terms") govern access to and browsing of Guvik's public and informational surfaces, in particular:

Domain	Nature
`guvik.ai`	Corporate website — where this document is published
`dashboard.guvik.ai` / `app.guvik.ai`	Application (product) for consultants and customers
`agent.guvik.ai`	AI agent API
`parceiros.guvik.ai`	Commercial Partner Portal

These Terms apply to browsing and informational use of these surfaces. **Use of the Guvik product itself** — that is, authenticated access to agent orchestration, chat, workflows, AI Debug and the platform's other capabilities — is also governed, specifically, by the **End User License Agreement (EULA)**, the **AI Terms** and, as the case may be, the **Master Subscription Agreement (MSA)**, for business customers, or the **Personal Plan Terms**, for purchases by individuals. If these Terms conflict with those documents regarding use of the product, the specific documents prevail.

These Terms are a single text for all countries where Guvik is offered. The rules that vary depending on the country where you live are in Sections 14 and 15.

2. Acceptance

To browse the public surfaces, these Terms apply to your access. To create an account, you expressly accept these Terms, the EULA, the AI Terms and the Privacy Policy at sign-up, and your acceptance is recorded with the version and language of each document. If you do not agree, do not create an account or use the authenticated areas. Material changes require new acceptance at your next access (Section 12).

3. Eligibility

Access to the public surfaces is generally open. Access to authenticated areas (dashboard, Partner Portal) requires that you:

- are 18 years of age or older and have full legal capacity under the law of the country where you live, or validly represent a legal entity;
- have been invited, registered or authorized by Guvik or by a Guvik customer or partner, or have purchased a personal plan under the Personal Plan Terms;
- provide true, complete and up-to-date information at sign-up.

Guvik may refuse, suspend or terminate access that does not meet these criteria.

4. Permitted use and prohibited use

4.1 Permitted use

You may browse the website, view public content, request commercial contact, start a Proof of Concept process and, when authenticated and authorized, use the product's features in accordance with the applicable EULA and MSA or Personal Plan Terms.

4.2 Prohibited use

The following, among other conduct, is prohibited:

Category	Prohibited examples
Security	Attempting to bypass authentication, exploiting vulnerabilities, performing unauthorized scans
Technical integrity	Deliberately overloading the infrastructure (DoS), unauthorized mass scraping
Intellectual property	Copying, decompiling, redistributing or creating derivative works of the website or the product without authorization
Misuse of AI	Using the AI agents for unlawful purposes, to generate misleading content about third-party SAP environments, or to circumvent SAP access controls
Trademark	Using Guvik's trademark, name or distinctive signs without authorization (see Section 5.2)
Data	Attempting to access other customers' data, tenants or SAP environments

Guvik may record, investigate and report to the competent authorities any conduct that constitutes a civil or criminal offense.

4.3 Sanctions and export controls

By accessing Guvik's surfaces or using the product, you represent that:

- you are not located or resident in a country or region subject to an embargo or to comprehensive sanctions that apply;
- you are not listed, and are not controlled by any person or entity listed, on any applicable sanctions or restricted-party list, such as those maintained by the United Nations Security Council, the European Union, the United Kingdom and the United States government;
- you will not use, export or re-export the product, its outputs or its technology in violation of applicable sanctions or export control laws, including those of Brazil, the European Union, the United Kingdom and the United States.

Guvik may refuse, suspend or terminate access where necessary to comply with those laws.

5. Intellectual property and trademark

5.1 Content and software

All website content (text, layout, code, graphics, logos) and the Guvik platform software are owned by Guvik or its licensors and are protected by Brazilian copyright and industrial property law (Lei 9.610/1998 (Brazilian Copyright Act) and Lei 9.279/1996 (Brazilian Industrial Property Act)) and by applicable international laws and treaties. Nothing in these Terms transfers intellectual property to the user, except the product license granted under the EULA.

5.2 Use of the trademark

The name "Guvik", its logos and other distinctive signs may not be used by third parties — in marketing materials, integrations, case studies or any other context — without Guvik's prior written authorization. Authorized partners must follow the specific trademark guidelines provided by Guvik as part of the commercial relationship or the Partner Portal.

6. Accounts and credentials

Authenticated areas (dashboard, Partner Portal) require an account. You are responsible for:

- keeping your access credentials confidential;
- all activity carried out under your account, except unauthorized use proven to result from a failure on Guvik's part;
- notifying Guvik immediately if you suspect unauthorized access, at **seguranca@guvik.com.br**.

Credentials for connecting to SAP environments provided by the user are handled as described in the Privacy Policy and the EULA. For a personal connection, they are kept in memory only, for up to 12 hours; if the user chooses to store them in the vault, they are kept encrypted in Guvik's storage until they are removed or the connection is deleted. They are never sent to AI providers.

7. User content

"User content" means messages, prompts, files and other materials that you enter or generate when interacting with Guvik's surfaces. You represent that you hold the necessary rights to the user content you submit, and you grant Guvik a limited license to process it for the purpose of providing the service you request. Additional rules on AI-generated artifacts, human review and ownership of outputs are in the EULA and the MSA or, for personal plans, in the Personal Plan Terms.

8. Disclaimer of warranties

Guvik's public surfaces are provided "as is" and "as available", without warranties of any kind, express or implied, including — but not limited to — warranties of merchantability, fitness for a particular purpose, freedom from errors or uninterrupted availability. Informational content on the website (including materials about features, integrations and AI) is general in nature and is not a contractual commitment, which is formed only through a specific instrument (EULA, MSA, Order Form, Personal Plan Terms or PoC Agreement). This disclaimer applies to the extent permitted by applicable law, subject to Section 15.

9. Limitation of liability

To the maximum extent permitted by applicable law, Guvik will not be liable for indirect, incidental or consequential damages, lost profits or loss of data arising from the use of, or inability to use, the public surfaces. Specific limitations of liability for use of the purchased product are set out in the MSA or, for personal plans, in the Personal Plan Terms. Nothing in these Terms excludes liability that cannot be excluded or limited by law, including in cases of willful misconduct or gross negligence.

10. Indemnification

You agree to indemnify and hold harmless Guvik, its officers, employees and partners from any claims, losses, damages or expenses (including reasonable attorneys' fees) arising from: (i) use of the surfaces in violation of these Terms; (ii) infringement of third-party rights; or (iii) misuse of credentials or of third-party SAP environments. If you are a consumer, this obligation applies to the extent permitted by applicable law, subject to Section 15.

11. Third-party links and integrations

The website and the product may reference or integrate third-party services (for example, OpenRouter and the AI model providers accessed through it, tools such as Microsoft Teams and ServiceNow, or external content). Guvik does not control and is not responsible for the content, policies or practices of these third parties. Use of integrated third-party services is subject to each provider's own terms.

12. Changes to these Terms

Guvik may change these Terms at any time to reflect developments in the product, the law or market practice. The current version is always the one published at `guvik.ai`, with the update date shown at the top of the document. Material changes will be communicated by reasonable means (for example, a notice on the website, in the product or by email) and will require new acceptance from account holders at their next access.

13. General provisions

- **Severability.** If any provision of these Terms is held invalid or unenforceable, the remaining provisions remain in full force.
- **No waiver.** Guvik's tolerance of a breach of any provision does not waive its right to enforce it later.
- **Assignment.** You may not assign rights or obligations under these Terms without Guvik's prior consent.
- **Related documents.** These Terms must be read together with the Privacy Policy, the End User License Agreement (EULA), the Master Subscription Agreement, the Personal Plan Terms, the AI Terms and the Data Processing Agreement (DPA), as applicable.

14. Governing law and jurisdiction

14.1 Governing law

These Terms are governed by the laws of the Federative Republic of Brazil, subject to the following:

- **Consumers in the European Economic Area (EEA) or the United Kingdom.** This choice of law does not deprive you of the protection of the mandatory rules of the country where you live (Regulation (EC) No 593/2008, "Rome I", Art. 6, and equivalent rules in the United Kingdom).
- **Consumers in the United States.** You keep the non-waivable consumer protections of the state where you live.

In this Section and in Section 15, "consumer" means the holder of a personal plan, whom Guvik treats as a consumer in every country even when they use the plan in their professional activity, and any other individual who is treated as a consumer under the law of the country where they live.

14.2 Jurisdiction

- **If you are a consumer**, the courts of your place of residence have jurisdiction, without prejudice to any other courts that consumer protection law makes available to you. If you live in the EEA or the United Kingdom, you may bring proceedings in the courts of the country where you live (Regulation (EU) No 1215/2012, "Brussels I bis", Arts. 17 and 18, and equivalent rules in the United Kingdom).
- **In all other cases**, the courts of the judicial district of **São Paulo/SP**, Brazil, have jurisdiction to resolve disputes arising from these Terms, to the exclusion of any other court, however privileged.

15. Regional rules

In every country, the party to these Terms is Guvik, the Brazilian company identified in Section 1. The regional rules that apply to you depend on the country where you live, not on the language in which you read these Terms. Purchase, payment, renewal, cancellation and withdrawal for personal plans are governed by the Personal Plan Terms.

15.1 Brazil

- If you are a consumer, Guvik is liable to you under the Código de Defesa do Consumidor – CDC (Brazilian Consumer Protection Code). Nothing in these Terms limits rights that the law guarantees to consumers.
- Personal data is processed under the Lei Geral de Proteção de Dados – LGPD (Brazilian General Data Protection Law), as described in the Privacy Policy.

15.2 European Economic Area (EEA) and United Kingdom

- If you are a consumer, Sections 8, 9 and 10 apply only to the extent permitted by the mandatory rules of the country where you live. They do not affect your statutory rights regarding the conformity of digital content and digital services, or any liability that those rules do not allow to be excluded or limited.
- The LGPD remains the primary framework for Guvik's processing of personal data. If you live in the EEA or the United Kingdom, the General Data Protection Regulation (GDPR) or the UK GDPR also applies, as described in the Privacy Policy and the GDPR Compliance page, including your right to lodge a complaint with the supervisory authority of the country where you live.
- Guvik's representative in the EEA and the United Kingdom (Art. 27 of the GDPR and of the UK GDPR): to be designated when the law requires it.

15.3 United States

- Some states do not allow the exclusion of implied warranties or the exclusion or limitation of incidental or consequential damages. If you live in one of those states, Sections 8 and 9 apply only to the extent permitted by the law of your state.
- If you live in California, please also see the CCPA/CPRA Privacy Notice. Other state privacy laws apply where applicable. Guvik does not sell personal data or share it for cross-context behavioral advertising, as described in the Privacy Policy and the CCPA/CPRA Privacy Notice.
- Section 4.3 (sanctions and export controls) applies to all users, including outside the United States.
- **Notice to California residents (California Civil Code §1789.3).** The service is provided by Guvik, with the details in Section 1 and telephone **+55 11 96675-0101**. Plan prices are shown on the plans page and in the purchase summary. For complaints or information, email **suporte@guvik.com.br**. You may also contact the California Department of Consumer Affairs, Consumer Information Center, 1625 North Market Blvd., Suite N 112, Sacramento, CA 95834, telephone (800) 952-5210.

15.4 Other countries

These Terms and Brazilian law apply, subject to the mandatory consumer protection rules of the country where you live, where applicable.

16. Language

These Terms are published in Portuguese (pt-BR), English (en-US) and Spanish (es-ES), with the same content. If the versions differ, the version in the language you accepted prevails where applicable consumer protection law so requires; in all other cases, the Portuguese (pt-BR) version prevails.

17. Contact

Questions about these Terms may be sent to:

- Legal/commercial: **contato@guvik.com.br**
- Privacy: **privacidade@guvik.com.br**
- Security: **seguranca@guvik.com.br**
- Support: **suporte@guvik.com.br**

The current version of these Terms of Use is always the one published at `guvik.ai`.