PSEUDONYMIZER.EU

Terms of service

Version 28 October 2026

1. Definitions

- We, us, Litic AI: Litic B.V., a private limited liability company (besloten vennootschap) under Belgian law, trading as Litic AI, Uitbreidingstraat 84, 2600 Antwerp, Belgium, registered in the Belgian Crossroads Bank for Enterprises under enterprise number 0817.919.143, VAT number BE0817919143, e-mail privacy@litic.ai, telephone +31 40 369 00 28.
- Service: Pseudonymizer, available at pseudonymizer.eu and through the accompanying web app, REST API, MCP server and integrations, with which you replace personal data in documents with pseudonyms and convert the results back again.
- You: the person or organisation that creates an account or uses the service.
- Consumer: a natural person who uses the service for purposes outside their trade, business, craft or profession. Business customer: any other customer, such as a law firm, company, public body or self-employed professional.
- Legend: the list that records, per document, which pseudonym corresponds to which original value.
- Credits: the usage units with which you pay for processing (article 5).
- Subscription: Starter, Plus or Pro, billed monthly or yearly (article 5).
- Privacy policy: our privacy policy at pseudonymizer.eu/privacy, which describes how we process personal data.
- Data processing agreement: our standard data processing agreement under Article 28 GDPR, published at pseudonymizer.eu/data-processing-agreement (Dutch version: pseudonymizer.eu/nl/verwerkersovereenkomst), which applies in accordance with article 9 whenever you have documents processed through the service.

2. Scope and conclusion of the agreement

These terms apply to every use of the service, to every account and to every subscription, top-up and integration. Your own terms apply only if we have accepted them in writing.

The agreement is concluded as soon as you create an account and accept these terms. A subscription or top-up is concluded as soon as you confirm your choice in the checkout and we confirm it by e-mail. Before that confirmation you can review and correct your choice and your input. You can conclude the agreement in Dutch or in English. Article 18 and, for consumers, article 16 state which text prevails in case of a difference.

Before the agreement is concluded we make these terms available in a way that allows you to store them and consult them later (including as a PDF), and we link to them in the confirmation e-mail. We record which version you accepted, when and in which language; you can find that

information via "Export my data" on your account page or receive it on request. Earlier versions remain available on our website.

If you use the service on behalf of an organisation, you declare that you are authorised to bind that organisation; these terms then apply to that organisation and to everyone who works through its account. If you act for purposes relating to your trade, business, craft or profession, you are a business customer. Otherwise you are a consumer and article 16 applies as well.

3. The service

The service detects personal data and other data you select in documents, replaces them with consistent pseudonyms and records the mapping in a legend. With the legend you can convert the result back later. This lets you share documents, or use them with AI tools, more safely.

For the detection, the service uses artificial intelligence: a large language model from an external provider proposes a legend for each document, and we first convert scanned documents into text using text recognition (OCR). The replacement itself follows fixed rules based on the legend; the language model does not rewrite your text. In the web app you can check and adjust the legend before you apply it. The privacy policy lists the service providers we use for this.

Pseudonymisation is not anonymisation. As long as the legend exists, the data can be traced back by anyone who holds the legend. The core of the service is that the legend stays separate from the pseudonymised result: the legend does not leave the service, except when you download it yourself or convert a result back.

The service works automatically and is a tool; artificial intelligence and text recognition can also miss data or read it incorrectly. We endeavour to detect personal data as completely as possible, but we do not guarantee that every item is found or that every replacement is correct. You check the result before you share or use it, and you decide whether it is suitable for your purpose. The service does not provide legal advice.

We may develop the service further and add, change or discontinue features where there is a valid reason to do so: to keep the service secure, working and up to date, to comply with laws and regulations, or to improve the service. You pay nothing extra for this. We provide the updates, including security updates, that are needed to keep the service working as agreed for as long as you use the service. A change that materially restricts the core of the service or adversely affects your access to or use of the service is announced by e-mail at least 30 days in advance. If you are a consumer, you may in that case terminate the agreement free of charge within 30 days after the announcement or, if later, after the change, and we refund prepaid amounts for the period after that. Business customers may in that case terminate in accordance with article 14.

4. Account and access

You create an account with a working e-mail address. Sign-in is passwordless, via a magic link, a passkey or an external provider. You are responsible for access to your e-mail and your sign-in methods and for everything that happens through your account. Report misuse or loss of access immediately via privacy@litic.ai.

You are at least 18 years old, or you use the service on behalf of an organisation that is authorised to do so. You keep your account details accurate and up to date.

You can close your account at any time via your account page or by e-mailing us. Article 13 describes what then happens to your data and credits.

5. Trial, subscriptions and credits

- Trial: a new account receives a one-time grant of 50 free credits, valid for 30 days. No payment details are needed. One trial per person or organisation.
- Subscriptions: after the trial you use the service with a subscription: Starter (€ 8.99 per month, 50 credits per month), Plus (€ 24.99 per month, 200 credits per month) or Pro (€ 49.99 per month, 500 credits per month). With yearly billing you pay for ten months (€ 89.90, € 249.90 or € 499.90 per year); credits are still added monthly. Only Pro gives access to the API, the MCP server and the dispatch features of article 8. Article 6 states whether these prices include or exclude VAT.
- Renewal: a subscription renews automatically for the same period (a month or a year) until you cancel it. For a yearly subscription we remind you of the renewal by e-mail at least 30 days before the renewal date.
- Cancellation: you can cancel at any time via "Manage subscription" or by e-mail, in the same way you took out the subscription. The subscription then continues until the end of the current period and is not renewed. A prepaid first period is not refunded, unless these terms (for consumers, article 16) or the law provide otherwise.
- Cancellation after renewal: once a subscription has been renewed automatically, you can cancel it at any time with a notice period of no more than one month. For a renewed yearly subscription we refund the prepaid amount for the remaining full months.
- Changing plans: an upgrade takes effect immediately; the difference for the current period is charged right away on a pro rata basis, and the extra credits are added from the next monthly credit allocation. A downgrade takes effect at the end of the current period.
- Top-ups: with an active subscription you can buy extra credits. Top-up credits are only used once your trial and subscription credits are used up.
- Validity: subscription credits are valid for 60 days from when they are added, so unused credits remain usable for about one more month. Top-up credits are valid for 90 days from purchase. The credits that expire first are used first. Expired credits lapse without compensation. We also show the validity in the checkout and in the confirmation e-mail.
- Usage: credits are used for generating a legend, pseudonymising (depending on the size of the document), OCR of scanned documents and dispatches under article 8. Current rates are on the pricing page; an increase of those rates follows article 6. Converting back is free. Credits have no monetary value, are not transferable and are not paid out in money. If a processing run fails because of an error on our side, we refund the credits used for it.
- After a subscription ends, unexpired credits remain usable until they expire. Features that require an active Pro subscription, such as the API, the MCP server and the dispatch features, stop when the subscription ends or a payment fails.

6. Prices, VAT and payment

- VAT: for consumers, the prices on the pricing page and in the checkout include VAT. For business customers, prices exclude VAT; VAT is calculated on the basis of your country and, within the EU, your VAT number, and is shown separately on the invoice.
- Payment: payments are handled by our payment provider Stripe, with the payment methods offered in the checkout. A subscription is charged in advance per period; a top-up immediately. You receive invoices by e-mail or via your account page.
- Failed payment: if a payment fails, we retry it and inform you. Features that require an active subscription stop for as long as payment is outstanding. If payment is still outstanding after a reminder, free of charge, that gives you 14 days to pay, we may end the subscription, and statutory interest and the collection costs permitted by law become due.
- Price increases: we may increase the price of a subscription and the number of credits a processing run costs only if the costs we incur to provide the service have risen: the costs of hosting and computing capacity, of the AI and OCR services we purchase, of payment services, of staff or of new legal obligations. We pass on only the increase in the part of the price that covers those costs. An increase is no higher than needed to absorb that cost increase and is at most 10 percent per twelve months. We increase the price of your subscription at most once every twelve months and never within three months after you took out the subscription.
- Notice and cancellation: we announce an increase at least 30 days in advance by e-mail and in the app, stating the reason, the old and the new price and the effective date. It takes effect from the first billing period that starts after those 30 days; for a yearly subscription only at the next renewal. Until the effective date you may cancel free of charge; your subscription then ends at the end of the current period, at the old price. If you cancel because of an increase, we also refund the purchase price of your unexpired top-up credits.
- VAT and statutory charges: if VAT or another statutory charge changes, we adjust the price from the date on which that change applies, only by the amount that follows directly from it; we pass on a decrease in the same way. If you are a consumer and such an increase takes effect within three months after you took out the subscription, you may terminate the subscription free of charge; we then refund the prepaid amount for the period after termination.
- Price reductions: if we reduce the price of your subscription or the number of credits a processing run costs, this also applies to you from your next billing period.
- Used credits and an elapsed subscription period are not refunded, unless these terms or the law provide otherwise.

7. Use of the service

You use the service only for documents you are entitled to process and in accordance with the law that applies to you, including the GDPR and your professional rules. To the extent the GDPR applies to your processing (article 9), you are responsible for the legal basis for processing the documents and for informing data subjects. You are always responsible for what you do with the result.

- You may not use the service for unlawful purposes, for content that infringes the rights of others or is criminal, or to harm, mislead or identify persons who are meant to remain protected.
- You do not attempt to overload, disrupt, circumvent, reverse-engineer or copy the service, and you do not attempt to gain access to our systems or to other people's data other than through the normal route.
- You do not resell, rent out or share the service with third parties and you do not use the service to build a competing service. Use within your own organisation, including for your clients, is permitted.
- We apply reasonable usage limits, such as a maximum number of processing runs per minute and per hour, a maximum number of concurrent jobs and a maximum document size. The limits are set out in our documentation. We may adjust them where needed to keep the service stable and secure. If we materially lower the limits of your subscription, we announce this and you may terminate as described in article 3. You do not circumvent those limits or the credit metering.
- API and MCP (Pro): API keys are personal to your account. You keep them secret, store them securely and revoke them on loss or suspected misuse. Everything done with your key counts as use by you. We may change the API and the MCP server; material changes that break existing integrations are announced at least 30 days in advance, except in the case of security risks.
- In the event of a breach of this article, a security risk or a legal obligation, we may suspend or restrict your access in whole or in part. We choose the lightest measure that is sufficient. Except in urgent cases or in the event of a security risk, we warn you first and give you the opportunity to remove the cause. We inform you as soon as reasonably possible and lift the measure once the reason has been removed.

8. Integrations with third-party services

With features such as "Send to LawBot Pro" (via your own ChatGPT workspace at OpenAI) and "Send to Claude" (via a connector from Anthropic that you have connected), and with connected apps that work through our API or MCP server, you can send pseudonymised documents to a third-party service or have them retrieved. You choose that recipient; we are not a party to your agreement with that third party.

- You are responsible for your agreement with and your settings at that third party, for the lawfulness of that processing, for your arrangements with your clients and for what the third party does with the data. We do not receive or check the third party's response.
- Before every dispatch we show exactly which text will be sent and check whether any data from your legend is still in it. You send only after your express confirmation. The legend is never included.
- These integrations rely on third-party services and programming interfaces, some of them in beta. We do not guarantee that they remain available or keep working unchanged, and we are not liable for outages, changes or decisions of those third parties.

- A dispatch costs credits as stated on the pricing page. Use at the third party itself is covered by your own subscription with that third party.
- Access codes and tokens you store with us can be deleted at any time on your account page; the access of a connected app can be revoked there. We store tokens encrypted and use them only for the dispatches you start.

9. Personal data

For the content of the documents you have processed, the legends and the results, you decide why and how they are processed; we act as processor for those data. We process them only on your instructions, as described in these terms, the data processing agreement and the privacy policy, we do not use them for our own purposes and we keep them no longer than needed for the processing you start. For account, billing and usage data we are the controller ourselves.

If you have documents processed through the service, our standard data processing agreement (Article 28 GDPR) applies automatically as part of the agreement, for business customers and for consumers. The text is published at pseudonymizer.eu/data-processing-agreement (Dutch version: pseudonymizer.eu/nl/verwerkersovereenkomst). It covers, among other things, the processing instructions, the security measures, the sub-processors and the duty to notify a breach. We announce a material change to the data processing agreement as provided in article 14 and submit it to you for acceptance; article 6.2 of the data processing agreement applies to new or replacement sub-processors. You can obtain a signed copy on request via privacy@litic.ai at no extra cost; deviating arrangements apply only if we have accepted them in writing.

If you are a business customer, you are the controller of the content of your documents within the meaning of the GDPR. If you are a consumer and use the service only for yourself or your household, for example for your own mail, a personal dispute or the medical records of a family member, this often falls under the household exemption of the GDPR (Article 2(2)(c)). The GDPR then does not apply to you, but it does apply to us, and we keep to the same commitments. If you publish the result, share it with an indefinite number of people or use it for a purpose outside your private life, such as an association or volunteer work, the GDPR does apply to you and you are the controller, just like a business customer. For consumers, article 16 prevails over the data processing agreement.

You warrant that you may lawfully have the documents processed. We do not use the content of your documents for other purposes or to train models. The privacy policy explains which data we process, how long we keep them and which service providers we use.

10. Intellectual property

The documents you upload, the legends and the results remain yours. You only grant us the right to process them to the extent needed to provide the service.

The service itself, including software, models, documentation, texts, design and trademarks, remains the property of Litic AI or its licensors. You receive a non-exclusive, non-transferable right of use for the duration of the agreement, within these terms.

If you give us suggestions or feedback, we may use them freely to improve the service, without compensation and without any obligation to implement them.

11. Availability, maintenance and force majeure

We endeavour to keep the service available and secure, but we do not guarantee uninterrupted availability. Planned maintenance that interrupts the service for more than a short time is announced in advance, preferably outside office hours. In the event of an outage or a security risk we may interrupt the service without notice.

Credits lost because of an outage on our side are refunded. Further compensation for unavailability is available only to the extent provided by article 12 or by law.

We are not obliged to perform our obligations for as long as force majeure prevents this. Force majeure is a cause beyond our reasonable control that we could not reasonably have prevented or overcome, such as an internet or power failure, a DDoS or other cyberattack, a government measure or a change in the law that prohibits performance or makes it impossible. An outage at one of our hosting, payment or AI providers counts as force majeure only if we could not reasonably have prevented or overcome it, for example by switching to another provider. If force majeure lasts longer than 30 days, either party may terminate the agreement; prepaid amounts for the period after that are refunded.

12. Liability

- Our liability for loss or damage arising from or related to the agreement or the use of the service is limited, per event, with a series of related events counting as one event, to compensation for direct loss up to the amount you paid for the service in the twelve months before the event. This limitation applies only to compensation for loss or damage. If we fail to perform, you keep your other statutory rights, such as performance, termination and a refund of what you prepaid for the period in which we did not provide the service.
- We are not liable for indirect loss, including consequential loss, lost profit or revenue, missed savings and reputational damage. For loss resulting from loss or corruption of data we are liable only to the extent that you could not have prevented it by keeping the legends and results yourself (article 13). For fines imposed on you by supervisory authorities we are liable only to the extent that they result from a breach by us of the data processing agreement or the GDPR.
- Nor are we liable for loss or damage that arises because you did not sufficiently check the result, because you used the service in breach of these terms or the law, or from acts or omissions of third parties to whom you have sent data.
- These limitations do not apply to loss or damage resulting from death or personal injury, to the extent that the loss or damage results from intent (opzet), wilful recklessness (bewuste roekeloosheid) or gross negligence (grove schuld) on the part of us, our managers or persons we engage in performing the agreement, or to the extent that mandatory law prohibits a limitation. If you are a consumer, these provisions do not limit your statutory rights (article 16).
- Business customers indemnify us against claims by third parties, including data subjects and supervisory authorities, to the extent that they arise from documents they have processed,

from their use of the service in breach of these terms or the law, or from their own obligations as controller. This does not apply to the extent that the claim results from a failure or fault on our part. Business customers must notify us in writing of a claim within 24 months after they became aware, or could reasonably have become aware, of the loss; after that the claim lapses.

13. Term, termination and switching

- The agreement for your account is for an indefinite period. Subscriptions run per period in accordance with article 5. You can close your account at any time; a running subscription then ends in accordance with article 5.
- We may terminate the agreement with two months' notice, for example if we discontinue the service; prepaid amounts for the period after the end date are refunded. If you are a consumer and a subscription ends as a result before the end of the current period, this does not affect your right to compensation. We may terminate the agreement immediately or suspend your access in the event of a serious or repeated breach of these terms, misuse, fraud or a legal obligation.
- Switching and exit (Regulation (EU) 2023/2854, the Data Act): you can take all your exportable data with you at any time. You download the legends with your results yourself (JSON or CSV). You download your dossiers, prompt templates, the names and platforms of your agents (without access codes), your account data and your acceptance log yourself as JSON via "Export my data" on your account page, or you receive them on request in a common, machine-readable format. Our internal system and security logs are not exportable. We describe the formats in our documentation. If you want to switch to another service or to your own environment, let us know via your account page or privacy@litic.ai; no notice period applies. From your notice a transition period of at most 30 days applies, during which the service keeps working and we reasonably assist with the switch; you may extend that period once. After that you can still request your data from us for at least 30 days. The agreement ends once the switch has been completed or, if you do not switch but want your data erased, at the end of the transition period; we confirm this by e-mail. We do not charge switching fees. If you are a business customer and terminate a yearly subscription during its first year by switching to another service, we do not refund the prepaid yearly amount; this counts as an early termination fee (Article 29(4) of the Data Act). If you are a consumer, we refund in that case the prepaid yearly amount minus the monthly price of your subscription for each month that has started (article 16). We state both arrangements in the checkout before the agreement is concluded. After an automatic renewal we refund, on switching as on cancellation, the prepaid amount for the remaining full months (article 5). Article 5 applies to other prepaid subscription periods. Your right of withdrawal as a consumer (article 16) remains unaffected. Where our infrastructure is located and what measures we take against access by non-EU governments is described at pseudonymizer.eu/infrastructure-and-government-access. This switching arrangement does not apply to the free trial; you can download your legends during the trial as well.
- After the end of the agreement and after the retrieval period, or earlier if you ask us to, we delete your account data, dossiers, templates, tokens and dispatch records within 30 days,

except for data we are legally required to keep longer, such as invoice data. Unexpired credits lapse when the account ends. If we terminate the agreement without any breach of these terms on your part, we refund the purchase price of your unexpired top-up credits.

- Provisions that by their nature continue to apply after the end, such as articles 9, 10, 12, 17 and 18, remain in force.

14. Changes to these terms

We may change these terms where there is a valid reason: a change in laws or regulations, case law or guidance from supervisory authorities, new or changed features or services, the security of the service, changed terms of our providers that we must pass on, or a clarification. Article 6 applies to prices. A change that materially affects your rights or obligations is announced at least 30 days before the effective date by e-mail and in the app, with a summary of what changes and why. If you are a consumer with a running yearly subscription, a change to your disadvantage takes effect only at the next renewal, unless the change is required by law. If you do not agree with the change, you may cancel free of charge until the effective date; prepaid amounts for the period after the end date are then refunded. If you use the service after the effective date, the new version applies.

Minor changes, such as clarifications or corrections that do not affect your rights, and changes required by law may be applied immediately. The current version is always available at pseudonymizer.eu/terms with its date; earlier versions can be consulted there as well.

15. Complaints

Do you have a complaint about the service or about us? E-mail privacy@litic.ai with a description of your complaint or call us on +31 40 369 00 28. We confirm receipt and give a substantive response within 14 days. If that is not possible, we let you know within that period when you can expect an answer. We always try to resolve a complaint by mutual agreement first.

If you are a consumer, you can also turn to the bodies for out-of-court dispute resolution in your country of residence. We are not affiliated with any dispute resolution body (geschillencommissie) and do not take part in mandatory arbitration.

16. If you are a consumer

This article applies only if you are a consumer. It prevails over the other articles to the extent they deviate from it. Nothing in these terms limits the rights you have as a consumer under mandatory law, including the law of the country where you live.

- Right of withdrawal: you may withdraw from a subscription or top-up within 14 days after concluding the agreement without giving reasons. You can do so via the withdrawal button on our website and in the app, by e-mail to privacy@litic.ai or with the European model withdrawal form, the text of which is set out in the confirmation e-mail and at pseudonymizer.eu/model-withdrawal-form. We refund what you have paid within 14 days after your withdrawal using the same payment method, less the proportionate amount referred to in the next point if the service had already started at your request.

- Immediate start: if you want to use the service immediately, we ask you in the checkout to expressly agree to the start of the service within the withdrawal period and to acknowledge that you lose your right of withdrawal once we have fully performed the service. We confirm that consent in the confirmation e-mail. If you withdraw after the service has started but before it has been fully performed, you pay an amount proportional to the use up to that moment.
- You can end the free trial without cost or formalities; no withdrawal is needed for that.
- Term and cancellation: how long your subscription runs, that it renews automatically and how you cancel it are shown in the checkout and confirmed by e-mail. After an automatic renewal you can always cancel with a notice period of no more than one month (article 5).
- Yearly subscription in the first year: you may also cancel a yearly subscription at any time during its first year, including to switch to another service. You then choose whether the subscription continues until the end of the year or ends at the end of the current month; let us know via privacy@litic.ai if you choose the latter. If it ends at the end of the current month, we refund the prepaid yearly amount minus the monthly price of your subscription for each month that has started. You therefore never pay more than the yearly amount.
- Legal guarantee: you are entitled to a service that conforms to the agreement, in accordance with the statutory rules for digital services. If the service does not conform to the agreement, you may under those rules demand performance (including bringing the service into conformity), a proportionate price reduction or termination of the agreement. A limitation of our liability in article 12 applies to you only to the extent permitted by law.
- Law and courts: Dutch law applies to the agreement, but you keep the protection of the mandatory provisions of the law of the country where you live. No choice of court applies to you: which court has jurisdiction follows from the law, in the EU from Regulation (EU) No 1215/2012. You may bring proceedings before the courts for the place where you live or before the Belgian courts; we may bring proceedings against you only before the courts of the country where you live.
- Language: if you concluded the agreement in English, the English text of these terms applies to you; if you concluded it in Dutch, the Dutch text. We record the language of each order.

17. Governing law and competent court

These terms and every agreement with us are governed by Dutch law. The United Nations Convention on Contracts for the International Sale of Goods (CISG) does not apply.

Disputes with business customers that we cannot resolve by mutual agreement are submitted to the District Court of Oost-Brabant (Rechtbank Oost-Brabant), sitting in 's-Hertogenbosch, the Netherlands, unless mandatory law designates another court. For consumers, article 16 applies.

18. Final provisions

- If a provision of these terms is void or voidable, the other provisions remain in force and the parties replace the affected provision with a valid provision that comes as close as possible to its intent. This does not apply to a term that is unfair towards a consumer: such a term lapses without replacement.

- We may transfer our rights and obligations under the agreement to a legal successor in the context of a merger, acquisition or transfer of the business; we will inform you. The successor is bound by these terms. If you are a consumer, a transfer that may reduce your guarantees requires your consent. You cannot transfer your account or your credits without our consent.
- These terms are available in Dutch and in English. For business customers the Dutch text prevails in case of a difference between the two texts; for consumers, article 16 applies.
- Questions about these terms? E-mail privacy@litic.ai, call +31 40 369 00 28 or write to Litic B.V. (Litic AI), Uitbreidingstraat 84, 2600 Antwerp, Belgium.

Litic B.V., trading as Litic AI, Uitbreidingstraat 84, 2600 Antwerp, Belgium. Company number 0817.919.143, VAT number BE0817919143. Questions: privacy@litic.ai. The current version and earlier versions are available at pseudonymizer.eu.