



September 2026

Updated Terms and Conditions

Summary:

We have updated the Mitti Terms and Conditions (<https://mitti.com/legal/terms-and-conditions/>).

Reason for changes:

We are launching new features in the Mitti platform, including AI Agents and Site Sign-On. We are also releasing a revamped Enterprise Plan.

To facilitate these launches, we are simplifying the structure of the Terms and Conditions. It will now be clear which terms apply to your use of our different products and services.

If you have any questions or require additional information, please contact your Account Manager or our Customer Support team at support@mitti.com.

Frequently Asked Questions:

Do the changes have any impact on the way Mitti uses or accesses data?

No.

What are the substantive changes made to the Terms and Conditions?

We have:

- moved the terms that apply to particular Services (previously set out as product and services modules in the Agreement) out of the Agreement, so that they are now accessible at <https://mitti.com/legal/>;
- set out the Data Processing Agreement in Appendix 1 and Appendix 2, and the Service Level Agreement in Appendix 3;
- updated the Service Level Agreement to set out uptime commitments by plan, with service credits calculated as a percentage of the monthly fees for the affected Service;
- updated the Billing section to provide more flexibility in the way we price our products and services, as we offer customers pricing structures beyond seat-based pricing;
- clarified that a customer is responsible for the instructions they give to AI Agents and for supervising those Agents; and
- clarified that the limitations on liability apply to each party together with its affiliates, including under an indemnity, and that the liability cap does not limit customer's payment obligations.

When are the updated Terms and Conditions effective?

The updates to our Terms and Conditions are effective on 21 September 2026.

The updates to the Service-specific Terms and Conditions will come into effect on the earlier of your purchase of the product or service to which the Service-specific Terms and Conditions apply or the renewal of your subscription.

The Terms and Conditions apply to all new customers and all existing customers subject to the current Terms and Conditions.

The updated Terms and Conditions will not replace existing written agreements signed by both the customer and Mitti relating to use of Mitti's Services.