

Terms of Service

Version 1.0 – January 2026

1. About Signal365

Signal365 (“we”, “us”, “our”) provides reporting, insights, and analysis related to Microsoft 365 environments.

Signal365 is designed to help you understand what’s happening in your tenant. It does not take actions on your behalf or replace professional, technical, or business judgement.

By accessing or using Signal365, you agree to these Terms of Service.

2. Eligibility & Authority

You confirm that:

You are authorised to connect and analyse the Microsoft 365 tenant used with Signal365

You have permission to view and process the data Signal365 accesses

You will comply with all applicable laws and third-party terms (including Microsoft’s)

If you are using Signal365 on behalf of an organisation, you confirm you have authority to bind that organisation to these terms.

3. Your Account

You are responsible for:

Keeping your login credentials secure

All activity carried out under your account

Ensuring account details remain accurate and up to date

We may suspend access if we reasonably believe your account has been compromised or misused.

4. Acceptable Use

You must not:

Use Signal365 for unlawful purposes

Access or analyse tenants you are not authorised to manage

Attempt to bypass security, safeguards, or rate limits

Reverse engineer, copy, or interfere with the platform

Use Signal365 in a way that breaches Microsoft or other third-party terms

We may suspend or terminate accounts that breach this section.

5. Subscriptions & Billing

Signal365 is provided on a subscription basis.

Subscriptions are billed in advance

Subscriptions renew automatically unless cancelled before renewal

Pricing and plan details are displayed at the time of purchase

Prices may change with reasonable notice

Full billing details are set out in our Billing & Refund Policy.

6. Availability & Changes

We aim to make Signal365 available on a consistent basis, but availability is not guaranteed.

Service availability may be affected by:

Planned maintenance

Third-party services (including Microsoft 365, Azure, Stripe)

Events outside our reasonable control

We may update, modify, or discontinue parts of the service over time.

7. Data & Privacy

Your use of Signal365 is subject to our Privacy Policy.

Signal365 is designed to work primarily with metadata, configuration, and usage signals. We do not access email content, files, or messages unless explicitly stated.

8. Intellectual Property

Signal365 owns all rights to:

- The platform, software, and code

- Branding, templates, and presentation

- Documentation and marketing materials

You may use reports and outputs generated by Signal365 for internal business purposes within your organisation.

9. AI-Generated Outputs

Some Signal365 features use AI to generate summaries, insights, or commentary.

You acknowledge that:

- AI outputs are advisory and informational

- AI outputs may contain errors or omissions

- You remain responsible for decisions made using Signal365 outputs

Further details are set out in our AI Use & Transparency Policy.

10. Suspension & Termination

You may cancel your subscription at any time through your account or billing portal.

We may suspend or terminate access if:

- These terms are breached

The service is misused or abused

Required payments are not made

On termination, your access will end in line with our Data Retention & Deletion Policy.

11. Disclaimers

Signal365 is provided “as is” and “as available”.

We do not guarantee that:

The service will be uninterrupted or error-free

Reports or insights will be complete, accurate, or suitable for all purposes

Any specific business, financial, or operational outcome will be achieved

12. Limitation of Liability

To the maximum extent permitted by law:

We are not liable for indirect, incidental, or consequential losses

We are not liable for loss of profits, revenue, data, or goodwill

We are not liable for decisions made based on Signal365 outputs

Our total liability is limited to the amount you paid to Signal365 in the 12 months preceding the claim.

Nothing in these terms limits liability where it cannot be limited under law.

13. Changes to These Terms

We may update these Terms of Service from time to time.

If changes are material, we will provide reasonable notice. Continued use of Signal365 after changes take effect means you accept the updated terms.

14. Governing Law

These terms are governed by the laws of England and Wales.

Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

15. Contact

If you have questions about these terms, contact us at: legal@signal365.co.uk