CoreSR Inc.
c/o LaBarge Weinstein LLP, 800-515 Legget Drive, Kanata, ON K2K 3G4, Canada
help@coresr.ai · coresr.ai

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Public Procurement & Governance

Terms of Service

1. The Agreement

These Terms of Service ("**Terms**") form a binding legal agreement between you ("**Customer**", "**you**") and **CoreSR Inc.**, a corporation organized under the laws of Canada with registered corporate address at c/o LaBarge Weinstein LLP, 800-515 Legget Drive, Kanata, ON K2K 3G4, Canada ("**CoreSR**", "we", "us"), governing your access to and use of https://coresr.ai (and `synthero.ai`) and the CoreSR systematic-review, meta-analysis, and GRADE methodology platform (the "**Service**"). By creating an account or using the Service, you agree to these Terms and our Privacy Policy (https://coresr.ai/privacy). For Team and Institution subscriptions, our Data Processing Addendum (PIPEDA & GDPR Article 28) at https://coresr.ai/api/public/dpa is incorporated by reference.

If you accept these Terms on behalf of an institution, hospital, university, guideline society, or company, you represent that you have authority to bind that organization.

2. The Service & Human-in-the-Loop Commitment

CoreSR provides software and AI-assisted methodology tools for literature search management, title/abstract and full-text screening (**TITAN-SR**), structured data extraction, Risk-of-Bias assessment (**ROB BERT** and **GLASS**), statistical synthesis, GRADE evidence certainty rating, and manuscript preparation (**GLASS**).

Human-in-the-Loop Design Principle: CoreSR's AI models propose candidate classifications, extractions, and evidence ratings stamped with model version provenance; **qualified human reviewers remain solely responsible for verifying and approving every methodological decision and clinical conclusion.** The Service is **not** a medical device and **not** real-time patient clinical decision support.

3. Accounts, Organization MFA & Session Controls

- You must be at least 16 years old, provide accurate registration details, and maintain one account per individual (credential sharing is prohibited).
- Workspace Owners and Admins on Team and Institution workspaces may enforce **mandatory TOTP two-factor authentication (2FA)**, shorten **maximum session duration** (from the 7-day default down to 8 hours), view member 2FA enrollment status, and revoke active member sessions at any time.

4. Subscriptions, Billing & Cancellation

- Paid tiers (Essentials, Researcher, Team, and Institution), quotas, and institutional order forms are billed as stated at checkout or on your countersigned Order Form.

- Subscriptions renew automatically unless cancelled prior to renewal in Account/Billing Settings; cancellations take effect at the end of the current paid period except where pro-rata refunds are expressly provided (such as valid Subprocessor objection under DPA §5.3 or statutory rights).
- Payment card processing is handled by **Stripe, Inc.** (PCI-DSS Level 1).

5. Permitted Use

You may use the Service to design, conduct, audit, and publish systematic reviews, scoping reviews, living evidence syntheses, meta-analyses, health technology assessments, and clinical practice guidelines.

6. Prohibited Data (No PHI) & Prohibited Conduct

6.1 Strictly Prohibited Data (No Patient Health Records)

You must **not** upload to, store in, or process through the Service:

1. **Identifiable patient or clinical-record data (PHI)** — including patient names, medical record numbers, health card numbers, full dates of birth, street addresses, or records regulated under Ontario PHIPA, US HIPAA, or equivalent health-privacy statutes;
2. **Special-category personal data** of identifiable individuals under GDPR Article 9; or
3. Third-party trade secrets or classified government material that you lack lawful authority to process.

If prohibited patient identifiers are uploaded inadvertently, notify security@coresr.ai immediately for assisted purge.

6.2 Prohibited Conduct

You may not probe, attack, or bypass security controls or rate limits; reverse-engineer or scrape proprietary model weights or platform code; misrepresent identity; share accounts; or use the Service in violation of applicable law.

7. Intellectual Property & Data Portability

- **Your Ownership:** You (or your Institution) retain **100% ownership** of all Customer Content you upload and all review work product, tables, figures, and manuscripts you generate using the Service. You grant CoreSR a limited, non-exclusive licence solely to host, safeguard, back up, and process your content to deliver the Service to you.
- **One-Click Full Export:** You may export your complete project and account archive (references, screening decisions, extractions, GRADE tables, manuscripts, and JSON snapshots) at any time via **Account Settings → Full Data Export**.
- **CoreSR IP:** CoreSR retains ownership of the Service software, user interface, TITAN-SR, GLASS, and ROB BERT model architectures/weights, and trademarks.

8. Customer Content & AI Model Training (Unambiguous Tier Commitments)

1. **Team & Institution Workspaces — Zero Model Training:** CoreSR **never** uses Customer Content from Team or Institution workspaces to train, fine-tune, or evaluate CoreSR AI models, and blocks third-party commercial LLM API egress in code for those workspaces, with one exception effective November 17, 2026: when a reviewer runs KM Cor on a Kaplan–Meier figure, the cropped image of that figure, its caption, and the review's subgroup names are sent to Google's Gemini vision model through a commercial model API (see Privacy Policy §3). Any bespoke fine-tuning on an Institutional partner's corpus requires a separate, bilaterally signed written agreement.
2. **Individual / Free Accounts — Opt-Out Respected:** On standalone Individual/Free accounts, CoreSR may use strictly de-identified, aggregate bibliographic screening pairs (stripped of user/project identifiers, never manuscript drafts or private notes) to improve TITAN-SR **unless** you enable **"Exclude my reviews from model training"** in Account Settings (honoured immediately and prospectively).

9. Subprocessors, Security & Account Deletion

- Authorized Subprocessors and our **30-day advance written notification undertaking** are published at https://coresr.ai/api/public/subprocessors.
- Self-service account deletion triggers a **7-day revocable grace window**, followed by permanent live database/storage purge and automatic age-out from encrypted off-site backups within **30–35 days**.
- At the **Institution** tier, CoreSR offers an optional **Source-Code & Container Escrow Rider** upon request under an Institutional Order Form.

10. Confidentiality

Each party shall protect the other party's non-public Confidential Information with at least the same degree of care it uses for its own confidential information (and never less than reasonable care) and use it solely to perform or exercise rights under these Terms. Customer Content is Confidential Information of Customer.

11. Disclaimers & Limitation of Liability

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE." TO THE MAXIMUM EXTENT PERMITTED BY LAW, CORESR DISCLAIMS IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. NEITHER PARTY SHALL BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES. EXCEPT FOR BREACHES OF CONFIDENTIALITY OR DATA-PROTECTION INDEMNITIES EXPRESSLY AGREED IN AN INSTITUTIONAL ORDER FORM, CORESR'S AGGREGATE LIABILITY IN ANY 12-MONTH PERIOD SHALL NOT EXCEED THE GREATER OF THE FEES PAID BY CUSTOMER TO CORESR IN THAT 12-MONTH PERIOD OR CAD $100.

12. Governing Law & Venue

These Terms are governed by the laws of the **Province of Ontario and the federal laws of Canada applicable therein**, without regard to conflict-of-law rules, with exclusive venue in the courts located in **Ottawa or Toronto, Ontario**, except where mandatory data-protection law (including the EU SCCs under the DPA) requires otherwise.

13. Contact

- **Legal & Institutional Agreements:** legal@coresr.ai
- **Privacy, Data Protection & Security Disclosures:** security@coresr.ai
- **Support:** help@coresr.ai