

Terms and Conditions of Use for the EstateLens Service

Last updated: 06 October 2026

These Terms and Conditions of Use govern access to and use of the EstateLens service. They constitute a binding agreement between Estate Lens Data Ltd., Israeli company no. 517393435, of 5 Ahi Lahav Street, Rishon LeZion, Israel, and every individual or entity that registers for, purchases a subscription to, or uses the Service.

Please read these Terms in their entirety before registering for or using the Service. Checking the designated acceptance box, completing registration, purchasing a subscription, or using the Service after these Terms have been presented constitutes confirmation that the User has read, understood, and agreed to all provisions of these Terms. Anyone who does not agree to these Terms may not register for or use the Service.

The Company's Privacy Policy, as amended from time to time, forms an integral part of these Terms. In the event of any conflict between these Terms and the Privacy Policy concerning the collection or processing of Personal Data, the Privacy Policy shall prevail, unless these Terms afford the Data Subject greater protection or mandatory law provides otherwise.

1. Definitions

- 1.1 "Company" means Estate Lens Data Ltd., Israeli company no. 517393435.**
- 1.2 "Service" or "EstateLens" means the software platform, website, mobile applications, user interfaces, and ancillary services operated by the Company, including the system available at estatelens.ai and app.estatelens.ai, and any version, update, component, or related service made available through them.**
- 1.3 "User" means any individual who registers for the Service, is invited to an Office Account, or otherwise lawfully uses the Service. Where an engagement is entered into on behalf of an office, company, or other entity, the term also includes the entity on whose behalf the engagement is entered into, as applicable.**
- 1.4 "Office Account" means a workspace comprising an Account Owner, administrators, and authorised users, in accordance with the number of seats purchased.**
- 1.5 "Account Owner" means the User who created the workspace or was designated as its owner and who is authorised to manage the subscription, charges, users, and permissions within the Office Account.**
- 1.6 "Company Content" means the Service and any information, database, display, design, interface, software, code, algorithm, model, calculation, report, text, graphic, logo, or other material created by the Company or in which it holds rights, excluding User Content and Third-Party Content.**
- 1.7 "User Content" means any information, image, document, logo, text, recording, transcript, client details, property details, note, or other material that the User provides, enters, uploads, creates, transmits, or publishes through the Service.**
- 1.8 "Third-Party Content" means information or material originating from a party other than the Company or the User, including real-estate listings, images, descriptions, governmental data, planning information, transaction data, maps, links, and information provided by external service providers.**
- 1.9 "Output" means any result generated by the Service, including a valuation estimate, market opinion, comparative market analysis, yield calculation, rating, indicator, recommendation, summary, match, transcript, text, brochure, document, or response generated by an artificial-intelligence system.**

2. Eligibility and Use on Behalf of Another Entity

- 2.1 At this stage, the Service is intended for the professional and business use of duly licensed real-estate brokers and brokerage offices. It is not intended for private, family, or household use.**
- 2.2 Registration for and use of the Service are conditional upon the User being at least 18 years of age, legally competent to enter into binding transactions, and holding a valid real-estate brokerage licence where required by law or by the Company.**

- 2.3 The User represents that all details provided, including the User's name, contact details, office affiliation, and brokerage licence number, are complete, accurate, and current. The User shall promptly notify the Company of any change, including the suspension, restriction, expiration, or revocation of the User's brokerage licence.
- 2.4 The Company may verify registration details and licence validity against available databases, request additional documentation, and approve or reject a registration request at its discretion, subject to applicable law. The performance of any verification or approval of an account does not constitute a representation by the Company concerning the User's identity, professional qualifications, licence validity, or reliability.
- 2.5 A User acting on behalf of an office, company, or other entity represents that the User is authorised to bind that entity to these Terms. If the User lacks such authority, the User shall be personally liable for all obligations of the User under these Terms.
- 2.6 The Company may extend the Service to additional audiences in the future and prescribe special terms for them. Unless expressly provided otherwise, these Terms shall apply to such audiences with the necessary modifications.

3. Account Creation and Security

- 3.1 Registration shall be completed in the manner prescribed by the Company, including by email address and password or through a Google or Apple account, and is subject to verification of an email address and telephone number, acceptance of these Terms, and completion of the required details. If a required verification service is unavailable, registration cannot be completed without verification.
- 3.2 Completion of registration does not confer a vested right to access the Service. Every new User account, including an account of a User joining an existing Office Account by invitation, requires the Company's manual approval; access to the Service shall not be available until approval is granted. The Company may refuse approval or revoke an approval if registration details prove inaccurate, the User does not meet the eligibility requirements, or there are reasonable grounds to suspect prohibited use or harm to the Service, subject to applicable law.
- 3.3 A User account is personal and intended for one individual only. A password, verification code, or other access credential may not be shared; another person may not be permitted to use the account; and an account may not be sold, leased, or transferred without the Company's prior written approval.
- 3.4 The Service may permit only one active session at a time. Signing in from an additional device may terminate an earlier session. This restriction does not permit account sharing and does not derogate from the User's duty to safeguard access credentials.
- 3.5 The User is responsible for every action performed through the User's account, except for an action taken after the User notified the Company of unauthorised use and the Company had a reasonable period in which to block the account. The User shall notify the Company without delay of any suspected disclosure, loss, or unauthorised use of access credentials.
- 3.6 The Company may require a password change, additional authentication, or renewed sign-in, and may restrict or revoke access tokens where necessary to protect Users, the Company, or the Service.

4. Office Accounts and User Permissions

- 4.1 An office subscription includes the number of seats specified in the purchased plan. Each User within an Office Account shall be assigned a separate personal account. Users may not be added in excess of the number of seats purchased.
- 4.2 The Account Owner and a duly authorised administrator may invite Users, assign roles and permissions, deactivate and reactivate Users, and manage the subscription and billing. An invitation may be time-limited.
- 4.3 The User acknowledges that the Account Owner and its administrators may have access to account-administration details and information required to manage the workspace, in accordance with the Service permissions and the Privacy Policy.
- 4.4 The Account Owner is responsible for ensuring that each invited User is authorised to process the information contained in the Office Account and that the User's permissions correspond to the User's role. Termination of a User's employment or engagement does not delete information belonging to the office, and the Account Owner is responsible for promptly disabling that User's access.

- 4.5 The Company is not a party to the relationship between an office and its employees, agents, or service providers and shall not adjudicate disputes concerning ownership of an account, content, or clients. The Company may require reasonable documentation before changing account ownership or permissions.

5. Licence to Use the Service

- 5.1 Subject to full payment of all applicable fees and compliance with these Terms, the Company grants the User a limited, revocable, non-exclusive, non-transferable, and non-sublicensable licence to use the Service during the subscription period for the purposes of the User's professional work as a real-estate broker.
- 5.2 The licence includes viewing information and using the tools available under the purchased plan, and providing clients with Outputs and links that the Service expressly designates for sharing, solely through the sharing and export mechanisms made available by the Service.
- 5.3 The licence does not transfer to the User any ownership right in Company Content or Third-Party Content and does not authorise any use not expressly permitted by these Terms.

6. Trial Period

- 6.1 Subject to account approval, the Company may grant a free trial period of seven days from the date of approval, or such other period as is presented to the User. As a rule, a trial period is available only once per Office Account. An additional User joining an Office Account does not receive a new trial period and does not extend the office's trial period.
- 6.2 The trial period does not require the provision of a payment method and does not automatically convert into a paid subscription. Access to the Service shall be blocked when the trial ends unless a subscription is purchased.
- 6.3 The Company may restrict features during a trial period, refuse to grant a trial, or terminate it in the event of misuse, duplicate accounts, or an attempt to circumvent its conditions.

7. Subscription Plans

- 7.1 The Service is offered under the plans and scopes described on the pricing and checkout screens. The plan details, number of Users, service areas, quotas, add-ons, and price displayed before purchase approval form part of the terms of the transaction.
- 7.2 Prices displayed to a User in Israel include value added tax unless expressly stated otherwise or applicable law requires a different manner of presentation.
- 7.3 A subscription may be limited by the number of cities, Users, virtual lines, artificial-intelligence operations, search results, or other resources. The Company may apply reasonable usage and rate limits for security, stability, prevention of abuse, and fair allocation of Service resources, even where a plan is described as unlimited. "Unlimited" means that no ordinary commercial quota applies; it does not authorise automated, exceptional, or burdensome use.
- 7.4 Plan features remain available only for as long as they are technologically, legally, and commercially supported. A feature description on a marketing page is not a commitment that the feature will be suitable for every property, local authority, area, device, or use.
- 7.5 Pilot accounts, benefits, and complimentary access are offered at the Company's discretion, may be modified or discontinued, and confer no right to continued use of the Service free of charge.

8. Payment and Automatic Renewal

- 8.1 A subscription purchased through the website is charged in advance through a payment processor selected by the Company. A subscription purchased through an application may be processed through the Apple App Store or Google Play and is subject to the terms of the relevant store.

- 8.2 A monthly subscription renews automatically each month until cancelled. The next billing date shall be displayed to the User as part of the purchase details and in the subscription-management area. The billing cycle is monthly and is not a fixed period of thirty days; the number of days between charges may vary according to the length of the month and the billing mechanism of the payment provider or application store, as applicable. By approving the purchase, the User instructs the Company or the payment provider to charge the payment method each month for the active plan and add-ons.
- 8.3 The Company does not retain complete credit-card details. Payment details are processed by the payment provider, and the Company may retain a token or billing identifier and transaction details required for subscription administration, fraud prevention, and legal compliance.
- 8.4 Seats, cities, or add-ons added during a billing period may be charged immediately on a pro-rata basis for the remaining period, in accordance with the calculation displayed before approval. A reduction shall take effect in the following cycle and shall not entitle the User to a refund for a period already paid, subject to mandatory law.
- 8.5 The User is responsible for providing accurate billing details and maintaining a current payment method. If a charge fails, the Company may continue to provide access until the end of the paid period, attempt a further charge through the payment provider, and thereafter restrict or block the Service until the outstanding amount is paid.
- 8.6 Payments to the Company do not include fees charged to the User by communications providers, internet providers, application stores, or third-party services, unless expressly stated otherwise.
- 8.7 A tax document shall be issued and sent in accordance with applicable law and the details provided by the User. The User is responsible for verifying the billing details and the identity of the entity to be charged before completing the purchase.

9. Changes to Prices and Plan Terms

- 9.1 The Company may change prices, plans, quotas, and add-ons. A change affecting an existing subscription shall take effect in a future billing cycle and only after prior notice has been given to the User by reasonable means and in accordance with applicable law.
- 9.2 If the User does not agree to a material change in the price or plan, the User may cancel the subscription before the change takes effect. Continuation of the subscription after the effective date of the change constitutes acceptance of the new terms.
- 9.3 A promotion, discount, or special condition shall apply only for the period and to the eligible persons specified in the offer and shall not bind the Company in relation to another User or any additional period.

10. Subscription Cancellation and Refunds

- 10.1 A subscription paid by credit card through the Company's payment provider may be cancelled in the "Subscription and Billing" area on the website and in the applications, or by contacting the Company as provided in Section 10.5. A subscription purchased through the Apple App Store or Google Play must be cancelled through the User's store account and in accordance with the store's instructions; the Service shall provide a link to manage the subscription in the relevant store. Deleting the application or ceasing to use it does not cancel a subscription.
- 10.2 Cancellation shall take effect at the end of the paid billing period, and the User may use the Service until that time, unless the User requests immediate termination or applicable law requires otherwise.
- 10.3 No refund shall be given for a partially used period, a reduction in seats or add-ons, or non-use of the Service, unless a refund is required by law. The Company may, at its discretion, grant an ex gratia refund or credit without thereby creating a practice or future obligation.
- 10.4 To the extent that the User is a "consumer" and the transaction is subject to mandatory provisions of the Israeli Consumer Protection Law, 5741-1981, the statutory rights concerning cancellation, refunds, and cancellation fees shall apply and prevail over any conflicting provision of these Terms. For the avoidance of doubt, the Service is intended for business and professional use, and consumer-protection provisions may therefore not apply to an engagement entered into for the purposes of the User's occupation.

10.5 A cancellation request or billing inquiry may also be sent to support@estatelens.ai. The User must provide sufficient information to identify the account. This does not derogate from the User's obligation to cancel through the applicable application store where the subscription was purchased through that store and the Company is not authorised to cancel it on the User's behalf.

11. Data Sources and Updates

11.1 The Service aggregates information from various sources, including listing advertisers, portals, governmental databases, local authorities, mapping providers, Users, and other public sources. The Company neither owns nor operates these sources and does not represent them.

11.2 Information from different sources may be consolidated into a single property record by reference to address, location, price, area, number of rooms, description, or other characteristics. The consolidation process is principally automated and may incorrectly identify different listings as relating to the same property or fail to identify duplicate listings.

11.3 Some information is updated several times per day, while other information is updated weekly or at another frequency. There may be delays, interruptions, or discrepancies between information at its source and information displayed in the Service, including on weekends, during malfunctions, following a change in a source's structure, or where a source blocks or restricts access.

11.4 Information may be incomplete, inaccurate, duplicated, outdated, estimated, or based on unverified details supplied by an advertiser. Certain information is not available in every authority or region. The absence of any data, plan, permit, transaction, hazard, institution, or project must not be regarded as confirmation that it does not exist.

11.5 The Company may select the primary source, correct or supplement fields, conceal duplicates, filter anomalous transactions, cease displaying an inactive listing, and modify its methods of consolidation and updating.

11.6 A link to a source is provided for convenience only. The governing source is the relevant document, registry, or competent authority at the time of verification. The Company does not warrant that a link will remain available or that each field will be accompanied by specific attribution to its source.

12. Planning, Proprietary, and Environmental Information

12.1 Information concerning block and parcel numbers, ownership, plans, zoning, building rights, planning freezes, permits, urban renewal, infrastructure, educational institutions, transportation, distances, environmental data, or projects is provided for reference purposes only.

12.2 The Service is not a land-registry extract, planning-information file, information for permit purposes, certificate of rights, information certificate, planning opinion, or official document. The information does not necessarily reflect the state of title or planning as at the time of use and may not include amendments, variances, non-conforming uses, orders, expropriations, undertakings, building irregularities, or pending proceedings.

12.3 Distances and locations are calculated automatically and may be approximate. A property's location may be estimated or based on a listing that did not provide an exact address.

12.4 Before making any representation to a client or taking any decision, the information must be verified against the current official source and appropriate professionals must be consulted, including a lawyer, real-estate appraiser, architect, engineer, surveyor, tax adviser, or financial adviser.

13. Valuations, Calculations, and Market Analyses

13.1 A market opinion, estimated value, value range, price per square metre, yield, trend, market variance, expected price, feature matching, or any other calculation or indicator is an automated estimate based on data available to the system and on assumptions, filters, and statistical models.

13.2 An automated estimate is not a real-estate appraisal and is not a substitute for an appraisal prepared by a licensed real-estate appraiser after inspection of the property and its legal, planning, and physical condition. It must not be used for credit, mortgage, security, regulatory reporting, tax, insurance, accounting, legal proceedings, or any other purpose requiring a professional or official valuation.

- 13.3** The accuracy of an estimate is affected by the number and currency of comparables, data quality, property characteristics, non-arm's-length transactions, and economic changes. A statistical range or confidence percentage is not a guarantee that a transaction will be completed within the displayed range or at the displayed price.
- 13.4** Asking-price data does not indicate a transaction price. A yield is an estimated calculation, may be gross, and does not necessarily account for taxes, financing, maintenance, vacancy periods, transaction costs, or future changes in rent.
- 13.5** The User is responsible for presenting every Output to the User's client in a non-misleading manner, together with the disclaimers appearing in it, and may not remove, conceal, or alter any source marking, date, limitation, or disclaimer.

14. Artificial Intelligence

- 14.1** The Service includes artificial-intelligence systems capable of completing data, drafting text, cleaning images, transcribing calls, generating documents, answering questions, and performing actions in accordance with the User's instructions.
- 14.2** Artificial-intelligence Output may be inaccurate, incomplete, outdated, inconsistent, or inappropriate to the circumstances. It may attribute data to the wrong property, misinterpret information, or omit a material limitation. Output must not be regarded as a verified fact, undertaking, professional advice, or personalised recommendation.
- 14.3** The User shall review every Output before relying upon it, delivering or publishing it, or taking action on its basis. In particular, the User is responsible for verifying amounts, dates, property details, party details, planning status, legal requirements, and any wording having legal or commercial significance.
- 14.4** The User may not enter into an artificial-intelligence system any information that the User is not entitled or authorised to process, excessive information not required for the purpose, trade secrets, or sensitive information that need not be disclosed. Processing of Personal Data through artificial-intelligence systems is subject to the Privacy Policy.
- 14.5** The Company may impose usage limits, replace a model or provider, modify system instructions, and block a request that may violate the law, harm any person or the Service, or generate prohibited content.

15. User's Professional Duties

- 15.1** The Service is an auxiliary tool only. The User remains solely responsible for the professional services provided by the User, the verifications required of the User, the provision of accurate information to clients, the documentation of the User's actions, and compliance with all applicable law, professional duties, and ethical rules.
- 15.2** The Company is not a broker in any real-estate transaction, is not a party to any negotiation or transaction, and does not represent a seller, buyer, landlord, or tenant. Display of a property or a match does not create a brokerage engagement and does not determine which party was the effective cause of a transaction.
- 15.3** The User shall not present the Company as a source that has approved a property, owner, client, document, transaction viability, or entitlement to brokerage fees, and shall not represent that the Company bears responsibility for the User's services.
- 15.4** The User shall comply with the Israeli Real Estate Brokers Law, 5756-1996, the regulations promulgated thereunder, and all relevant law, including requirements concerning a valid licence, a written brokerage order, material particulars, fairness, loyalty, disclosure, and avoidance of conflicts of interest.

16. Brokerage Documents and Electronic Signatures

- 16.1** The Service may enable the remote creation, transmission, and execution of brokerage documents. The Company provides technological infrastructure only, is not legal counsel to the User or any signatory, and does not confirm that any document, template, or signing process is suitable for a particular transaction or satisfies every legal requirement.
- 16.2** The User is responsible for selecting the appropriate document, completing all correct and required particulars, explaining it to the client where required, obtaining the client's consent, and ensuring that the written brokerage order contains all material particulars prescribed by law.

- 16.3** Authentication by a one-time code, IP address, timestamp, or content hash is intended to assist in documenting the signing process. It does not guarantee the signatory's identity or authority, the signatory's intent to be bound, the validity of the document, or its admissibility or evidentiary weight in any proceeding.
- 16.4** The User shall not send a document for signature to a person who has not requested the User's services or without a lawful basis for contacting that person. The User shall verify that the contact details belong to the intended recipient and that sending the document and authentication messages does not infringe the recipient's privacy.
- 16.5** The User must download and retain copies of signed documents and any records required by the User. The Service is not a legal archive, and the Company does not undertake to retain documents for any limitation period or other period.

17. Clients, Buyers, and Information Entered by the User

- 17.1** The User may enter information concerning clients, buyers, sellers, properties, and meetings only where the User has a lawful basis to do so and only to the extent required for a legitimate professional purpose.
- 17.2** The User represents that the User has provided Data Subjects with the notice required by law and obtained every consent required for the collection, retention, analysis, matching, disclosure, direct marketing, or other processing of their information through the Company and its providers.
- 17.3** As between the Company and the User, the User determines the purposes for which the User's clients' information is processed, and the Company processes that information for the purpose of providing the Service, unless the Privacy Policy or applicable law provides otherwise. The User shall handle requests from the User's clients to access, correct, or erase their information and notify the Company where action by the Company is required.
- 17.4** Sensitive or unnecessary information may not be entered, including medical information, information concerning beliefs or opinions, criminal history, credit data, passwords, payment details, or a copy of an identity card, unless expressly requested by the Service and supported by an appropriate lawful basis.

18. Call Recording and Transcription

- 18.1** The Service may provide a virtual number and functions for recording, transcribing, summarizing, and extracting details from calls. Use of these tools is subject to their availability, the applicable plan, and the communications provider's terms.
- 18.2** The User initiates and conducts the call and is solely responsible for the legality of recording, transcribing, retaining, and using its content. The User must provide appropriate notice to the participants and obtain consent where required by law or by the circumstances of the call.
- 18.3** The Service may not be used for unlawful interception, for recording a conversation to which the User is not a party, or for any prohibited surveillance. Confidential or sensitive information may not be recorded or processed beyond what is necessary.
- 18.4** Automated transcripts and summaries may contain errors. The User shall review them before entering them into a professional record, transmitting them, or relying upon them.

19. Email, Text Messages, and WhatsApp Communications

- 19.1** The Service may send the User operational communications required for registration, security, billing, account administration, requested alerts, signing, and support. The User may manage certain notifications in the settings but may not opt out of communications essential to operation of the account or performance of a legal obligation.
- 19.2** The User is responsible for every communication sent to the User's clients through the Service, including by WhatsApp, email, text message, Messenger, or social network. The User must ensure that the contact is authorised, that the recipient requested or consented to receive it, and that its content complies with the Israeli Communications Law (Telecommunications and Broadcasting), 5742-1982, the Israeli Protection of Privacy Law, 5741-1981, the applicable platform terms, and all applicable law.
- 19.3** Approval of a template by a communications provider or platform does not establish the legality of sending it to any particular recipient. The User shall promptly honour any request to unsubscribe or cease contact.

- 19.4** The Company may delay or block communications, impose rate limits, and suspend a connection where there are grounds to suspect spam, fraud, a violation of law, or a breach of an external provider's terms.
- 19.5** The Company shall not send the User any advertisement by email, text message, WhatsApp, push notification, or other means of communication except in accordance with applicable law and where there is valid consent or a statutory exception. Consent to receive advertising shall be requested separately and clearly and shall not be made a condition of receiving the Service unless permitted by law. The User may withdraw consent at any time through the unsubscribe mechanism included in the communication or by contacting the Company. Withdrawal of consent to advertising shall not prevent the Company from sending operational, security-related, contractual, or other communications required for provision of the Service.

20. Social Networks and Calendars

- 20.1** Connecting a Facebook, WhatsApp, Google Calendar, or other account is subject to the User's permissions and the provider's terms. The User may connect only an account that the User is authorised to manage.
- 20.2** The User is responsible for every post, response, message, event, or action published through the User's account, even if drafted or performed with the assistance of the Service. The User must review the content before publication and ensure that it is not misleading, does not infringe rights, and does not disclose Personal Data without authorisation.
- 20.3** The Company is not responsible for any blocking, modification, loss of authorisation, malfunction, or action by an external provider. Disconnecting the Service does not necessarily cancel a publication, event, or information already transmitted to the external provider.

21. User Content

- 21.1** The User retains the User's rights in User Content. For the period during which the content is held within the Service and for such additional period as is required for backup, documentation, or compliance with a legal obligation, the User grants the Company a worldwide, non-exclusive, royalty-free licence to store, reproduce, process, adapt, display, transmit to providers, and derive outputs from User Content solely for the purposes of operating, securing, and improving the Service and providing the features requested by the User.
- 21.2** The User represents that the User holds all rights and authorisations required in relation to User Content and that its use in accordance with these Terms does not infringe any copyright, trademark, privacy right, confidentiality obligation, contractual obligation, or other right.
- 21.3** The User may not upload content that is false, misleading, threatening, offensive, discriminatory, unlawful, infected with malware, or contains excessive Personal Data. The Company may remove or restrict content where there are reasonable grounds to suspect a violation, without being obliged to monitor content in advance.
- 21.4** Any feedback, suggestion, or idea submitted by the User concerning the Service is provided without any duty of confidentiality or compensation, and the Company may use it to develop the Service, provided that the Company does not disclose Personal Data in contravention of the Privacy Policy.

22. Images, Descriptions, and Logos

- 22.1** Images, descriptions, trademarks, and logos may constitute Third-Party Content and remain the property of their respective rights holders. Their display does not indicate cooperation, sponsorship, endorsement, or affiliation between the Company and the rights holder.
- 22.2** The User may use an image, description, or logo only within the scope of the authorisation displayed by the Service and only where such use is permitted by law and by the source terms. The User may not remove any watermark, attribution, rights notice, or source marking and may not instruct the Service to do so in relation to content that the User is not entitled to modify.
- 22.3** The User shall not upload images of a property, person, or document without the authorisation of the rights holder and, where required, the consent of the person depicted or the property owner. The User must avoid exposing faces, documents, vehicle registration numbers, personal belongings, or identifying information that is not required for the publication.

22.4 The Company may remove content, replace it with a link to the source, disable a processing function, or restrict sharing following a demand by a rights holder, a change in source terms, an order, or a legal-risk assessment.

23. Sharing Reports and Content with Clients

23.1 The User may share only reports, brochures, and links that the Service designates for sharing and only for the purpose of providing the User's brokerage services to the relevant client. Raw data may not be republished, made available to the public, sold, or distributed outside the Service mechanisms.

23.2 A public link may be accessible to anyone who receives it. The User shall review its content before sending it, send it only to authorised recipients, and avoid including Personal Data or confidential information that is not required.

23.3 The User shall not alter a report in a manner that represents it as an original Output of the Service and shall not remove any logo, source, date, limitation, or disclaimer. User branding does not transfer any Company rights to the User and does not impose liability upon the Company toward the User's client.

23.4 The User is responsible for every representation, explanation, interpretation, or recommendation added by the User to an Output. The User's client is not a party to an agreement with the Company, except to the extent that the client has accepted separate terms for use of a signature page or public service.

24. Prohibited Uses

24.1 The Service may be used only in accordance with these Terms, applicable law, and the professional purpose for which it is made available.

24.2 Without limiting the foregoing, the User may not perform or attempt to perform any of the following:

- a. scraping, data mining, automated collection, systematic downloading, or use of any robot, crawler, extension, script, or automated tool not expressly provided by the Company;
- b. copying, reproducing, selling, leasing, distributing, republishing, or creating a parallel database from the Service;
- c. using the Service, any content, or any Output to train a model or to develop, benchmark, improve, or operate a competing product or service;
- d. reverse engineering, disassembly, decompilation, discovery of source code, or circumvention of any security mechanism, quota, permission, payment requirement, or technical restriction;
- e. accessing any internal interface, endpoint, database, or data not intended for the User, or scanning for vulnerabilities without prior written authorisation;
- f. impersonation, provision of false details, use of another person's account, or concealment of a traffic source for the purpose of circumventing a block;
- g. uploading malware, creating an unreasonable load, disrupting operation of the Service, or attempting to obtain unauthorised access;
- h. use that infringes any person's privacy, intellectual property, trade secret, reputation, or other right;
- i. use for fraud, deception, unlawful discrimination, harassment, prohibited direct marketing, or any unlawful activity; or
- j. presenting any data, Output, or product as having been verified by the Company, a competent authority, or a professional where no such verification occurred.

24.3 The Company may monitor usage patterns and technical events to the extent required for security, enforcement of these Terms, and prevention of misuse, in accordance with the Privacy Policy.

25. Intellectual Property

25.1 All rights in the Service and Company Content, including copyrights, database rights, patents, trade secrets, trademarks, and goodwill, belong to the Company or its licensors.

25.2 The EstateLens name, logo, system designs, and feature names may not be used without the Company's prior written authorisation, except for the non-misleading display of a report or link that the Service permits the User to share.

25.3 The Company reserves every right not expressly granted under these Terms. Making the Service available, providing access to information, or generating a report does not constitute a sale or assignment of any right.

26. Reporting Errors or Infringement

26.1 A User who believes that information in the Service is inaccurate, infringes privacy, or violates a right is requested to report the matter through the reporting mechanism or by email to support@estatelens.ai and provide sufficient details to identify the content, the nature of the allegation, and the right asserted.

26.2 A notice of copyright or trademark infringement shall include the complainant's details, identification of the work or mark, the location of the content within the Service, the basis of the asserted right, and a declaration that the information provided is accurate. The Company may request further evidence and forward the notice to the person who uploaded the content or to its source.

26.3 The Company may, but is not obliged to, remove, conceal, correct, or disable content while a matter is investigated. Such action does not constitute an admission of infringement and does not impose upon the Company a duty to adjudicate the dispute.

27. Third-Party Services

27.1 The Service relies upon external providers and services, including cloud, artificial-intelligence, mapping, authentication, payment, messaging, telephony, social-network, and application-store services. Their use may be subject to additional terms and privacy policies of the relevant provider.

27.2 The Company does not control any external service and is not responsible for its availability, accuracy, security, changes to its terms, or acts of its provider. The Company may replace a provider, change an integration, or discontinue a feature that depends upon an external service.

27.3 A link to an external website does not constitute a recommendation or endorsement of its content. Upon following the link, the external website's terms shall apply.

27.4 A purchase through an application store is also subject to the store's terms. In the event of a conflict concerning billing, cancellation, or a refund controlled by the store, the store's binding terms shall apply. Apple and Google are not responsible for the Service, its support, or claims relating to it, to the extent permitted by their terms and applicable law.

28. Availability, Maintenance, and Changes to the Service

28.1 The Service is provided "as is" and "as available." The Company shall use reasonable efforts to maintain it but does not warrant continuous availability, any particular response time, absence of errors, or that every feature will operate at all times.

28.2 The Company may perform planned or emergency maintenance; modify any interface, algorithm, source, feature, or quota; and add or remove components. Where a material change substantially impairs the core of a paid plan, the Company shall endeavour to provide reasonable prior notice where practicable.

28.3 The Company may discontinue a feature or the entire Service for legal, security, technological, or commercial reasons. If the Company elects to discontinue a paid Service before the end of a paid period, it shall provide a pro-rata refund for the period not supplied, unless the discontinuation results from the User's breach or from circumstances beyond the Company's control and applicable law does not require a refund.

28.4 The User is responsible for an internet connection, equipment, operating system, and supported version. The Company does not warrant support for every device or browser.

29. Backup, Retention, and Export

29.1 The Company may create backups for disaster-recovery and security purposes, but a backup is not a personal archival service and does not guarantee restoration of any item, version, or deletion made by the User.

29.2 The User is responsible for retaining an independent copy of every document, report, recording, transcript, or item of information required for the User's work, compliance with professional duties, or protection of the User's rights.

29.3 Export options are limited to those offered through the interface. The Company is not obliged to provide export in another format or permit bulk downloading, unless required by law.

30. Suspension, Blocking, and Account Termination

30.1 The Company may immediately and without prior notice restrict, suspend, or block an account or action where there are reasonable grounds to suspect a breach of these Terms or applicable law, a security risk, unauthorised use, fraud, infringement of rights, abnormal load, an unpaid debt, or a need to protect the Service or any third party.

30.2 Where circumstances permit, the Company shall provide notice and allow a reasonable period to remedy the matter. The Company is not obliged to permit a remedy in the event of a serious, repeated, or deliberate violation or where delay could increase the harm.

30.3 Blocking for a breach does not entitle the User to a refund, subject to mandatory law. The User remains liable for every amount that became due before the block.

30.4 The User may cease using the Service and delete the account through the designated mechanism, subject to completion of required actions such as removing active Users, downloading documents, and cancelling a subscription through an application store.

30.5 Account deletion is irreversible and may delete User Content, permissions, searches, favourites, clients, messages, and documents. Certain information may be retained after deletion in backups, security records, billing records, by providers, or where retention is required to protect rights or comply with applicable law, as described in the Privacy Policy.

30.6 Provisions that by their nature are intended to survive termination shall remain in force, including provisions concerning intellectual property, liability, indemnification, confidentiality, governing law, and jurisdiction.

31. Privacy and Information Security

31.1 The Company shall process Personal Data in accordance with the Privacy Policy and applicable law. The Privacy Policy describes the categories of information, purposes of processing, providers, transfers, retention periods, and rights of Data Subjects.

31.2 The User is responsible for securing the User's devices and email and telephone accounts and for access to information downloaded from the Service. A signing link, file, or Personal Data must not be sent through a channel that is not appropriately secured having regard to the sensitivity of the information.

31.3 No system is completely immune from security risks. Where a security incident is suspected, the Company may take protective measures, reset permissions, suspend access, and issue notices as required by law.

31.4 Acceptance of these Terms does not constitute consent to advertising or non-essential tracking. Any such consent, where required, shall be obtained separately and in accordance with applicable law.

32. Confidentiality

32.1 Each party shall keep confidential all non-public business, professional, or technological information disclosed to it in connection with the engagement and shall use such information solely for performance of the engagement. This obligation does not apply to information that lawfully entered the public domain, was lawfully received from a third party, was independently developed, or must be disclosed by law.

32.2 Information displayed through the Service does not become the User's trade secret merely because it was viewed through the User's account. User Content and client information shall be handled in accordance with these Terms and the Privacy Policy.

33. Disclaimer of Representations and Limitation of Liability

- 33.1** To the fullest extent permitted by law, the Company makes no representation or express or implied warranty concerning the accuracy, completeness, currency, source, suitability, legality, availability, or outcome of any information, content, Output, or third-party service.
- 33.2** The Company shall not be liable for any pricing, marketing, purchase, sale, lease, financing, or investment decision; any lost transaction or brokerage commission; any representation made by the User; any User Content or Third-Party Content; any error in a valuation, match, transcript, or document; or any reliance without independent verification.
- 33.3** To the fullest extent permitted by law, the Company shall not be liable for any indirect, consequential, special, or punitive damages, loss of profit, revenue, opportunity, goodwill, or information, or business interruption, even if advised of the possibility thereof.
- 33.4** The Company's aggregate liability for all claims arising from the Service or the engagement shall not exceed the amount actually paid to the Company for the three billing cycles preceding the event giving rise to the cause of action. Where the Service was provided free of charge, aggregate liability shall not exceed NIS 500.
- 33.5** These limitations shall not apply where liability may not lawfully be limited, including liability that cannot be excluded by agreement, an intentional act of the Company, or bodily injury caused by the Company's negligence.

34. Indemnification

- 34.1** The User shall indemnify the Company, its officers, employees, and providers against any damage, expense, liability, or third-party demand, including reasonable legal costs and attorneys' fees, arising from the User's breach of these Terms or applicable law, User Content, use of Personal Data without authorisation, any communication or publication sent by the User, any brokerage document created by the User, or any representation made by the User to a client.
- 34.2** The indemnification obligation is conditional upon the Company notifying the User of the demand within a reasonable time and permitting the User to participate in the defence, provided that the Company may control the defence and object to any settlement that imposes upon it liability, an admission, or a non-monetary obligation.

35. Force Majeure

- 35.1** The Company shall not be deemed in breach by reason of any delay or failure to perform resulting from circumstances beyond its reasonable control, including war, a state of emergency, governmental action, natural disaster, epidemic, general strike, failure of communications or electrical infrastructure, a large-scale cyberattack, or discontinuation of service by a key provider, provided that the Company takes reasonable steps to mitigate the impact.

36. Amendments to These Terms

- 36.1** The Company may amend these Terms as a result of changes to the Service, applicable law, technology, providers, or the business model. The date appearing at the beginning of these Terms shall be updated accordingly.
- 36.2** A material amendment shall be presented to the User by an in-service notice or email, and the Company may require renewed acceptance before further use. A non-material amendment shall take effect upon publication.
- 36.3** If the User does not agree to an amendment, the User must cease using the Service and cancel the subscription before the amendment takes effect. No amendment shall derogate from accrued rights or apply retroactively where such application is prohibited.

37. Notices and Support

- 37.1** The Company may send notices to the email address or telephone number listed in the account or through the Service. An email notice shall be deemed delivered within one business day after sending, unless a delivery-failure notice is received.

37.2 Communications to the Company shall be sent to **support@estateLens.ai** or through the support channel displayed in the Service. The Company shall endeavour to respond within a reasonable time but does not undertake to respond within any particular period.

37.3 The User is responsible for keeping contact details current and reviewing notices concerning security, billing, changes to these Terms, and continuation of the Service.

38. Governing Law and Jurisdiction

38.1 These Terms and every use of the Service shall be governed exclusively by the laws of the State of Israel, without regard to its conflict-of-laws rules.

38.2 Exclusive jurisdiction over every dispute relating to these Terms or the Service shall be vested in the competent courts of the Tel Aviv-Jaffa District, unless mandatory law confers jurisdiction elsewhere.

38.3 Before commencing proceedings, the party asserting a dispute shall provide the other party with detailed notice and allow 14 days for a good-faith attempt to resolve it, except in the case of an application for interim or urgent relief.

39. General Provisions

39.1 These Terms, the Privacy Policy, and the order details approved at the time of purchase constitute the entire agreement concerning the Service and supersede every prior representation or understanding, except for a separate written agreement signed by an authorised signatory of the Company.

39.2 In the event of a conflict, special terms approved in writing shall prevail first, followed by the order details with respect to price and plan scope, and thereafter these Terms. An external provider's terms shall prevail only with respect to a matter within that provider's control and to which these Terms refer.

39.3 A failure to enforce any right does not constitute a waiver. A waiver is effective only if made in writing in relation to the particular instance.

39.4 If any provision of these Terms is held invalid or unenforceable, it shall be construed or limited to the extent required to give effect to its purpose, and the remaining provisions shall remain in force.

39.5 The User may not assign or transfer any right or obligation without the Company's prior written approval. The Company may assign its rights and obligations as part of a corporate restructuring, merger, acquisition, or transfer of operations, provided that the User's rights under applicable law are not prejudiced.

39.6 Section headings are for convenience only. Words in the singular include the plural and vice versa, and references to one gender include every gender.

39.7 Questions concerning these Terms may be directed to the Company at support@estateLens.ai.