

Terms & Conditions

Last updated 25 July 2026

These Terms and Conditions govern access to and use of the ALGOZ OPS platform and applications provided by ALGOZ FZ-LLC, a free zone company registered in the Ras Al Khaimah Economic Zone (RAKEZ), United Arab Emirates, trade licence no. 47023214 ("Algoz", "we", "us", "our"). By creating an account, using the platform, or installing the app, you agree to these terms. If you are agreeing on behalf of a company, you confirm you are authorised to bind it.

1. Definitions

Platform means the ALGOZ OPS consoles, applications and related services. **Customer** means the company that holds an account. **User** means an individual authorised to use the platform. **Customer Data** means data the Customer or its Users enter or generate on the platform.

2. Accounts and eligibility

Company accounts are provisioned by Algoz for the Customer. The Customer's administrator creates and manages User accounts and assigns roles and permissions. You are responsible for keeping your credentials confidential and for activity under your account. The platform is for use by professional security personnel aged 18 or over.

3. Licence to use

Subject to these terms and payment of applicable fees, Algoz grants the Customer a limited, non exclusive, non transferable, revocable right to access and use the platform for its internal security operations during the subscription term. All rights not expressly granted are reserved.

4. Mobile application licence (EULA)

The application is licensed, not sold. You may install and use it on devices you own or control, solely to use the platform. You must not copy, modify, reverse engineer, decompile, or create derivative works of the application except as permitted by law, nor remove proprietary notices, nor use it in

breach of export controls or sanctions. Where the app is obtained from the Apple App Store or Google Play, the additional terms in section 18 apply.

5. Acceptable use

You must not use the platform to: break the law or facilitate unlawful activity; process data without a lawful basis or necessary consents; infringe others' rights; upload malware; attempt to breach security, access another company's data, or probe the system without authorisation; or resell or provide the platform to third parties without our agreement. You must use location and personal data only for legitimate security purposes.

6. Customer responsibilities and data

As between the parties, the Customer owns and is responsible for Customer Data and for having a lawful basis and any required consents or notices to process it, including the data of operatives and of the principals it protects. The Customer must ensure its Users understand how location and personal data are used. **In particular, the platform includes live position sharing:** while a User is on duty with location sharing enabled, their live GPS position is continuously visible to authorised members of their company, including in the background on supported devices, and movement trails are retained for operational review. **The Customer must inform every User of this before putting them on duty and must hold any consent its local law requires;** the User can stop sharing by going off duty or turning location sharing off. Algoz processes Customer Data as a processor under the Data Processing Agreement, which forms part of these terms.

7. Subscriptions, fees and billing

Access is provided on a subscription basis. Fees, tiers and any free trial are as agreed with Algoz or as shown at operations.algozgroup.com. Where self service billing is enabled, payments are handled by our payment provider. Unless stated otherwise, fees are non refundable except as required by law. Non payment or expiry may lead to suspension.

8. Intellectual property

The platform, applications, and all related software, content and branding are owned by Algoz or its licensors and are protected by intellectual property laws. Customer Data remains the Customer's. You grant Algoz the rights needed to host and process Customer Data to provide the service.

9. Confidentiality

Each party will protect the other's confidential information and use it only to perform under these terms. Operational data on the platform is treated as confidential.

10. Availability and support

We work to keep the platform available but do not guarantee uninterrupted or error free operation. We may perform maintenance and may modify features. Support is provided at ops@algozgroup.com.

11. Third party services

The platform relies on third party services, including hosting, maps and the Customer's own messaging bot. Their availability is outside our control and subject to their own terms.

12. Warranties and disclaimer

The platform is provided "as is" and "as available". To the fullest extent permitted by law, Algoz disclaims all implied warranties, including merchantability, fitness for a particular purpose and non infringement. ALGOZ OPS is a coordination tool and is not a substitute for professional judgement, emergency services, or a guaranteed safety outcome.

13. Limitation of liability

To the fullest extent permitted by law, neither party is liable for indirect, incidental, special or consequential loss, or loss of profit, data or goodwill. Algoz's total liability arising out of or related to the platform is limited to the fees paid by the Customer for the platform in the 12 months before the event giving rise to the claim. Nothing limits liability that cannot be limited by law.

14. Indemnity

The Customer will indemnify Algoz against claims arising from Customer Data or from use of the platform in breach of these terms or applicable law.

15. Suspension and termination

We may suspend or terminate access for breach of these terms, non payment, or risk to the platform or others. The Customer may stop using the platform at any time. Sections that by their nature should survive termination will survive.

16. Data on termination

On termination, the Customer may request export of Customer Data for a limited period, after which we delete it in line with the Data Deletion page and the Data Processing Agreement.

17. Changes to these terms

We may update these terms. Material changes will be notified, and continued use after the effective date means you accept them.

18. Apple App Store and Google Play

Where you obtain the app from the Apple App Store: this agreement is between you and Algoz only, not Apple; Apple has no obligation to provide support or handle claims relating to the app; Apple is a third party beneficiary and may enforce this agreement; and you confirm you are not located in an embargoed country and are not on a prohibited party list. Where you obtain the app from Google Play, Google's terms also apply. You must comply with the store rules and applicable export laws.

19. Governing law and disputes

These terms are governed by the laws of the United Arab Emirates as applied in the Ras Al Khaimah Economic Zone, without regard to conflict of law rules, and the competent courts of Ras Al Khaimah have jurisdiction, subject to any mandatory consumer or data protection rights you have locally.

[Confirm governing law and forum with counsel.]

20. Contact

ALGOZ FZ-LLC, a free zone company registered in the Ras Al Khaimah Economic Zone (RAKEZ), United Arab Emirates, trade licence no. 47023214 ("Algoz", "we", "us", "our"). Questions about these terms: ops@algozgroup.com.

ALGOZ FZ-LLC. Registered office: [Registered office address, RAKEZ, Ras Al Khaimah, United Arab Emirates , to confirm].
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