

EXTRACT BY DOCOMPAREAI / LEGAL

Extract by DocompareAI Terms of Service

Plain-language terms for Extract by DocompareAI

EFFECTIVE DATE 25 August 2026
OPERATOR OZKAI (ABN 44 606 005 308)
CONTACT contact@docompareai.com

These Terms of Service apply to Extract by DocompareAI at <https://extract.docompareai.com> and its related PDF extraction, trial, subscription and support services (the **Service**). The Service is operated by OZKAI (ABN 44 606 005 308). Extract and DocompareAI are product and brand names used by OZKAI and are not separate legal entities. In these Terms, **OZKAI**, **we**, **us** and **our** mean the operator of the Service.

By creating an account, starting a trial, purchasing a subscription or using the Service, you agree to these Terms and the Privacy Policy. If you use the Service for an organisation, you confirm that you are authorised to accept these Terms for it. You must be at least 18 years old and legally able to enter into this agreement. If you do not agree, do not use the Service.

1. The Service and its intended use

Extract helps users define extraction fields, upload PDFs, generate extraction instructions, run machine-assisted extraction, review results against source material and, where the selected plan permits, export results. Demonstration content may use sample material and pre-generated results rather than live processing.

The Service is a self-service business tool. Features, providers, limits and processing methods may change as the product develops. Current plan features, file limits, page allowances and export rights are shown in the Service or at checkout.

Extract is intended for public, non-confidential, low-sensitivity or appropriately de-identified documents. It is not a medical device, clinical system, legal records repository, secure data room or validated regulatory system. We do not offer HIPAA hosting, a business associate agreement, regulated data hosting, guaranteed data residency or a data processing agreement unless we expressly agree otherwise in writing.

2. Accounts

You must provide accurate account information and keep access to your email account, device and browser secure. The Service may support email magic links and third-party sign-in. Authentication details may be stored in your browser to keep you signed in. Sign out when using a shared or untrusted device.

An account is for one authorised user unless team access is expressly offered. You must not sell, transfer or share your account, or allow unauthorised automated access. Tell us promptly at contact@docompareai.com if you suspect unauthorised use.

3. Your content and permission to process it

Customer Content means the PDFs, text, field definitions, instructions, templates, feedback and other material you provide. You keep your rights in Customer Content.

You give us a limited, non-exclusive licence to host, copy, transmit, parse and transform Customer Content as reasonably needed to provide, secure, troubleshoot and support the Service, comply with law and enforce these Terms. This includes sending relevant content to the hosting, storage and artificial intelligence providers described in the Privacy Policy. The licence ends when the content is deleted, subject to temporary backups, provider records and information we reasonably need to keep for legal, billing, security or operational purposes.

You confirm that you own Customer Content or have all rights, permissions and lawful authority needed to upload and process it. You are responsible for giving any required notices and obtaining any required consents from people whose information appears in Customer Content.

4. Content you must not upload

Do not upload patient records or identifiable health information; genetic or biometric information; government identity documents or identity numbers; payment card details, banking credentials or passwords; children's data; criminal records; confidential contracts or legally privileged material; classified or export-controlled material; unlawfully obtained content; or information that requires a security, confidentiality, retention, residency or regulatory commitment we have not accepted in writing.

You must remove or de-identify restricted information before upload. Consent from the person concerned does not override these restrictions. If you upload restricted material by mistake, stop processing it and delete the affected job promptly.

5. AI-generated output

Depending on the Service configuration, a complete PDF, extracted text, document snippets, field definitions and instructions may be sent to Google Gemini, OpenAI or both. The provider used to prepare instructions may differ from the provider used for extraction.

AI-generated output can be incomplete, inaccurate, inconsistent or unsuitable. Confidence indicators and source links are review aids, not guarantees. You must review the source document and independently verify output before relying on it, exporting it or using it in another system.

You are responsible for decisions and actions based on output. Do not use Extract or its output as the sole basis for medical or clinical care, legal advice, employment, credit, insurance, migration, benefits, regulatory submissions or another decision that may significantly affect a person's rights, health, safety or interests.

6. Retention and deletion

Jobs currently have a default retention period of seven days from creation. Cleanup is automated, but an active or queued job, provider delay, retry, backup or technical problem may postpone final deletion. You should download any permitted output you need before expiry.

You may delete a job or request account deletion using available controls. Stored objects are queued for deletion and authentication deletion may be retried if a provider is temporarily unavailable. Limited billing, transaction, usage, security and legal records may be retained as described in the Privacy Policy. We do not promise that deleted or expired content can be restored.

Important: deleting your Extract account does not itself cancel an active Stripe trial or subscription. Cancel through the Stripe billing portal before deleting your account if you want billing to stop.

7. Trials, plans and billing

A trial, if offered, is subject to the duration, included usage and other conditions shown before it starts. A card-backed trial converts to the selected paid subscription when the trial ends unless you cancel before the date shown by Stripe. Starting a paid plan early may end the remaining trial.

Paid plans renew for the monthly or quarterly interval you select until cancelled. Before payment, Extract or Stripe shows the selected plan, recurring amount, billing interval, currency and payment date. Unless the Service or checkout clearly states otherwise, prices are in United States dollars (USD). Taxes, if applicable, are shown at checkout.

Stripe processes payments. We do not receive or store complete card numbers or card security codes. You authorise Stripe to charge the selected payment method for the trial conversion and each recurring period. You must keep billing details current.

We may change prices or plan features for a future billing period. Where required by law, or where a change materially increases an existing recurring charge, we will provide advance notice and an opportunity to cancel.

8. Cancellation, failed payments and refunds

You can manage or cancel a subscription through the Stripe billing portal linked from the Service. Cancellation normally takes effect at the end of the current paid period unless the portal says otherwise. Cancelling does not delete your account or jobs, and deleting your account does not cancel Stripe billing.

If a payment fails or a subscription becomes unpaid or cancelled, we may restrict paid features and retry an authorised payment through Stripe. Except where we expressly offer a refund or the law requires a remedy, payments are non-refundable and unused pages or time have no cash value. Nothing in these Terms limits rights or remedies that cannot lawfully be excluded, including rights under the Australian Consumer Law.

9. Usage limits and acceptable use

Plans may limit pages, files, file size, columns, processing concurrency, exports or other features. Unused quota expires at the end of the relevant usage period unless the Service says otherwise. You must not create duplicate accounts or manipulate files to avoid limits or repeat a one-time trial.

You must use the Service lawfully. You must not infringe intellectual property, privacy, confidentiality or other rights; upload malware; probe or test security without written permission; bypass authentication, quotas, billing or safety controls; disrupt the Service or another user's access; use unauthorised scraping or automation; reverse engineer the Service except where law permits; misrepresent output as verified by OZKAI; or use the Service for fraud, deception, abuse or unlawful surveillance.

10. Ownership and feedback

OZKAI and its licensors own the Service, software, interface, documentation, branding, demonstration content and related intellectual property, excluding Customer Content. While your account is active and any required fees are paid, you receive a limited, non-exclusive, non-transferable right to use the Service for your internal professional or business purposes.

If you send feedback or suggestions, you allow us to use them to operate and improve the Service without payment or public attribution. This does not give us ownership of your uploaded PDFs or extraction data.

11. Providers, availability and product changes

The Service relies on third-party hosting, authentication, storage, payment and AI providers. They may experience outages, reject content, change features or impose limits. We aim to provide the Service with reasonable care but do not promise uninterrupted, error-free or permanent availability, or that a particular model or provider will remain available.

We may maintain, improve, replace or discontinue features. If a change materially reduces a paid core feature during a prepaid period, we will provide any remedy required by law and may offer a reasonable alternative, credit or ability to cancel.

12. Suspension and termination

We may restrict or suspend access where reasonably necessary to address a security risk, suspected fraud, unlawful or prohibited use, non-payment, a provider restriction, a material breach or a legal requirement. Where practical and lawful, we will give notice and an opportunity to fix a remediable problem. We may terminate access for a serious or unremedied breach or if the Service is discontinued.

When access ends, your right to use the Service ends. Payment obligations already incurred and provisions that are intended to continue, including ownership, output responsibility, liability and dispute provisions, remain effective. Customer Content continues through the ordinary deletion process.

13. Consumer rights and disclaimers

Nothing in these Terms excludes, restricts or modifies a consumer guarantee, right, remedy or liability under the Australian Consumer Law or another law where that would be unlawful or make a term void.

Subject to those non-excludable rights, the Service and its output are provided on an available basis. We do not guarantee that extraction will be complete, accurate or fit for a particular purpose; that evidence links will identify every relevant source; that Customer Content will never be lost or accessed without

authorisation; or that the Service will work with every PDF or downstream system. You are responsible for human review, appropriate backups and deciding whether the Service is suitable for your use.

Where the law permits us to limit a remedy for failure to comply with a non-excludable guarantee relating to services, our liability is limited, at our option, to supplying the services again or paying the reasonable cost of having them supplied again.

14. Limitation of liability

To the maximum extent permitted by law, neither party is liable to the other for indirect or consequential loss, or for loss of profit, revenue, opportunity, anticipated savings, goodwill or data. This exclusion does not apply where the loss cannot lawfully be excluded or was caused by fraud or wilful misconduct.

To the maximum extent permitted by law, OZKAI's total liability arising from the Service or these Terms is limited to the greater of AUD 100 and the fees you paid for the Service during the 12 months before the event giving rise to the claim. This cap does not apply to liability that cannot lawfully be limited.

You are responsible for a third-party claim against OZKAI to the extent it results from unlawful Customer Content, your infringement of another person's rights or your serious breach of these Terms. Your responsibility is reduced to the extent OZKAI caused or contributed to the claim.

15. Changes, disputes and general terms

We may update these Terms as the Service, providers or law changes. We will publish the updated version and effective date. If a change materially affects an existing paid subscription, we will give any notice required by law and, where appropriate, an opportunity to cancel before it takes effect. Continuing to use the Service after the effective date means you accept the updated Terms.

If a dispute arises, contact us first at contact@docompareai.com and provide enough detail for us to investigate. Both sides should try in good faith to resolve the matter before starting court proceedings, except where urgent relief or a non-excludable right is involved.

These Terms are governed by the laws of New South Wales and the Commonwealth of Australia. Courts with jurisdiction in New South Wales may hear disputes. If a provision is invalid or unenforceable, the remaining provisions continue. A failure to enforce a provision is not a waiver. You may not transfer these Terms without our consent. We may transfer them as part of a genuine sale or reorganisation of the Service, subject to applicable law.

Questions about these Terms can be sent to:

OZKAI

ABN 44 606 005 308

NSW 2147, Australia

contact@docompareai.com