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TERMS OF USE AND ACCEPTABLE USE POLICY

I. ACCEPTANCE OF TERMS

These Terms of Use and Acceptable Use Policy (the “**Terms**”) govern your access to and use of the George platform, including the website located at georgeva.com and any associated web-based tools, applications, interfaces, and related services (collectively, the “**Platform**”). The Platform is operated by George Legal Technologies, PBC (“George,” “we,” “our,” or “us”), a Delaware public benefit corporation organized under Subchapter XV of the Delaware General Corporation Law, duly qualified to transact business in the Commonwealth of Virginia.

Before you are permitted to enter the Platform, you will be required to affirmatively complete each of the following four acknowledgements. These are not optional. You cannot proceed without completing each one separately.

Returning Users. Each time you return to the Platform, you will be required to complete these acknowledgements again before accessing your session or entering new information. Your repeated acceptance confirms that the Terms remain in effect and that your acknowledgements remain accurate. Each completed set of acknowledgements is recorded with a timestamp as part of platform records.

Modifications. George reserves the right to modify these Terms at any time. Material changes will be posted at georgeva.com with a conspicuous updated effective date and version number. Because returning users are required to re-accept the Terms upon each visit, your acceptance on return constitutes agreement to the then-current Terms. If you do not agree to the modified Terms, you may not continue to use the Platform.

II. Nature and Purpose of the Platform

George is a court-adjacent informational technology platform. It uses artificial intelligence systems within a structured, jurisdiction-specific procedural decision-tree framework to provide general educational information about certain civil court processes in the Commonwealth of Virginia.

The Platform is designed and operates as follows:

- It provides procedural guidance only. It does not provide legal advice, legal representation, litigation strategy, or individualized legal opinions.
- George is not a law firm and does not employ attorneys to provide advice through the Platform.
- Use of the Platform does not create an attorney-client relationship, fiduciary relationship, agency relationship, or any other professional or legal relationship between you and George.
- All outputs generated by the Platform are for informational and educational purposes only and are not a substitute for consultation with a licensed attorney.

- Courts, clerks, and official court publications remain the authoritative source of all procedural requirements.

Current Scope. At the time these Terms are effective, the Platform is limited to procedural information relating to specific categories of civil court matters as identified on the Platform. The Platform's scope may evolve as it develops. The current scope is described on the Platform at the time of your use. Scope changes do not affect the applicability of these Terms.

III. No Attorney-Client Relationship; No Legal Advice

Your use of the Platform does not create an attorney-client relationship under the laws of the Commonwealth of Virginia or any other jurisdiction. Communications submitted through the Platform are **not** protected by attorney-client privilege.

The information generated by the Platform is based on user-provided inputs and programmed procedural logic derived from public domain sources, including, but not limited to, Virginia statutes, court rules, and official court forms. It does not constitute legal advice and should not be relied upon as a definitive interpretation of law, court rules, procedural requirements, or the likely outcome of any court proceeding.

You remain solely responsible for determining whether to seek advice from a licensed attorney or qualified legal aid organization. George encourages users to consult with legal counsel, a legal aid organization, or another qualified resource whenever their circumstances may require individualized legal guidance.

IV. What the Platform Does Not Do

At all times, including as its scope develops, the Platform does not:

- Represent you in court or in any legal proceeding;
- Appear on your behalf before any court, tribunal, or administrative body;
- File documents with any court or government entity on your behalf;
- Guarantee the accuracy, completeness, or currency of any response or output;
- Predict the outcome of any legal proceeding;
- Advocate for any legal position on your behalf;
- Replace consultation with a licensed attorney;
- Make determinations that produce legal effects independent of judicial review; or
- Communicate with courts, landlords, opposing parties, or any other person on your behalf.

Courts retain exclusive authority over the interpretation of procedural rules and the adjudication of disputes. Nothing produced by the Platform binds, instructs, or supersedes the authority of any court or judicial officer.

V. Artificial Intelligence Systems Disclosure

The Platform uses artificial intelligence systems, including large language model components, that generate responses based on structured procedural prompts, programmed decision-tree logic, and your inputs.

Notwithstanding those constraints, artificial intelligence systems may produce outputs that are inaccurate, incomplete, outdated, or inapplicable to your specific circumstances. George does not guarantee that any output will be free from error.

You acknowledge and agree that:

- AI-generated outputs may contain inaccuracies or omissions and are provided for informational purposes only.
- You will independently verify any procedural information before acting upon it, including checking deadlines and requirements against your own court documents and official court sources.
- Courts, clerks, and official court publications remain the authoritative source of all procedural requirements.
- Reliance on the Platform output is undertaken at your own risk.
- George does not use your submitted content to train general-purpose artificial intelligence models.

A complete explanation of how George uses artificial intelligence is set forth in the public facing AI Transparency and User Disclosure Notice, Document ID GG-4.04, available at georgeva.com.

VI. User Responsibilities

By using the Platform, you agree that:

- All information you provide will be truthful and accurate to the best of your knowledge.
- You will not submit intentionally misleading, fraudulent, or fabricated information.
- You will not rely solely on the Platform for compliance with court deadlines or legal obligations.
- You remain solely responsible for monitoring court communications, filings, and procedural requirements applicable to your matter.

Failure to independently verify deadlines or court instructions may result in adverse legal consequences, including missed hearings, default judgments, dismissed claims, or loss of rights. George bears no responsibility for any such consequences.

Document Upload Responsibility

You may upload documents to the Platform, such as court notices, summonses, or lease agreements, to assist in generating your procedural plan. By uploading any document, you represent and agree that:

- You have the right to upload and share the document for the purpose of receiving procedural guidance;
- You consent to George processing the contents of the uploaded document, including any personal or sensitive information it may contain, solely for the purpose of generating your procedural plan; and
- You are solely responsible for the content of any document you upload. George is not responsible for, and bears no liability arising from, the content of user-uploaded documents.

You should not upload documents containing the personal information of others unless it is reasonably necessary to describe your own legal matter. You are instructed not to upload documents containing Social Security numbers, financial account numbers, medical records, or other sensitive personal information not required for procedural guidance.

Case Codes and Session Continuity

At the conclusion of a session, the Platform may issue you a unique case code that allows you to resume a prior session if you return within the active period. You acknowledge and agree that:

- Case codes are not user accounts and do not guarantee data preservation;
- Case codes expire after 180 days of inactivity and cannot be recovered after expiration; at the conclusion of a pilot deployment, case-code access may be limited to a read-only period and an earlier expiration date, as described in the governing pilot instruments and announced on the Platform;
- George bears no responsibility for expired, lost, or forgotten case codes or for any resulting loss of session information; and
- You are responsible for recording and safeguarding your case code if you wish to return to a prior session.

VII. Acceptable Use Policy

This Acceptable Use Policy sets forth the conduct standards applicable to all users of the Platform. George reserves the right to restrict, suspend, or terminate access to the Platform if misuse is detected.

Prohibited Conduct

You agree that you shall not use the Platform:

- For any unlawful purpose or in violation of any applicable federal, state, or local law or regulation;
- To engage in the unauthorized practice of law, including using the Platform to provide legal advice to others;
- To submit intentionally false, fraudulent, or fabricated information with the intent to generate misleading procedural outputs;
- To attempt to reverse engineer, decompile, disassemble, or otherwise extract system logic, decision-tree structure, or AI architecture;
- To scrape, harvest, index, or systematically download Platform content or outputs in bulk, whether by automated means or otherwise;
- To upload malicious code, viruses, malware, or any content designed to disrupt, damage, or interfere with the Platform or its infrastructure;
- To interfere with or circumvent Platform security mechanisms, access controls, or abuse-prevention technologies;
- To impersonate another person, misrepresent your identity, or submit false identifying information;
- To submit personal information of another individual without their knowledge or consent, except to the extent reasonably necessary to describe your own legal matter;
- To use the Platform for harassment, fraud, abuse, or any conduct harmful to other persons; or
- To use the Platform on behalf of another person for commercial purposes or as part of a legal services business, unless expressly authorized in writing by George.

False Information

George's outputs are only as accurate as the information you provide. Where the Platform detects inconsistencies between user-provided information and uploaded documents, it will flag the discrepancy and prompt you to review and correct your inputs. The Platform will not override your confirmed inputs. George cannot detect or prevent intentional misrepresentation, and you bear sole responsibility for the accuracy of information you submit.

George reserves the right to suspend, limit, or terminate access to the Platform for any user, at any time, with or without notice, in its sole discretion. During any active pilot deployment, the exercise of this right is subject to the wind-down, continuity, and notice commitments of the governing pilot instruments, including any read-only access period required at pilot conclusion.

VIII. Data Processing and Privacy

George processes user inputs to generate informational responses, maintain system integrity, improve Platform functionality, and ensure security. George does not sell personal data. George does not use personal data for targeted advertising. George does not conduct profiling in furtherance of decisions that produce legal or similarly significant effects as contemplated under the Virginia Consumer Data Protection Act (Va. Code § 59.1-575 et seq.) ("VCDPA").

Data practices, including your rights as a Virginia resident, retention schedules, and third-party processing disclosures, are described in detail in the George **Privacy Policy** and the George **Cookie and Tracking Technologies Notice**, both available at georgeva.com. In the event of any conflict between these Terms and the Privacy Policy with respect to personal data rights and obligations, the Privacy Policy governs.

Your interactions with George are private but not confidential. George does not provide legal representation and does not establish an attorney-client relationship. Communications submitted through the Platform are not protected by attorney-client privilege.

IX. Disclaimers

THE PLATFORM IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTY OF ANY KIND.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, GEORGE LEGAL TECHNOLOGIES, PBC DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, ACCURACY, AND COMPLETENESS.

GEORGE DOES NOT WARRANT THAT: (A) THE PLATFORM WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE FROM SECURITY VULNERABILITIES; (B) ANY OUTPUT WILL BE ACCURATE, CURRENT, OR APPLICABLE TO YOUR SPECIFIC CIRCUMSTANCES; OR (C) THE PLATFORM WILL MEET YOUR INDIVIDUAL NEEDS OR EXPECTATIONS.

GEORGE MAKES NO WARRANTY THAT USE OF THE PLATFORM WILL RESULT IN ANY PARTICULAR COURT OUTCOME, THAT ANY PROCEDURAL DEADLINE OR REQUIREMENT IDENTIFIED BY THE PLATFORM IS ACCURATE OR COMPLETE, OR THAT THE PLATFORM'S OUTPUTS ARE A SUBSTITUTE FOR PROFESSIONAL LEGAL ADVICE.

X. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED UNDER THE LAWS OF THE COMMONWEALTH OF VIRGINIA, GEORGE LEGAL TECHNOLOGIES, PBC AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES ARISING OUT OF OR

RELATING TO YOUR USE OF THE PLATFORM, INCLUDING WITHOUT LIMITATION DAMAGES ARISING FROM:

- A) MISSED COURT DEADLINES OR HEARING DATES;
- B) ADVERSE COURT RULINGS OR JUDGMENTS;
- C) DISMISSED CLAIMS OR DEFENSES;
- D) DEFAULT JUDGMENTS ENTERED AGAINST YOU;
- E) SANCTIONS OR PROCEDURAL PENALTIES;
- F) RELIANCE ON PLATFORM OUTPUTS;
- G) LOSS OR EXPIRATION OF CASE CODE DATA; OR
- h) PLATFORM UNAVAILABILITY, INCLUDING OUTAGES, THIRD-PARTY FAILURES, AND LIMITATIONS OF ACCESS, WITHOUT REGARD TO NOTICE.

IN ALL EVENTS, GEORGE'S TOTAL CUMULATIVE LIABILITY TO YOU ARISING OUT OF OR RELATED TO THESE TERMS OR YOUR USE OF THE PLATFORM SHALL NOT EXCEED ONE HUNDRED DOLLARS (\$100.00). IF APPLICABLE VIRGINIA LAW DOES NOT PERMIT CERTAIN LIMITATIONS, GEORGE'S LIABILITY SHALL BE LIMITED TO THE MAXIMUM EXTENT PERMITTED BY LAW.

XI. Indemnification

You agree to indemnify and hold harmless George Legal Technologies, PBC and its officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, and expenses (including reasonable attorneys' fees) arising directly out of your **willful misuse** of the Platform or **intentional misrepresentation** of material information submitted through the Platform, to the extent such conduct causes direct harm to George.

XII. Governing Law and Venue

These Terms shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia, without regard to conflict of law principles.

Should a dispute arise, you are encouraged to contact George Legal Technologies, PBC at governance@georgeva.com and provide written notice describing the nature of your dispute. The parties agree to attempt to resolve the dispute through good-faith negotiation for a period of thirty (30) days following receipt of that notice. This requirement does not apply if you are seeking emergency injunctive or equitable relief, or if applicable law prohibits this condition.

If the dispute is not resolved through negotiation within that period, it may be brought in courts of competent jurisdiction in the Commonwealth of Virginia. Nothing in these Terms limits your rights as a Virginia consumer under the VCDPA or other applicable Virginia consumer protection law.

XIII. General Provisions

Severability

If any provision of these Terms is found by a court of competent jurisdiction to be invalid, unlawful, or unenforceable, such provision shall be modified to the minimum extent necessary to

make it enforceable, or if modification is not possible, shall be severed from these Terms. The remaining provisions shall continue in full force and effect.

Entire Agreement

These Terms, together with the George Privacy Policy, the Cookie and Tracking Technologies Notice, and the AI Transparency and User Disclosure Notice (each incorporated herein by reference), constitute the entire agreement between you and George regarding your use of the Platform and supersede all prior understandings or representations relating to their subject matter.

No Waiver

No failure or delay by George in exercising any right under these Terms shall constitute a waiver of that right. A waiver on any one occasion shall not be construed as a waiver on any subsequent occasion.

Contact

For questions regarding these Terms, or if you need assistance accessing the Platform or these Terms in an alternative format, please contact George Legal Technologies, PBC at governance@georgeva.com or at georgeva.com.

XIV. Affirmative Acknowledgement

Before proceeding into the Platform, you must separately and affirmatively confirm each of the following. You cannot advance past this step without completing all four.

Required Acknowledgements: You Must Complete All Four Before Using the Platform

- ☐ **George does not provide legal advice.** I understand that this platform provides general procedural information only. It is not a lawyer, it does not represent me, and nothing it produces is legal advice.
- ☐ **AI-generated information may contain errors.** I understand that outputs produced by this platform may be inaccurate, incomplete, or inapplicable to my specific circumstances, and I will independently verify any information before acting on it.
- ☐ **I am 18 years of age or older.** I confirm that I am at least 18 years old. This platform is not designed for or directed to individuals under the age of 18.
- ☐ **I agree to these Terms of Use and Acceptable Use Policy.** I have read and understood these Terms and agree to be legally bound by them.

If you do not agree to these Terms, or if you cannot make each of the acknowledgements above, you may not access or use the Platform.

Notice: This Terms of Use and Acceptable Use Policy is written in plain language to ensure accessibility for users of this platform. Plain-language presentation is intentional and does not reflect any reduction in legal rigor or regulatory compliance. The George Privacy Policy contains the disclosures required by the Virginia Consumer Data Protection Act (Va. Code § 59.1-575 et seq.); this Policy is intended to be read together with it and to withstand review by any applicable oversight bodies.

This document is a governance record of George Legal Technologies, PBC. It is intended for public distribution and regulatory review. George Legal Technologies, PBC is not a law firm and does not provide legal advice. Each user is encouraged to seek independent legal counsel for matters requiring legal advice.