

BoardCue Live Terms and Conditions

Last updated: 30 August 2026

Status: Clean revised draft

These Terms govern access to and use of BoardCue Live. They form an agreement between you and ADEPTABLE LTD, company number 14486740, whose registered office is 82A James Carter Road, Mildenhall, Bury St. Edmunds, England, IP28 7DE ("ADEPTABLE", "we", "us" or "our").

If an organisation purchases or subscribes under an order form, proposal, framework agreement or separately signed contract, that document and any incorporated Data Processing Agreement apply in addition to these Terms. A signed organisation agreement takes priority to the extent of any conflict.

1. What BoardCue Live is

BoardCue Live is an AI governance intelligence platform for board members and organisations. Depending on subscription, configuration and release status, it may support board and committee papers, meeting preparation, live transcription, agenda tracking, governance prompts, strategic questions, assurance-gap detection, source-backed insights, institutional board memory, search, actions, decisions, approvals, briefings, workflow automation and governance follow-through.

BoardCue supports human judgement. It does not replace the duties, accountability, judgement or decision-making responsibilities of directors, trustees, governors, executives, officers or other users.

BoardCue is not intended to replace sector-specific operational systems or to act as the primary repository for routine individual case-management records or datasets.

2. Eligibility and authority

You must be at least 18 years old to create an account. If you use BoardCue on behalf of an organisation, you confirm that you are authorised to do so. You must ensure that your use of BoardCue and the information you upload, record or process is lawful and authorised.

3. Accounts and security

You are responsible for protecting your credentials and for activity through your account except to the extent caused by our breach or applicable law.

Organisation administrators can configure membership, roles, committee access and security settings. Where the organisation requires multi-factor authentication, users must complete the required MFA step before using the organisation workspace.

4. Meeting transcription and customer endpoint responsibility

BoardCue may use browser or operating-system speech-recognition capabilities and may support other transcription routes where made available.

You and, where applicable, your organisation are responsible for deciding whether transcription is appropriate and lawful, providing required notices and obtaining any consent or other authority required by law, policy, employment arrangements, confidentiality obligations or professional duties.

Where browser or operating-system speech recognition is used, the browser, operating system or device provider may process speech data under its own technical and contractual arrangements. ADEPTABLE does not select or control the customer's browser or endpoint provider and does not warrant how that third-party browser, operating system or device service processes audio. Organisations are responsible for approving and configuring the browsers, devices and operating systems their users are permitted to use.

You must not use BoardCue for covert or unlawful monitoring. Transcripts are automated outputs and may contain errors, omissions or incorrect attribution and must be reviewed before being treated as authoritative.

5. AI outputs and human review

AI output can be incomplete, inaccurate, outdated or misleading. BoardCue may distinguish source evidence from AI interpretation and provide citations or links to source material. Users remain responsible for checking the underlying evidence.

BoardCue must not be used as the sole basis for a decision producing legal or similarly significant effects for an individual, including employment, disciplinary, safeguarding, care, treatment, housing, education, eligibility or other high-impact decisions requiring independent human judgement.

Generated minutes are not automatically the approved or legal record of a meeting.

6. Customer Content

"Customer Content" means information submitted to, stored in, generated within or processed through a BoardCue workspace by or for a customer. It may include documents, board papers, minutes, transcripts, strategies, risks, actions, decisions, briefings, governance discussions, approvals and AI prompts or outputs.

As between the parties, the customer retains ownership of Customer Content. The customer grants ADEPTABLE the limited right to process Customer Content to provide, secure, support and maintain the service, follow documented customer instructions, prevent fraud or security incidents, comply with law and carry out other agreed processing.

ADEPTABLE does not intentionally use Customer Content to train a general-purpose AI model for its own independent purposes. Third-party AI processing is governed by the applicable supplier arrangements described in the Privacy Policy and Subprocessor Register.

7. Customer responsibilities for content

Customers must apply data minimisation and only place information in BoardCue where it is necessary and lawful for the governance purpose. Individual operational case records or datasets should not be uploaded as routine governance sources. Aggregated, anonymised, summarised or otherwise appropriately governed evidence should be used where practical.

Sensitive personal data can nevertheless appear in legitimate governance material. The customer remains responsible for its lawful basis, transparency, access, retention and any sector-specific requirements as controller.

8. Organisation workspaces, actions and approvals

Organisation workspaces may include role-based and committee-specific permissions. Administrators are responsible for configuring access appropriately and reviewing it periodically.

Where BoardCue records actions, decisions, approvals, voting or workflow events, the customer is responsible for authority, quorum, approval method, participants and legal or constitutional effect. BoardCue records or facilitates the configured process but does not determine whether a decision is legally valid.

9. Acceptable use

- break the law or infringe another person's rights;
- conduct covert or unlawful surveillance;
- gain unauthorised access to accounts, systems or information;
- upload malware or intentionally harmful content;
- defeat security, rate limits or access controls;
- impersonate another person or falsify governance records;
- resell or sublicense the service unless expressly agreed; or
- process information where doing so would breach an applicable embargo, sanction or legal restriction.

10. Our intellectual property

BoardCue, its software, design, branding, platform features and underlying technology are owned by or licensed to ADEPTABLE. Subject to applicable charges and these Terms, we grant a limited, non-exclusive, non-transferable right to use BoardCue during the subscription for its intended purpose.

11. Third-party services

BoardCue depends on third-party infrastructure and services including hosting, authentication, AI, email, security and payment providers. Current customer-relevant suppliers and verified location/transfer information are described in the Subprocessor Register. Third-party services may change or become unavailable outside our reasonable control.

12. Trials, subscriptions, payment and consumer rights

Price, billing interval, included functionality, trial period and renewal terms are those shown at checkout or in the order form. Paid subscriptions renew automatically unless otherwise stated. Consumers retain all mandatory UK consumer rights, including applicable cancellation rights.

13. Availability and maintenance

We aim to provide a reliable service but do not guarantee uninterrupted or error-free availability unless an organisation order form or service-level schedule expressly states an availability commitment. Features identified as beta, preview, controlled rollout or coming soon may be changed, limited or withdrawn.

14. Support access

Where support access to an organisation workspace is required, BoardCue may provide a controlled support-access mechanism. Support access is designed to be explicitly authorised, time-limited, revocable and audited, and read-only by default.

15. Data protection and confidentiality

Our Privacy Policy explains ADEPTABLE's controller processing. Where ADEPTABLE processes Customer Content on behalf of an organisation, the BoardCue Data Processing Agreement applies where incorporated into the customer contract.

Each party must protect the other party's confidential information using reasonable care and use it only to perform or receive the service, comply with law or exercise rights under the agreement.

16. Suspension, termination and exit

We may suspend or terminate access for material breach, unlawful activity or a serious security threat in accordance with the applicable agreement.

On termination, Customer Content is handled under the applicable order form, Data Processing Agreement and Retention Schedule. Organisation customers are entitled to return/export or deletion of processor data as set out in those documents.

Where the Full Organisation Exit workflow is included in the customer's order form, the workspace will become read-only, a full organisation export will be made available to authorised organisation administrators for 14 calendar days after notification that it is ready, and automated active-system deletion will then begin unless the customer lawfully instructs otherwise. This workflow only applies once enabled for the relevant deployment.

17. Disclaimers

- **BoardCue is a governance support tool, not legal, financial, employment, clinical or other regulated professional advice.**
- AI outputs and transcripts require human review.
- Source citations assist verification but do not remove the need to check source and context.
- The customer remains responsible for its governance processes, records, decisions and regulatory obligations.

18. Liability

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot lawfully be excluded or limited.

For business customers, subject to the paragraph above and any different limit in an order form, ADEPTABLE's aggregate liability arising out of or in connection with the service in any rolling 12-month period will not exceed the fees paid or payable for BoardCue in that period. For a free or trial service, the aggregate cap is £500.

Neither party is liable to the other business party for indirect or consequential loss, or for loss of profit, revenue, anticipated savings or goodwill, except where the exclusion is not permitted by law or the order form provides otherwise.

An enterprise order form may establish separate limits for confidentiality, data-protection or security obligations.

19. Changes to these Terms

We may update these Terms to reflect changes in law, security, suppliers or the service. We will give reasonable notice of material changes that adversely affect an existing paid subscription unless an immediate change is necessary for legal or security reasons.

20. Governing law and disputes

For business customers, these Terms and non-contractual obligations arising from them are governed by the law of England and Wales and the courts of England and Wales have exclusive jurisdiction unless an order form states otherwise. Consumers retain any mandatory right to bring proceedings in the courts applicable to their place of residence.

21. Contact

General: support@boardcue.live

Privacy: privacy@boardcue.live