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CLARITY Service Terms

Last updated: 12-04-2026

International applicability: *These General Terms and Conditions apply to all international and national customers of StreamLogic . If the Customer is established outside the Netherlands, these terms remain fully applicable.*

1. Scope of Service

CLARITY is a software-as-a-service (SaaS) solution provided by StreamLogic BV that processes PDF documents with the aim of improving their accessibility.

The service uses automated processing, including algorithms and AI-based techniques, to analyze and modify documents.

2. Nature of the Service

CLARITY is designed to improve the accessibility of PDF documents and assist in meeting standards such as WCAG 2.2 and PDF/UA.

However:

1. The service operates on a **best-effort basis**
2. Results may vary depending on the structure and quality of the source document
3. StreamLogic does **not guarantee full compliance** with WCAG, PDF/UA, or any other accessibility standard

The Customer remains responsible for verifying the accessibility and compliance of processed documents before use or publication.

3. How the Service Works

The CLARITY service follows a simplified process:

1. The Customer uploads a PDF document
2. The document is automatically processed
3. An improved version and report are generated
4. The Customer downloads the result

Processing time may vary depending on file size and complexity.



4. Credits and Usage

1. One (1) credit corresponds to the processing of one (1) page
2. Credits are deducted automatically based on the number of pages in the uploaded document
3. Credits must be purchased in advance

Credits:

4. Are non-transferable
5. Have no monetary value outside the platform
6. Are not refundable once purchased
7. May expire after a reasonable period (e.g. 24 months)

5. File Requirements and Limitations

To ensure proper functioning of the service:

1. Maximum file size: **50 MB**
2. Documents must contain readable text (not only scanned images)

If a document consists solely of scanned images, the Customer must first apply OCR (Optical Character Recognition) before using CLARITY. CLARITY will not transform text in images to text.

Certain document elements (such as complex images, layered graphics or composite images, or tables) may not be fully or correctly interpreted by the system.

6. Automated Processing and AI

The service relies on automated processing and AI technologies to analyse and improve documents.

1. Processing is fully automated
2. No manual review is included as part of the standard service
3. Outputs are generated based on algorithmic interpretation

StreamLogic continuously improves the system but cannot guarantee consistent or identical results across all document types.



7. No refund Policy

Due to the computational resources and capacity allocated per processed page:

1. All purchases of credits and services are **final and non-refundable**
2. No refunds will be issued for dissatisfaction with results or outcomes

8. Customer Responsibilities

The Customer is responsible for:

1. Ensuring that uploaded documents are lawful and do not infringe third-party rights
2. Ensuring that documents may legally be processed by StreamLogic
3. Reviewing and validating the output before use or publication
4. Verifying compliance with applicable accessibility laws and standards

The Customer indemnifies and holds harmless StreamLogic against any claims, damages, or liabilities arising from the use of the Service, including any content uploaded by the Customer.

9. Data Processing and Storage

Documents uploaded to CLARITY:

1. Are processed automatically
2. Are stored temporarily for processing purposes
3. Are deleted within **24 hours** after processing

StreamLogic does not use document content to train AI models.

Only technical metadata (excluding document content or personal data) may be used to improve system performance.

10. Availability and Performance

StreamLogic aims to provide a reliable and efficient service.

However:

1. No guarantee is given regarding uninterrupted availability



2. Processing times and results may vary
3. The service may be updated, modified, or improved at any time

11. Right to suspend service

StreamLogic reserves the right to suspend or restrict access to the Service in case of misuse, violation of these terms, or risks to the security or integrity of the Service.

12. Future Features

Certain features (such as API access or bulk processing) may be offered separately or in the future.

Additional terms may apply to such features.

13. Relationship with General Terms

These CLARITY Service-Specific Terms supplement the StreamLogic General Terms and Conditions.

In the event of any conflict between these terms and the General Terms, these CLARITY-specific terms shall prevail.

14. Contact

For questions regarding the CLARITY service, please contact:

StreamLogic BV

Email: info@streamlogic.nl

Website: <https://streamlogic.nl>