



## Doowii Terms of Service

Last updated November 17, 2025

These Doowii Platform Terms of Service ("Terms") govern access to and use of the Doowii data analytics and AI-powered tools, software, websites, application programming interfaces ("APIs"), documentation, and related services (collectively, the "Platform"), as identified on the order form or similar purchasing document executed between Doowii, Inc. ("Doowii," "we," or "us") and a customer ("Order Form"). These Terms, together with any applicable supplement or addendum, are incorporated into the Order Form. To the extent there is any conflict between the Master Services Agreement ("MSA"), the Order Form, these Terms, or any related Supplement, such conflict shall be resolved pursuant to the following order of precedence: (i) the Order Form, (ii) any related and applicable Supplement, (iii) the MSA, and (iv) these Terms.

These Terms apply to all authorized individual users of the Platform ("Authorized Users," "End Users," "Subscriber," "you," or "your") accessing the Platform under a subscription purchased by a school, district, higher-education institution, consortium member institution, or other purchasing entity (each, a "Customer"). For clarity, Doowii's contractual privity with respect to fees, service levels, and other commercial terms is with Customer, not individual End Users.

By accessing or using the Platform, you acknowledge that you have read, understand, and agree to be bound by these Terms. If you do not agree, you must discontinue use of the Platform immediately.

### 1. Eligibility and Authorized Use

- Authorized Users Only. You may access the Platform only if you are authorized by Customer. Your rights are conditioned on continued Authorized User status.
- Compliance. You warrant that your use complies with all applicable laws, including FERPA, local, state, and federal privacy laws, analogous student data and privacy laws, and institutional policies.
- Age Restrictions. The Platform is intended for professional users such as educators, administrators, and staff, not students or minors unless expressly authorized by Customer.

### 2. Account Credentials

- Keep credentials confidential.
- You are responsible for all activity under your credentials.
- Notify Doowii of any unauthorized access or suspected compromise.

### 3. License and Permitted Use

- License. A limited, non-exclusive, non-transferable, revocable license to use the Platform for Customer's internal educational and administrative purposes.
- Restrictions. You shall not:
  - Reproduce or modify the Platform;
  - Reverse engineer or attempt to derive source code;
  - Circumvent security or access controls;
  - Misuse student or institutional data;
  - Deploy automated scrapers, bots, or extraction tools without authorization;
  - Use the Platform to analyze, benchmark, or evaluate the Platform for competitive or commercial purposes, including for the development of a competing product or service;
  - Introduce malware or harmful code;
  - Interfere with Platform stability;
  - Use the Platform in violation of the [Acceptable Use Policy \("AUP"\)](https://www.doowii.io/acceptable-use-policy), <https://www.doowii.io/acceptable-use-policy>, which is incorporated into and forms part of these Terms by reference.
- Reservation of Rights. All rights not expressly granted are reserved to Doowii.

### 4. Intellectual Property

- Doowii owns all Doowii IP.
- Reports may be used internally; templates and underlying models remain Doowii IP.
- No license is granted except as specified.

### 5. Data Use & Privacy

- Customer Data belongs to Customer.
- Usage Data may be used by Doowii to operate and improve the Platform in accordance with the MSA.
- Your use is subject to the Doowii Privacy Policy: <https://www.doowii.io/privacy>.

### 6. Prohibited Conduct

- You may not:
  - Misuse educational records;
  - Engage in unauthorized data extraction;
  - Circumvent access controls;
  - Harass or discriminate;
  - Violate FERPA, COPPA, PPRA, or similar laws;
  - Interfere with system integrity.

### 7. Suspension and Termination

- Doowii may suspend access for violations, security risks, failure of Customer to maintain subscription, or legal requirements. Your access ends automatically if your authorization is revoked or Customer's agreement terminates.

### 8. No Professional Advice

- The Platform provides data analytics and AI-generated outputs for informational purposes only. It does not provide educational, instructional, legal, financial, academic, psychological, or professional advice. Customer remains the responsible decision-maker for all educational determinations.

### 9. Warranty Disclaimer

- THE PLATFORM IS PROVIDED "AS IS" AND "AS AVAILABLE." DOOWII DISCLAIMS ALL WARRANTIES, INCLUDING WARRANTIES OF ACCURACY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.
- Without limiting the foregoing, Doowii makes no representation or warranty regarding the accuracy, completeness, timeliness, or reliability of any analytics, predictions, risk scores, summaries, explanations, or other outputs generated by AI Features or the Platform.

### 10. Limitation of Liability

- To the maximum extent permitted by law, Doowii is not liable for indirect, consequential, special, exemplary, or punitive damages. To the maximum extent permitted by law, Doowii's aggregate liability arising out of or relating to these Terms or your use of the Platform, whether in contract, tort, or otherwise, shall be limited as follows: (a) where an MSA between Doowii and Customer applies, Doowii's liability shall not exceed the liability cap set forth in that MSA and such cap shall apply in the aggregate to Customer and all of its End Users; and (b) where no such MSA applies, Doowii's total aggregate liability arising out of or relating to these Terms shall not exceed the amounts paid by Customer to Doowii under the applicable Order Form during the twelve (12) months immediately preceding the event giving rise to the claim. In all cases, the limitations and exclusions of liability in the applicable MSA shall control over these Terms in the event of a conflict.

### 11. AI-Enabled Platform Features

- The use of AI technology is at the End User's risk.
- While the AI technology and features made available on the Platform are designed to provide helpful information, answer data questions, and offer support on the use of the Platform, the information provided is for informational purposes, and is non-binding. It is not a substitute for any type of professional advice.
  - We strive for accuracy, but AI is fallible. The analysis, recommendations, and outputs provided to the End User in the Platform may occasionally provide incorrect, outdated, or incomplete information. We recommend End Users verify critical details before making decisions.
  - AI outputs may not be reviewed by a human prior to being returned to you.
  - Customer is solely responsible for verifying outputs and making all final decisions.
- This section applies to all AI-based capabilities of the Platform, including (collectively, "AI Features"):
  - Predictive analytics;
  - Natural language / text-to-SQL generation;
  - AI agents and automated workflows;
  - Automated explanations, summaries, and interpretations (collectively, "AI Features").
- AI outputs:
  - May be incorrect, incomplete, outdated, or misleading;
  - Should not be used as the sole basis for academic, disciplinary, or administrative actions;
  - Do not replace professional judgment by educators or administrators.
- Predictive Analytics
  - Predictive analytics, including risk levels, probability scores, early-warning indicators, and momentum-based insights, are statistical predictions only.
  - Doowii does not guarantee: accuracy of predictions, correctness of classification, or identification of at-risk or on-track students.
  - The use of predictive analytics must be reviewed and validated by qualified Customer personnel before application in any educational context.
- Natural Language & Text-to-SQL Generation
  - The Platform converts natural-language queries into SQL or other programmatic instructions.
  - You acknowledge and agree that: generated SQL may reflect errors, incorrect assumptions, or misinterpreted intent; results may be incomplete or inaccurate; you must review the resulting SQL, outputs, and interpretations before relying on them.
  - Customer is responsible for validating all outputs generated through natural language interfaces.
- AI Agents & Automated or Agentic Workflows
  - The Platform may include automated agents that: suggest queries, data insights, and data questions; perform multi-step workflows; perform actions associated with content generation (such as, but not limited to, lesson planning, communications, and assignment drafting); assist with platform navigation or data interpretation.
  - AI Agents may operate autonomously based on user prompts or system-generated suggestions. Doowii does not guarantee the completeness, accuracy, or appropriateness of actions taken by AI Agents.
  - Customer must review, approve, and monitor outputs before using them.
- Automated Explanations, Summaries, and Interpretations
  - Any explanations or narrative summaries generated by the Platform: may contain inaccuracies or misleading conclusions; may omit key context; are not intended to replace trained professional interpretation of data.
  - Customer is responsible for reviewing all summaries or automated interpretations before relying on them.
- Prohibited Uses of AI Features. You may not use AI Features:
  - To make high-stakes educational decisions without human review;
  - To generate discriminatory, unlawful, or harmful outputs;
  - To circumvent data governance or access restrictions;
  - To train external models or third-party systems;
  - To misrepresent AI outputs as authoritative evaluations.
- Additional Disclaimers
  - TO THE MAXIMUM EXTENT PERMITTED BY LAW, DOOWII DISCLAIMS ALL LIABILITY ARISING FROM OR RELATING TO AI FEATURES, INCLUDING ERRORS, OMISSIONS, MISINTERPRETATIONS, HALLUCINATIONS, OR INACCURATE OUTPUTS.
  - AI outputs represent probabilistic estimations, not guarantees, assessments, or determinations.

12. Updates to Terms

- Doowii may update these Terms periodically. Continued use of the Platform constitutes acceptance of updated Terms.

13. Governing Law

- These Terms are governed by Delaware law, unless superseded by the MSA.

14. Contact

For questions or notices regarding these Terms, contact [legal@doowii.io](mailto:legal@doowii.io).

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Learn More

Have questions about how Doowii can transform  
your data into actionable insights?  
  
Email us at [hello@doowii.io](mailto:hello@doowii.io) for a personalized  
walkthrough!

