

TERMS OF SERVICE FOR TRACK ALL DOCS

Effective Date: Aug 3, 2026 | Last Updated: August 3, 2026

Welcome to Track All Docs. These Terms of Service (“Terms”) govern your access to and use of the Track All Docs platform, web applications, and related document management and expiration tracking services (collectively, the “Service”). By accessing or using Track All Docs, you agree to be bound by these Terms. If you do not agree, please do not use the Service.

1. Description of Service

Track All Docs is a cloud-based document management software platform designed to facilitate document tracking, expiration monitoring, notification scheduling, and client/company entity profile management.

2. Eligibility and User Roles

- **Account Owners & Administrators:** Authorized individuals or corporate representatives managing organizational workspaces, person profiles, company profiles, and document tracking rules within Track All Docs.

By using the Service, you represent that you are at least 18 years of age (or the legal age of majority in your jurisdiction) and have the full legal capacity to enter into binding agreements under applicable laws, including the laws of the United Arab Emirates (UAE).

3. Account Registration & User Information

- **Accuracy of Information:** You agree to provide accurate, current, and complete information during registration and entity configuration, including mandatory details such as full name, company name, document title, and document type.
- **Account Security:** You are responsible for maintaining the confidentiality of your credentials and for all activities that occur under your account or session.
- **System Identifiers:** Internal system identifiers (such as user, company, or document IDs) generated by Track All Docs remain the exclusive property of Track All Docs.

4. User Content, Documents, and Client-Side Zero-Knowledge Encryption

- **Submitted Content & Ownership:** You retain ownership of any documents, metadata, binary file attachments, or entity profile details uploaded to Track All Docs (“User Content”). You grant Track All Docs a limited, non-exclusive, worldwide license to host, process, and display User Content solely to provide and improve the Service.
- **Standard File Uploads:** Optional binary file attachments uploaded directly to the platform are processed and stored securely in cloud storage facilities.
- **Zero-Knowledge Client-Side AES-256 Encryption:** Track All Docs offers an optional client-side AES-256 encryption feature. When enabled, your document files are encrypted locally on your device prior to transmission. Encryption keys are derived strictly from your user-defined password, which is never transmitted to or stored on our servers. You acknowledge and agree that Track All Docs maintains zero knowledge of your encrypted files and cannot recover, decrypt, or restore access to encrypted content if you lose your encryption password.
- **Prohibited Content:** You agree not to upload, store, or transmit any content that is unlawful, fraudulent, defamatory, infringing on intellectual property rights, or harmful to Track All Docs or third parties.

5. Data Privacy and Cross-Border Hosting

- **Privacy Policy:** Your use of Track All Docs is also governed by our Privacy Policy, which explains how we collect, process, and protect your personal data in accordance with UAE Federal Decree-Law No. 45 of 2021 (PDPL) and, where applicable due to cross-border hosting, the UK General Data Protection Regulation (UK GDPR).
- **Data Hosting Location:** You acknowledge and consent that user data, metadata, and uploaded documents are hosted and stored on secure cloud servers located in Europe-West2 (London), and you consent to this cross-border transfer and processing of your data.
- **Data Retention & Erasure:** Track All Docs retains personal data and tracking records only for as long as necessary to provide the Service or as required by applicable law. You may request access to, correction of, or deletion of your personal data by contacting us, subject to statutory retention obligations.

6. Intellectual Property Rights

All rights, title, and interest in and to the Track All Docs platform—including software architecture, design, branding, algorithms, databases, and trademarks—are and will remain the exclusive property of Track All Docs and its licensors. You are granted a limited, non-assignable, non-exclusive license to access and use the platform solely for its intended document management purpose.

7. Acceptable Use and Restrictions

You agree not to:

- Reverse engineer, decompile, or disassemble any portion of Track All Docs.
- Use automated tools, scripts, or scrapers to access or extract data from the platform.
- Attempt to bypass security controls, gain unauthorized access, or disrupt the integrity and performance of the Service.
- Impersonate any individual, corporate entity, or representative.

8. Service Availability and Modifications

- **Availability:** We strive to ensure high availability of Track All Docs, but we do not guarantee uninterrupted or error-free operation. Scheduled maintenance, updates, or technical difficulties may cause temporary disruptions.
- **Expiration Alerts & Notifications:** Expiration notifications (via email or other configured channels) are automated helper tools. While we endeavor to maintain high notification reliability, you remain ultimately responsible for maintaining awareness of your regulatory, contractual, or document deadlines.
- **Modifications to the Service:** Track All Docs reserves the right to modify, update, or discontinue features of the Service at any time with or without notice.
- **Changes to these Terms:** We may update these Terms from time to time. Material changes will be notified via the Service or by email, and continued use of the Service after such changes take effect constitutes acceptance of the revised Terms.

9. Subscription Plans and Payment Terms

- **Subscription Fees:** Fees for accessing Track All Docs services are billed according to your selected plan and presented prior to purchase or subscription renewal.
- **Billing & Refunds:** Billing schedules, payment methods, and refund terms are subject to your subscription agreement. Track All Docs reserves the right to suspend or downgrade access for unpaid or delinquent accounts.

10. Limitation of Liability

To the maximum extent permitted by applicable UAE law:

- Track All Docs shall not be liable for any indirect, incidental, consequential, special, or punitive damages

arising out of or related to your use of (or inability to use) the Service.

- Track All Docs is not responsible for document expiration oversights, lost encryption passwords, errors, delays, or failures in performance resulting from circumstances beyond its reasonable control or third-party service provider failures.

11. Termination

We reserve the right to suspend or terminate your access to Track All Docs at our sole discretion, without prior notice, if you breach these Terms or engage in conduct harmful to the platform, other users, or third parties.

12. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of the United Arab Emirates. Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the competent courts of the United Arab Emirates.

13. Contact Information

If you have any questions or concerns regarding these Terms of Service, please contact us:

- Service Name: Track All Docs
- Email: support@trackalldocs.com
- Phone: +971 58 534 0141