Scholé

Terms & Conditions

Last updated: Oct. 5, 2026

https://app.schole.ai/terms?lang=en

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1. Who we are, and what you are agreeing to

These Terms are a contract between you and the Scholé entity determined by your billing country — for organization-managed accounts, the organization's billing country ("Scholé", "we"):

- Customers in Switzerland, the EEA, and the United Kingdom contract with Scholé Sàrl, EPFL, Bâtiment INF, Station 14, 1015 Lausanne, Switzerland.
- Customers everywhere else contract with Scholé Inc., 1209 Orange Street, Wilmington, Delaware 19801, USA.

These Terms govern your use of the Scholé learning platform — the web application, the browser companion extension, and related services (the "Service"). If you use Scholé through your employer or another organization (see section 9), a separate agreement between Scholé and that organization may apply; where it conflicts with these Terms, that agreement prevails (order of precedence: order form, then the Data Processing Agreement, then these Terms). You accept these Terms by creating an account, or — for accounts created for you by an organization or education partner — by confirming acceptance when you first sign in. We record the date of your acceptance.

2. The Service

Scholé is an AI-powered learning platform: interactive lessons, an AI learning coach, conversational practice (including graded role-plays, by text and voice), progress tracking, and — for organizations — team management, dashboards, and content tools. Parts of the Service are generated or evaluated by artificial-intelligence systems; see section 8.

3. Accounts and eligibility

You must be at least 16 years old to use the Service.

- Provide accurate registration information and keep your credentials secure; you are responsible for activity under your account.
- Organization-provisioned accounts (section 9) may be created via your organization or an education partner; eligibility is theirs to manage.

4. Changes to these Terms

We may update these Terms. For material changes, we will notify you in the app before you continue using the Service and, where we ask you to confirm the updated Terms, we record that acceptance; for non-material changes we will update the "last updated" date. We will not change these Terms retroactively.

5. Plans, billing, and cancellation

The Service offers free and paid plans; paid features, prices, and any trial terms are shown at purchase. Payments are processed by Stripe.

- Premium access granted through a promotion or an organization ends on the grant's end date.
- Subscriptions renew and can be cancelled as described at purchase; mandatory consumer withdrawal rights remain unaffected.
- Organization billing is governed by the organization's agreement.

6. Acceptable use

You agree not to:

- break the law, or upload content that is unlawful or infringes others' rights;
- probe, disrupt, or overload the Service, or bypass usage limits or access controls;
- attempt to extract other users' data, or scrape the Service;
- misuse the AI features to generate content designed to harm others;
- resell or provide the Service to third parties except as your organization agreement allows;
- reverse engineer the Service except where law permits it regardless.

We may suspend accounts for serious or repeated violations (section 13).

7. Your content

You keep ownership of the content you submit — messages, answers, uploaded documents, profile data.

- You grant us the license needed to operate the Service: hosting, processing (including by the AI providers we use to deliver the Service), and displaying it to you and — for organization-managed accounts — to your organization as described in the Privacy Policy.
- We do not use your content to train AI models.
- For content you upload on behalf of an organization (e.g. the Document Hub), you confirm the organization holds the necessary rights.
- Feedback about the Service may be used to improve it, without obligation.
- We may create aggregated statistics about use of the Service (for example completion counts, participation rates, or average scores) and use them to operate, improve, and promote the Service. These statistics never identify individual users or their content.
- We may use de-identified learning data (your progress, answers, scores, activity in lessons, and the text of your conversations with the AI coach and in role-plays) for research on how people learn, including studies with academic partners. Before analysis we remove names, email addresses, and other direct identifiers. Published results never identify you or your organization, though they may include short anonymized quotes. This is not AI-model training, which we do not do. For organization-managed accounts, we do this only where your organization's agreement with Scholé allows it. You can opt out at any time by writing to privacy@schole.ai: your data is then left out of new analyses, results already published stay as they are, and your use of the Service is unaffected.
- When you use Scholé, aggregate statistics may identify the organizations specified or disclosed to Scholé to contextualize your learning, and we may name such organizations in our marketing and advertising, unless the organization's agreement with Scholé provides otherwise (section 1).

8. AI-generated content — important notice

Lessons, coaching answers, role-play evaluations, grades, competency scores, and recommendations are produced or assisted by AI systems. They can be wrong, incomplete, or misleading.

- AI feedback is formative learning support — it is not professional, legal, medical, financial, or career advice, and no certification or employment outcome is promised or implied.
- You are interacting with AI, not a human, in the coach and role-play features.
- If you believe an AI-generated evaluation is wrong, you can contest it and request human review via support (see section 17).
- Avoid submitting sensitive personal information (e.g. health data) in free-text conversations; the Service does not need it.

9. Organization-managed accounts

Where your account is provided or paid for by an organization:

- the organization controls membership, assignments, and access, and its administrators can see your learning progress as described in the Privacy Policy;
- for personal data, the organization is the controller and Scholé the processor under our Data Processing Agreement (available at /dpa);

- your access through the organization ends when your membership ends; any continued personal use of the Service is under these Terms directly.

10. Privacy

Our Privacy Policy explains what we collect and why. Our Data Retention Policy explains how long we keep it, and is available on request via privacy@schole.ai — also the contact for exercising your data protection rights.

11. Intellectual property

The Service — software, lesson content, design, trademarks — belongs to Scholé or its licensors. You get a limited, non-exclusive, non-transferable right to use it while these Terms apply. Nothing transfers ownership.

12. Third-party services

Sign-in via Google, LMS integrations, and links to third-party sites are subject to those parties' terms. We are not responsible for third-party services. If you connect a Google or Microsoft calendar, we read only when you are busy, store the access token encrypted, create or move only the study blocks we placed, and delete the token when you disconnect; Google access is also revoked at Google, and Microsoft access can be removed under My Apps in your Microsoft account.

13. Termination

These Terms and your use of the Service end as follows:

- By you: stop using the Service at any time, or delete your account in the app — this deactivates the account and signs you out on every device. To have your personal data erased (anonymized), contact privacy@schole.ai (section 10); you may request an export first. Retained data is purged on the schedule in our Data Retention Policy.
- By us: for material or repeated breach of section 6, with prior notice and an opportunity to respond where practicable; immediately where required to protect the Service or users.
- Sections that by nature survive (7 — ownership, 11, 14–16) survive termination.

14. Warranties and liability

The Service is provided with reasonable skill and care, but — to the extent permitted by law — without warranty of uninterrupted or error-free operation, or of specific learning outcomes.

- Nothing in these Terms excludes or limits liability that cannot be excluded by law — including liability for intent or gross negligence, and consumers' mandatory statutory rights, which remain unaffected.
- Otherwise, our aggregate liability is capped at the fees you paid for the Service in the 12 months before the event giving rise to the claim — or, for free accounts, USD 100 — and we are not liable for indirect or consequential damages.

15. Indemnity (organizations only)

If you use the Service on behalf of an organization, that organization shall defend and indemnify Scholé against third-party claims arising from (a) content the organization or its users submit in breach of section 6 or 7, or (b) the organization's unlawful use of the Service — provided Scholé notifies the organization of the claim without undue delay and reasonably cooperates in the defense. This section does not apply to consumers.

16. Governing law and disputes

Governing law and forum follow your contracting entity (section 1):

- Scholé Sàrl (Switzerland, EEA, UK): Swiss law; exclusive jurisdiction of the courts at the Sàrl's registered office, subject to appeal to the Swiss Federal Tribunal.
- Scholé Inc. (everywhere else): the laws of the State of Delaware, USA; venue: the state and federal courts located in Delaware.

In any case, where you are a consumer, your mandatory home forum and mandatory local consumer protections are unaffected.

17. Contact

Scholé Sàrl, EPFL, Bâtiment INF, Station 14, 1015 Lausanne, Switzerland (customers in CH/EEA/UK) · Scholé Inc., 1209 Orange Street, Wilmington, Delaware 19801, USA — office: 600 California Street, San Francisco, CA 94108. Support: support@schole.ai — privacy: privacy@schole.ai.