

LEO HR™ PLATFORM TERMS & CONDITIONS

LEO HR LTD

Company Number: **17324775**

ICO Registration Number: **ZC191813**

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Jurisdiction: **England & Wales**

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LEO HR™, LEO™, Ask LEO HR™, LEO Talent™, LEO Learn™, Foundations™, the LEO Professional Thinking Model™, LEO Professional Decision Framework™, LEO Professional Calibration Framework™, LEO Professional Communication Standards™, LEO Knowledge Framework™ and all associated branding, software, methodologies, documentation, workflows and intellectual property are owned by LEO HR LTD unless otherwise stated.

Nothing within these Terms grants any ownership rights in the intellectual property of LEO HR LTD.

1. Introduction

Welcome to **LEO HR™**.

These Platform Terms & Conditions ("Terms") govern access to and use of the LEO HR™ employment platform operated by **LEO HR LTD**.

By creating an account, starting a free trial, participating in the Pilot Programme, purchasing a subscription or otherwise using LEO HR™, you agree to be legally bound by these Terms.

If you do not agree to these Terms, you must not use the Platform.

These Terms should be read alongside our:

- Privacy Policy
- Cookie Policy
- Data Processing Agreement
- Trust Centre
- Acceptable Use Policy
- AI Transparency & Responsible Use Policy
- Customer Support Policy

Together these documents form the legal and governance framework for LEO HR™.

2. Platform Philosophy

LEO HR™ is an intelligent employment operating platform designed specifically for employers operating in England and Wales.

Unlike traditional HR software, LEO HR™ combines:

- employment expertise;
- artificial intelligence;
- structured professional reasoning;
- organisational knowledge;
- workflow automation;
- compliance monitoring; and
- document generation,

to help employers make informed, consistent and legally compliant workplace decisions.

LEO HR™ supports professional decision-making.

It does **not** replace appropriate managerial judgement, independent legal advice where required, or the responsibility of employers to make their own employment decisions.

3. About LEO HR™

LEO HR™ is provided as a secure cloud-based Software-as-a-Service (SaaS) platform.

Depending upon a Customer's subscription, the Platform may include:

- Dashboard
- Ask LEO HR™
- Matters
- Employees
- LEO Talent™
- LEO Learn™
- Compliance
- HR Resources
- SAR Requests
- Insights
- Audit Logs
- Foundations™
- Welcome Brief
- My Account
- Organisation

LEO HR LTD may introduce additional services from time to time.

Unless separate contractual terms are provided, any new Platform Services will also be governed by these Terms.

4. Eligibility

The Platform is intended for:

- employers;
- businesses;
- charities;
- schools;
- academies;
- early years providers;
- healthcare providers;
- voluntary organisations; and
- other organisations managing employment relationships.

The Platform is not intended for private consumer use.

Users must:

- be at least 18 years of age;
- have authority to create an account;
- provide accurate registration information; and
- comply with these Terms at all times.

Where an individual registers on behalf of an organisation, they confirm they have authority to bind that organisation to these Terms.

5. User Accounts

Each organisation is responsible for:

- all activity carried out using its accounts;
- maintaining accurate user information;
- ensuring users have appropriate permissions;
- protecting passwords and authentication credentials;
- removing access when users leave employment or no longer require access.

Current permission levels include:

- Owner
- Senior
- Manager
- Employee

LEO HR LTD may introduce additional permission levels where reasonably necessary for platform development.

6. Subscription Plans

LEO HR™ is available through the following subscription options.

6.1 Seven-Day Free Trial

New organisations may register for a seven (7) day free trial.

The free trial provides temporary access to the Platform without payment.

Unless cancelled before the trial expires, Customers will be invited to select a paid subscription before continuing to use the Platform.

LEO HR LTD reserves the right to withdraw or amend the free trial for future customers without affecting existing trials.

6.2 Pilot Programme

LEO HR LTD may invite selected organisations to participate in the **LEO HR™ Pilot Programme**.

Pilot participants receive:

- full access to the Platform;
- six (6) months' free use of LEO HR™.

At the end of the six-month Pilot Period, organisations may choose to continue using the Platform for:

£50 per month

for a further twelve (12) months regardless of organisation size.

Following completion of the twelve-month continuation period, the Customer's subscription will transfer to the standard subscription pricing then in force unless another written agreement has been entered into.

Participation in the Pilot Programme is entirely at the discretion of LEO HR LTD.

LEO HR LTD reserves the right to close, suspend or amend the Pilot Programme for future applicants at any time.

Customers already accepted onto the Pilot Programme will retain the benefits agreed at the time of acceptance.

6.3 Standard Subscription Plans

Current monthly subscriptions are:

Organisation Size	Monthly Fee
Up to 50 Employees	£75
Up to 150 Employees	£125
Up to 250 Employees	£175
More than 250 Employees	Contact LEO HR LTD

Subscription prices are exclusive of VAT unless expressly stated otherwise.

6.4 Enterprise Organisations

Organisations employing more than 250 employees may enter into a bespoke commercial agreement with LEO HR LTD.

Such agreements may include customised pricing, onboarding, implementation and support arrangements.

Where a bespoke written agreement conflicts with these Terms, the bespoke agreement shall prevail to the extent of that conflict.

6.5 Subscription Changes

Customers may upgrade their subscription at any time.

Downgrades will normally take effect from the next monthly billing cycle.

Where an organisation grows beyond the employee limit for its subscription, LEO HR LTD may require the Customer to move to the appropriate subscription tier.

7. Billing and Payment

Subscriptions are payable monthly in advance.

Payments are collected using the payment method authorised by the Customer.

LEO HR LTD may use trusted third-party payment providers to process payments securely.

LEO HR LTD does not store complete payment card details.

Subscription prices may be amended from time to time.

Where a price increase affects an existing Customer, at least thirty (30) days' notice will be provided before the new pricing takes effect.

Customers may cancel their subscription at any time.

Cancellation prevents renewal at the end of the current paid subscription period.

Except where required by law, subscription fees are non-refundable once a billing period has commenced.

8. Artificial Intelligence Services

8.1 Purpose of Artificial Intelligence

LEO HR™ incorporates artificial intelligence ("AI") to support employers in managing employment matters more efficiently, consistently and confidently.

AI functionality is designed to assist users by:

- analysing information;
- retrieving organisation-specific knowledge;
- drafting workplace documentation;
- summarising complex information;

- identifying employment risks;
- supporting HR decision-making;
- generating compliant workplace documentation;
- providing practical HR guidance;
- recommending appropriate next steps; and
- improving productivity across the Platform.

AI functionality is intended to support, not replace, informed human judgement.

8.2 Ask LEO HR™

Ask LEO HR™ is the Platform's AI-assisted professional guidance service.

Depending upon the information provided, Ask LEO HR™ may assist Customers by:

- answering HR questions;
- explaining employment legislation applicable to England and Wales;
- generating letters and documents;
- assisting with disciplinary, grievance and capability procedures;
- supporting investigations;
- drafting meeting notes;
- producing action plans;
- creating workplace documentation;
- retrieving organisation-specific knowledge held within Foundations™ and other authorised Platform content; and
- providing practical HR recommendations.

Responses generated by Ask LEO HR™ are based on the information available to the Platform at the time they are produced.

8.3 Human Decision-Making

LEO HR™ supports professional decision-making.

It does not make employment decisions on behalf of Customers.

The Customer remains solely responsible for decisions relating to:

- recruitment;
- appointments;
- probation;
- disciplinary action;
- grievances;
- capability;
- performance management;
- redundancy;
- dismissal;
- flexible working;
- absence management;
- safeguarding;
- employee wellbeing; and
- compliance with employment law.

Nothing within the Platform removes the responsibility of employers to exercise reasonable managerial judgement.

8.4 AI Limitations

Although LEO HR™ is designed to produce reliable and professionally reasoned outputs, artificial intelligence has inherent limitations.

Customers should review AI-generated outputs before implementation to ensure they:

- accurately reflect the circumstances;
- contain correct factual information;
- remain appropriate for their organisation; and
- comply with applicable law.

Where specialist legal advice is required, Customers should seek advice from an appropriately qualified legal professional.

8.5 Automated Decision-Making

LEO HR™ does not make solely automated employment decisions that produce legal or similarly significant effects for individuals.

Employment decisions remain under the control of the Customer.

AI-generated content is advisory and requires human review before implementation.

8.6 Platform Improvements

LEO HR LTD continually develops and improves LEO HR™.

Improvements may include:

- legislative updates;
- enhanced reasoning;
- improved AI models;
- new modules;
- additional functionality;
- improved user experience;
- security enhancements;
- performance improvements; and
- new integrations.

Unless otherwise stated, Platform improvements included within a Customer's subscription will be made available automatically.

9. Customer Responsibilities

Customers agree to:

- provide accurate information;
- maintain appropriate security procedures;
- ensure only authorised users access the Platform;
- maintain appropriate employment records;
- review AI-generated outputs before use;
- comply with all applicable legislation;

- ensure lawful processing of personal data;
- use the Platform only for legitimate business purposes; and
- comply with these Terms at all times.

Customers remain responsible for all activity carried out using their organisation's account.

10. Customer Content

Customers retain ownership of all information uploaded to LEO HR™.

This includes, but is not limited to:

- employee records;
- applicant information;
- HR documentation;
- policies;
- contracts;
- investigations;
- meeting notes;
- uploaded files;
- organisational knowledge;
- compliance records;
- training records; and
- workplace documentation.

LEO HR LTD does not acquire ownership of Customer Content.

Customers grant LEO HR LTD a limited licence to host, store, process and display Customer Content solely for the purpose of providing the Platform.

11. Intellectual Property

All intellectual property relating to LEO HR™ remains the exclusive property of LEO HR LTD.

This includes, without limitation:

- software;
- databases;
- platform architecture;
- user interface design;
- source code;
- documentation;
- workflows;
- templates;
- reports;
- generated frameworks;
- branding;
- trade marks;
- graphics;
- logos;
- APIs;
- methodologies;
- artificial intelligence systems; and
- future developments.

Nothing within these Terms transfers ownership of any intellectual property to the Customer.

11.1 Protected Trade Marks

The following names are proprietary trade marks or trade marks used by LEO HR LTD, together with any future brands introduced by the business:

- LEO HR™
- LEO HR™
- Ask LEO HR™
- LEO Talent™
- LEO Learn™
- Foundations™
- LEO Professional Thinking Model™
- LEO Professional Decision Framework™
- LEO Professional Calibration Framework™
- LEO Professional Communication Standards™
- LEO Knowledge Framework™

Customers must not reproduce, imitate or use these trade marks without the prior written permission of LEO HR LTD.

11.2 Licence to Use the Platform

Subject to these Terms and payment of applicable subscription fees, LEO HR LTD grants Customers a limited, non-exclusive, non-transferable and revocable licence to access and use LEO HR™ for their own internal business purposes.

No ownership rights are transferred.

12. Restrictions

Customers must not:

- copy the Platform;
- reproduce Platform functionality;
- reverse engineer the software;
- attempt to access source code;

- create competing software based upon LEO HR™;
- remove copyright notices;
- remove trade marks;
- interfere with Platform security;
- introduce malicious software;
- use automated tools to extract Platform data;
- misuse AI functionality;
- attempt to recreate the reasoning processes or proprietary methodologies used within LEO HR™.

13. Acceptable Use

Customers must not use LEO HR™ to:

- break the law;
- discriminate unlawfully;
- harass others;
- upload malicious code;
- commit fraud;
- infringe intellectual property rights;
- gain unauthorised access to systems;
- distribute spam;
- create unlawful content;
- facilitate criminal activity;
- misuse personal information;
- compromise Platform security.

LEO HR LTD reserves the right to suspend access where unlawful or abusive use is identified.

14. Beta Features

From time to time LEO HR LTD may make beta, preview or early-access functionality available.

Beta features:

- may change without notice;
- may contain defects;
- may be withdrawn at any time;
- may receive limited support.

Use of beta functionality is entirely at the Customer's discretion.

15. Confidentiality

15.1 Confidential Information

During the provision of the Platform, either party may receive confidential or commercially sensitive information belonging to the other.

Confidential Information includes, but is not limited to:

- employee information;
- applicant information;
- disciplinary records;
- grievance records;
- investigations;
- safeguarding information;
- medical information;
- organisational policies;
- uploaded documents;
- commercial information;
- business strategies;
- financial information;
- subscription information;
- security information;

- organisation-specific knowledge stored within LEO HR™; and
- any information clearly identified as confidential.

15.2 Confidentiality Obligations

Each party agrees to:

- keep Confidential Information secure;
- use Confidential Information only for the purpose for which it was disclosed;
- implement appropriate technical and organisational safeguards;
- restrict access to authorised individuals;
- prevent unauthorised disclosure; and
- comply with all applicable confidentiality obligations.

15.3 Permitted Disclosure

Confidential Information may only be disclosed where:

- required by law;
- required by a court or regulatory authority;
- necessary to provide the Platform;
- expressly authorised by the other party in writing.

15.4 Continuing Obligations

These confidentiality obligations continue after termination of these Terms for so long as the information remains confidential.

16. Data Protection

16.1 Our Commitment

LEO HR LTD is committed to protecting personal data and processing information lawfully, fairly and transparently.

Personal data is processed in accordance with:

- UK GDPR;
- Data Protection Act 2018;
- Privacy and Electronic Communications Regulations (PECR);
- applicable guidance issued by the Information Commissioner's Office (ICO).

Further information is available within the:

- Privacy Policy;
- Data Processing Agreement;
- Trust Centre.

16.2 Data Controller and Data Processor

Unless otherwise agreed in writing:

- the Customer acts as the **Data Controller** in respect of personal data uploaded to LEO HR™; and
- LEO HR LTD acts as the **Data Processor** when processing personal data on behalf of the Customer.

LEO HR LTD may also act as an independent Data Controller for personal data relating to:

- customer accounts;
- billing;
- platform administration;
- fraud prevention;
- legal compliance;
- security monitoring; and
- other processing activities where LEO HR LTD independently determines the purposes and means of processing.

16.3 Customer Responsibilities

Customers are responsible for ensuring that:

- personal data is collected lawfully;
- an appropriate lawful basis exists;
- privacy information has been provided where required;
- uploaded information is accurate;
- only authorised users have access to personal data;
- appropriate permissions are maintained within the Platform; and
- employment decisions remain under appropriate human oversight.

16.4 LEO HR LTD Responsibilities

Where acting as a Data Processor, LEO HR LTD will:

- process personal data only on documented instructions from the Customer;
- implement appropriate technical and organisational measures;
- maintain appropriate security controls;
- assist Customers with applicable data protection obligations where reasonably practicable;
- notify Customers of relevant personal data breaches where legally required; and
- ensure authorised personnel are subject to appropriate confidentiality obligations.

16.5 Special Category Data

The Platform is capable of processing special category personal data where entered by Customers.

This may include information relating to:

- health;
- disability;
- occupational health;
- safeguarding;

- trade union membership; and
- other categories defined under UK GDPR.

Customers remain responsible for ensuring they have an appropriate lawful basis and condition for processing such information.

LEO HR LTD processes such data solely for the purpose of providing the Platform and in accordance with documented Customer instructions where acting as a Data Processor.

16.6 Criminal Offence Data

The Platform may also process criminal offence data, including information relating to:

- DBS checks;
- safeguarding;
- right to work investigations;
- disciplinary matters where relevant; and
- other information entered by Customers.

Customers remain responsible for ensuring they are legally entitled to process such information.

16.7 International Transfers

Where personal data is transferred outside the United Kingdom, LEO HR LTD will ensure appropriate safeguards are implemented in accordance with applicable data protection legislation.

16.8 Data Subject Rights

LEO HR™ includes functionality to assist Customers in responding to statutory data subject rights, including:

- Subject Access Requests;
- rectification requests;
- erasure requests;
- restriction requests;
- objection requests; and

- data portability requests.

Customers remain responsible for determining how such requests should be handled and for responding within applicable statutory timescales.

17. Security

17.1 Security Commitment

LEO HR LTD is committed to maintaining appropriate technical, organisational and administrative safeguards designed to protect the confidentiality, integrity and availability of information processed through LEO HR™.

17.2 Security Measures

Security measures may include:

- encryption in transit and at rest where appropriate;
- secure authentication;
- role-based access controls;
- multi-factor authentication;
- audit logging;
- secure backups;
- vulnerability management;
- secure software development;
- infrastructure monitoring;
- malware protection;
- disaster recovery arrangements; and
- regular security improvements.

Security measures may evolve over time to reflect emerging threats and industry best practice.

17.3 Customer Security Responsibilities

Customers are responsible for:

- maintaining strong passwords;
- protecting authentication credentials;
- assigning appropriate permissions;
- promptly removing access for departing users;
- maintaining appropriate internal security procedures; and
- reporting suspected security incidents without undue delay.

17.4 Security Incidents

Where LEO HR LTD becomes aware of a security incident affecting Customer data, reasonable steps will be taken to:

- investigate the incident;
- contain the incident;
- minimise its impact;
- notify affected Customers where legally required; and
- implement appropriate remedial measures.

17.5 Audit Logs

LEO HR™ maintains audit logs to support governance, accountability and security.

Audit logs may include:

- user authentication;
- account changes;
- document activity;
- workflow activity;
- permission changes;
- administrative actions;
- AI interactions;

- security events; and
- other operational activity.

Audit logs form an important evidential feature of the Platform and may not be edited or removed except where authorised by LEO HR LTD or required by law.

17.6 Business Continuity

LEO HR LTD maintains appropriate business continuity and disaster recovery arrangements designed to minimise disruption to the Platform.

Whilst every reasonable effort will be made to restore services promptly following an incident, uninterrupted availability cannot be guaranteed.

18. Trust Centre

LEO HR LTD maintains a Trust Centre to promote transparency regarding the operation of LEO HR™.

The Trust Centre may include information relating to:

- platform security;
- privacy;
- data protection;
- artificial intelligence governance;
- sub-processors;
- service availability;
- legal documentation;
- compliance certifications;
- security practices; and
- responsible use of the Platform.

The Trust Centre is provided for information purposes and may be updated from time to time to reflect changes in the Platform or applicable legal and regulatory requirements.

19. Third-Party Services

19.1 Third-Party Providers

LEO HR™ may use trusted third-party providers to support the operation of the Platform.

These services may include, but are not limited to:

- cloud hosting;
- authentication services;
- payment processing;
- email delivery;
- artificial intelligence providers;
- document generation;
- analytics;
- customer support tools; and
- other operational services necessary to deliver the Platform.

Current third-party providers are listed within the **LEO HR™ Trust Centre** where appropriate.

19.2 Future Integrations

From time to time, LEO HR LTD may introduce optional integrations with third-party software.

Availability of integrations may depend upon:

- the Customer's subscription;
- technical compatibility;
- third-party availability;
- commercial agreements; or
- legal or regulatory requirements.

LEO HR LTD does not guarantee that any particular integration will remain available indefinitely.

19.3 Third-Party Terms

Where Customers choose to connect third-party services to LEO HR™, they remain responsible for complying with the terms, privacy notices and licensing requirements of those third parties.

LEO HR LTD is not responsible for changes made by third-party providers that affect connected services.

20. Suspension of Services

LEO HR LTD may suspend access to all or part of the Platform where reasonably necessary to:

- protect Platform security;
- investigate suspected fraud;
- investigate misuse;
- comply with legal obligations;
- prevent unlawful activity;
- protect other Customers;
- perform emergency maintenance; or
- recover overdue subscription fees.

Where reasonably practicable, notice will be provided before suspension.

Nothing in this section prevents LEO HR LTD from taking immediate action where urgent action is necessary.

21. Termination

21.1 Customer Cancellation

Customers may cancel their subscription at any time.

Cancellation prevents automatic renewal at the end of the current paid subscription period.

Access to the Platform will normally continue until the expiry of that paid period.

21.2 Termination by LEO HR LTD

LEO HR LTD may terminate these Terms immediately where:

- subscription fees remain unpaid;
- the Customer commits a material breach of these Terms;
- unlawful use of the Platform is identified;
- fraudulent activity is suspected;
- continued provision of the Platform would be unlawful; or
- the Customer repeatedly compromises Platform security.

21.3 Effect of Termination

Following termination:

- access to the Platform will cease;
- user accounts may be disabled;
- connected integrations may be disconnected;
- AI functionality will no longer be available;
- subscription renewals will stop; and
- Customer data will be retained and deleted in accordance with the Privacy Policy and Data Processing Agreement.

Termination does not affect any rights or obligations that arose before termination.

22. Limitation of Liability

22.1 Liability That Cannot Be Excluded

Nothing within 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 under the laws of England and Wales.

22.2 General Limitation

Subject to Section 22.1, LEO HR LTD shall not be liable for:

- indirect loss;
- consequential loss;
- loss of profits;
- loss of revenue;
- loss of goodwill;
- business interruption;
- loss of anticipated savings;
- loss of contracts; or
- loss arising from misuse of the Platform.

22.3 AI-Assisted Guidance

LEO HR™ provides AI-assisted guidance and document generation designed to support employment decision-making.

Customers acknowledge that:

- AI-generated outputs are advisory in nature;
- all outputs should be reviewed before implementation;
- employment decisions remain the responsibility of the Customer.

LEO HR LTD accepts no liability where a Customer relies upon AI-generated outputs without exercising appropriate human judgement.

22.4 Employment Decisions

LEO HR LTD is not responsible for decisions made by Customers relating to:

- recruitment;
- appointment;
- dismissal;
- redundancy;
- disciplinary action;

- grievance outcomes;
- capability procedures;
- performance management;
- contractual changes;
- flexible working;
- absence management; or
- any other employment decision.

22.5 Maximum Liability

Subject to applicable law, the total aggregate liability of LEO HR LTD arising from or in connection with these Terms shall not exceed the total subscription fees paid by the Customer during the twelve (12) months immediately preceding the event giving rise to the claim.

23. Indemnity

The Customer agrees to indemnify LEO HR LTD against losses, liabilities, damages, claims, costs and expenses arising directly from:

- breach of these Terms;
- unlawful use of the Platform;
- infringement of third-party intellectual property rights by Customer Content;
- misuse of the Platform;
- employment decisions made by the Customer; or
- the Customer's failure to comply with applicable law.

This indemnity does not apply where losses arise directly from the negligence or wilful misconduct of LEO HR LTD.

24. Force Majeure

LEO HR LTD shall not be liable for delay or failure in performing its obligations where caused by events beyond its reasonable control, including:

- natural disasters;
- fire;
- flood;
- war;
- terrorism;
- civil unrest;
- industrial action;
- widespread internet outages;
- cyber attacks;
- utility failures;
- governmental action;
- pandemics; or
- failures of third-party cloud infrastructure.

Performance will resume as soon as reasonably practicable once the relevant event has ended.

25. Changes to these Terms

LEO HR LTD may amend these Terms where reasonably necessary to:

- reflect changes in legislation;
- improve the Platform;
- introduce new functionality;
- improve security;
- clarify existing provisions; or
- reflect changes to business operations.

Where changes materially affect Customer rights or obligations, reasonable notice will be provided by:

- email;
- in-platform notification;
- publication within the Trust Centre; or
- publication on the LEO HR™ website.

Continued use of the Platform after the effective date of revised Terms constitutes acceptance of those revised Terms.

26. Governing Law

These Terms shall be governed by and construed in accordance with the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction over any dispute arising from or relating to these Terms, except where applicable law provides otherwise.

27. General Provisions

These Terms, together with the documents expressly incorporated by reference, constitute the entire agreement between LEO HR LTD and the Customer concerning the use of LEO HR™.

If any provision is held to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

Failure by LEO HR LTD to enforce any provision shall not constitute a waiver of that provision.

Customers may not assign their rights or obligations without the prior written consent of LEO HR LTD.

LEO HR LTD may assign these Terms as part of a merger, acquisition, business transfer or corporate restructuring.

Nothing in these Terms creates a partnership, joint venture, agency or employment relationship between the parties.

No person who is not a party to these Terms shall have any right to enforce them under the Contracts (Rights of Third Parties) Act 1999.

Sections relating to intellectual property, confidentiality, data protection, payment obligations, limitation of liability and any provisions intended to survive termination shall continue after termination.

Schedule 1 – Definitions

For the purposes of these Terms:

Account means the registered account used to access the Platform.

Artificial Intelligence (AI) means the machine learning and artificial intelligence technologies incorporated within LEO HR™ to assist users with employment-related tasks and decision support.

Authorised User means an individual authorised by the Customer to access the Platform.

Business Day means any day other than a Saturday, Sunday or public holiday in England.

Confidential Information has the meaning given in Section 15.

Customer means the organisation entering into these Terms with LEO HR LTD.

Customer Content means all information, documents, data and materials uploaded to or generated within the Platform by the Customer.

Employee means an individual whose employment information is processed within the Platform.

Foundations™ means the organisational knowledge workspace within LEO HR™.

Pilot Programme means any pilot programme operated by LEO HR LTD.

Platform means the cloud-based LEO HR™ software platform and its associated services.

Services means the subscription services provided by LEO HR LTD.

Subscription means a paid or authorised right to use the Platform.

Schedule 2 – Customer Support

LEO HR LTD provides customer support to assist Customers in using the Platform.

Support includes:

- Platform assistance
- Technical issue investigation
- Bug reporting

- General product guidance
- Account administration assistance

Support is provided using reasonable endeavours.

Support requests may be submitted through:

- email;
- the LEO HR™ website;
- in-platform support functionality; or
- any other contact methods published by LEO HR LTD.

LEO HR LTD aims to respond to support requests as promptly as reasonably practicable, but response times are not guaranteed unless expressly agreed in writing.

Emergency maintenance may be undertaken where necessary to protect the security, integrity or availability of the Platform.

Where reasonably practicable, Customers will be notified in advance of planned maintenance.

Schedule 3 – Subscription Services

Depending on the subscription selected, Customers may have access to some or all of the following Platform modules:

- Dashboard
- Ask LEO HR™
- Matters
- Employees
- LEO Talent™
- LEO Learn™
- Compliance
- HR Resources
- SAR Requests
- Insights
- Audit Logs

- Foundations™
- Welcome Brief
- My Account
- Organisation

The availability of individual features may vary depending upon:

- subscription level;
- user permissions;
- beta participation;
- future Platform development.

LEO HR LTD reserves the right to enhance, replace or retire Platform features where reasonably necessary to improve the Platform or comply with legal or technical requirements.

Such changes will not materially reduce the overall functionality of the subscribed service without reasonable notice.

Schedule 4 – Acceptable Use Summary

Customers must use the Platform responsibly.

Customers must not:

- attempt unauthorised access to the Platform;
- interfere with Platform security;
- upload malicious software;
- reverse engineer the Platform;
- copy or reproduce proprietary functionality;
- share accounts between unauthorised users;
- use automated tools to scrape Platform data;
- upload unlawful content;
- infringe third-party rights;
- misuse AI-generated content;
- use the Platform to facilitate unlawful activity.

LEO HR LTD reserves the right to investigate suspected misuse and to suspend access where necessary to protect the Platform or its users.

Schedule 5 – Data Retention

LEO HR LTD retains information only for as long as reasonably necessary to:

- provide the Services;
- comply with legal obligations;
- maintain audit records;
- resolve disputes;
- enforce contractual rights; and
- protect Platform security.

Following termination of a subscription, Customer data will be retained in accordance with:

- applicable law;
- the Privacy Policy;
- the Data Processing Agreement; and
- internal retention schedules.

Where requested and technically feasible, Customers may export their data before account closure.

Certain records, including audit logs, financial records and security records, may be retained for longer periods where required by law or for legitimate business purposes.

Schedule 6 – Contact Details

LEO HR LTD

Company Number: **17324775**

ICO Registration Number: **ZC191813**

Website: www.leohr.co.uk

Email: **office@leohr.co.uk**

Jurisdiction: **England & Wales**

Schedule 7 – Document Version History

Version Date		Summary
1.0	Launch Edition	Comprehensive legal review, updated platform structure, subscription model, Pilot Programme, AI governance, Trust Centre references, enhanced commercial protections and alignment with the live LEO HR™ platform.

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