

Terms of Use

Contractual conditions in force for access to and use of the platform.

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<https://skyller.ai/en/terms/2026-10-20>

Portuguese is the contractual reference. Mandatory rights under applicable local law remain protected.
[Read in Portuguese.](#)

1. Contracting parties and scope

Skyller is provided by **SKILLS IT SOLUCOES EM TECNOLOGIA LTDA**, trading as **Skills IT**, Brazilian corporate taxpayer number (CNPJ) **05.699.856/0001-10**, at Quadra ACSE 1, Rua SE 1, No. 38, suite 10, 2nd floor, Plano Diretor Sul, Palmas, Tocantins, postal code 77020-014, Brazil. In these Terms, “Skyller” means the service or its provider, as the context requires.

These Terms govern the business platform for artificial intelligence, agents, search, documents, integrations, automation and collaboration. You must have legal capacity to contract. Anyone accepting for an organization represents that they have authority to bind it. The service is intended for professional use by adults.

A specific proposal or contract takes precedence for expressly negotiated terms. The [DPA](#) takes precedence in conflicts concerning personal data processed on the customer's behalf. The [Privacy Policy](#) explains other processing.

2. Accounts and administration

Customers must maintain accurate information, protect credentials and devices, and manage members, permissions and sharing. They must revoke unnecessary access and report suspected misuse to security@skyller.ai.

Administrators manage members, permissions and business environment settings. An administrator role does not authorize access to other people's private conversations. Shared access requires authorization from the conversation owner. Control of an email address or domain does not replace evidence of legal authority. Skyller may request proportionate verification to resolve account disputes or prevent fraud.

Optional usage analytics and performance choices follow the [Cookie Policy](#). Permission is independent of signup and contractual acceptance.

3. Content and intellectual property

Customers retain their rights in submitted materials. They authorize processing, storage, transmission and creation of technical derivatives only as necessary to provide, maintain, protect and support the contracted service and meet applicable obligations.

Skyller and the model API providers selected and contracted by Skyller do not use customer inputs — including prompts, messages and documents — or generated outputs to train artificial intelligence models. This authorization also does not grant a general license to commercialize content. Processing needed to generate responses and operational retention follow authorized purposes, the Privacy Policy and DPA. Independent services connected and contracted directly by the customer are governed by their own conditions.

As between the parties, customers may use the outputs they receive to the extent permitted by law and applicable rights. Outputs may resemble those received by others, contain third-party material or lack copyright protection. Exclusivity and freedom from third-party rights are not guaranteed.

The platform, its brand and proprietary components remain with their respective owners. Access does not transfer those rights.

4. AI, agents and external actions

AI responses may contain errors, omissions or outdated information. They and their sources must be checked before consequential use. Skyller does not replace qualified professionals or guarantee legal, medical, financial or business outcomes.

Customers must configure permissions and supervision appropriate to agents' actions.

Integrations may retrieve, transmit, create, modify or delete information and perform operations in other services. Granting an integration access authorizes operations within the configured scope; not every action requires an additional on-screen confirmation.

Regulated uses, sensitive data and decisions affecting people require legal assessment and appropriate controls. A feature's availability does not certify its suitability for those uses.

5. Acceptable use

You must not use the service to:

- violate laws, privacy, intellectual property or confidentiality duties;
- engage in fraud, exploitation, harassment, unlawful discrimination or illegal surveillance;
- distribute malware, gain unauthorized access or bypass controls and limits;
- conduct intrusive testing without written authorization;
- send spam or deceptively impersonate others;
- automate decisions about people contrary to review requirements or other legal safeguards;
- resell or reproduce the platform beyond what the contract permits.

6. Plans, billing and cancellation

Prices, currency, taxes, billing intervals, allowances, credits and trial conditions are those presented at purchase or in the proposal. Customers must review them before confirming. A free trial is not presumed to convert automatically into a paid plan without the relevant disclosure and authorization.

Payment methods and providers depend on billing country, currency, plan and the conditions presented at purchase or checkout, where the applicable provider will be identified. Not all methods or markets are available. Confirmation, dispute and refund processing times depend on the transaction and applicable rules, without displacing statutory deadlines or rights.

Billing follows the contracted cycle. Commercial changes will be communicated as required by the contract and applicable law. Nonpayment may restrict or suspend features, with notice and an opportunity to resolve the issue where appropriate.

Cancellation may be requested through available account options or support@skyller.ai. Confirmation identifies the effective date; when scheduled for the end of the cycle, the plan remains active until then and does not renew. Usage incurred and amounts validly due remain payable. Mandatory refund, withdrawal and other rights are preserved where applicable.

Where a transaction is subject to the Brazilian Consumer Protection Code and is concluded away from business premises, the seven-day withdrawal right under Article 49 applies, including legally required reimbursement. Whether a business transaction falls within that protection depends on its circumstances.

7. Third parties, availability and support

Models and integrations depend on third parties, their conditions and customer configuration. Routes may change for availability or fallback. No particular provider or model is guaranteed to remain available. See [integrated services](#).

Skyller will provide the service with professional care, take proportionate measures to protect its operation and communicate material disruptions through support channels. Service levels, support windows and any availability credits will be those expressly agreed at purchase. Maintenance and external dependencies may affect access; support will coordinate diagnosis and service recovery.

8. Suspension and termination

Skyller may suspend or terminate access for material breach, nonpayment, legal requirements or security risk. Measures will be proportionate; where urgency permits, reasonable notice and an opportunity to remedy will be given.

Before termination, customers should request return of needed data through available features or support. Deletion, justified retention and backups are governed by the DPA and Privacy Policy. Cancelling a subscription does not immediately delete every record.

9. Liability

Each party is responsible for breaches of its obligations and damage legally attributable to it. Assessment considers causation, the parties' conduct and applicable law. Customer conduct or third-party failures do not remove Skyller's own liability where it exists.

Nothing excludes rights or liabilities that cannot lawfully be excluded by contract.

10. Versions, languages and governing law

Material changes will be published and communicated through appropriate means; express acceptance will be requested where necessary. Publication does not retroactively replace earlier acceptance evidence. Continued use alone does not constitute consent to new data-processing purposes.

Portuguese, English and Spanish present the same contractual basis. If interpretations differ, the Portuguese version guides interpretation unless a specific agreement or mandatory law provides otherwise. The selected language does not determine residence or applicable law.

Brazilian law governs, subject to mandatory rules of other jurisdictions that actually apply. Disputes will be heard by the legally competent court. Specific conditions for markets or regulated uses may be set out in a supplementary agreement.

Contract contact: contact@skyller.ai. Support: support@skyller.ai. Privacy: privacy@skyller.ai.