

Terms of Use

Last updated: July 7th, 2026

These Terms of Use (“**Terms**”) govern access to and use of dx0, operated by HappySoup Limited (trading as **dx0**) (“**we**”, “**us**”, or “**our**”), a company registered in Ireland (Reg. No. 799682). By accessing or using dx0 (the “**Service**”), the customer (the “**Customer**”) agrees to be bound by these Terms.

By accessing or using the website or our Service, accepting these Terms or executing an Order Form the Customer confirms that they have read, understood and agree to be bound by these Terms. If the Customer does not agree to these Terms, it must immediately cease using the website and the Service.

1. These Terms shall apply to the exclusion of any other terms which the Customer may seek to impose or incorporate, or which may be implied by trade, custom, practice or course of dealing to the extent permitted by applicable law.

2. Eligibility

The Service is intended for business use only. By using the Service, accepting these Terms or submitting an Order Form, the person accepting these Terms on the Customer’s behalf confirms that they have the authority to bind the Customer and they represent that they are accessing it on behalf of a company or organisation and that they have the authority to bind that organisation to these Terms. All users must be at least 18 years old to use the Service. By accessing or using the website or the Service, the user represents and warrants that they are at least 18 years old. We reserve the right to refuse access to the website or our Service to any person at our absolute discretion.

3. Access, Trials AND TERM

- 3.1 Access to the Service is available on a paid subscription basis. The Customer’s subscription will commence on the date we accept the Order Form (or otherwise make the Services available to the Customer) for the initial term (monthly or annual as opted for by the Customer) (the “**Initial Term**”). Following the Initial Term, these Terms will automatically renew for successive periods equivalent to the length of the Initial Term (each a “**Renewal Term**”, and together with the Initial Term, the “**Subscription Term**”), unless either party gives notice of non-renewal at least 10 days before the end of the then current term (for monthly subscriptions) and at least 30 days before the end of the then current term (for annual subscriptions).
 - 3.2 Trial access may be granted at our discretion following a trial request submitted via our website. Trial access is subject to these Terms in full and may be modified or withdrawn at any time without notice.
 - 3.3 Subject to the terms and conditions of these Terms, we hereby grant to the Customer a non-exclusive, non-transferable right to use the Services during the Subscription Term solely for the Customer’s internal business purposes.
4. The Customer’s Initial Term, pricing, and billing are as set out in our order form (“**Order Form**”) entered into at the time of purchase, or where no such order form has been entered into, by the pricing and payment terms presented by the Company at the time of sign-up. In the event of any conflict between these Terms and a separate Order Form, these Terms take precedence unless expressly stated otherwise in an applicable Order Form as accepted by the Company.

5. Post-Trial Continuation Period

5.1 Where the Customer has completed a trial and has communicated a clear intent to purchase — whether verbally, by email, via our website or order process or by signing an Order Form — we may, at our sole discretion, extend access to the Service for up to seven (7) days beyond the trial expiry date (“**Trial Continuation Period**”) while subscription and payment terms are being finalised. This is a goodwill gesture and does not constitute a binding commitment to provide the Service beyond the Trial Continuation Period, nor does it modify or waive any payment obligations.

5.2 Access during the Trial Continuation Period is subject to these Terms in full. If subscription fees are not received, or an order form is not executed, within the Trial Continuation Period, we reserve the right to suspend access to the Service until payment terms are agreed and fees are received.

6. Payment and Suspension for Non-Payment

6.1 Fees are due in advance of receiving the Service and thereafter on the billing cycle agreed at sign-up (monthly or annually). All fees are non-refundable except where required by applicable law or as expressly stated in a separate Order Form. All fees are stated in EURO and are exclusive of any applicable VAT or other applicable taxes, which shall be payable in addition where applicable.

6.2 If payment is not received by the due date, we may suspend or terminate access to the Service after providing 10 days’ notice. Suspension for non-payment does not terminate the Customer’s account or result in the automatic deletion of the Customer’s data. Access is restored upon receipt of any outstanding fees. If payment remains outstanding for 30 days after suspension, we may terminate the Customer’s account and will handle the Customer’s data in accordance with our Privacy Policy.

6.3 We reserve the right to change our fees at any time by posting revised pricing on our website. Such changes will take effect upon renewal of the Customer’s Subscription Term or as otherwise notified to the Customer.

7. Account and Access

7.1 Use of the Service will require the Customer to register for an account. When registering, the Customer must provide accurate, current, and complete information and keep such information updated at all times.

7.2 The Customer is responsible for maintaining the confidentiality of its login credentials and for all activity that occurs under its account. The Customer must:

7.2.1 only connect Salesforce orgs or other source systems that it is authorised to access and to share with the Service;

7.2.2 ensure that all users added to its Service workspace are authorised employees or contractors of its organisation;

7.2.3 prevent any unauthorised access to or use of the Services and notify us promptly at help@happysoup.io if it becomes aware of any unauthorised access to its account or any connected Salesforce org;

7.3 The Customer may not share account credentials or provide access to the Service to individuals outside its organisation without our prior written consent.

- 7.4 We reserve the right to suspend or terminate the Customer's account at any time if we reasonably believe that the Customer's account credentials have been compromised, or if the Customer has breached any of these Terms.

8. Acceptable Use AND CUSTOMER OBLIGATIONS

- 8.1 The Customer agrees to use our website and the Service only for lawful purposes and in a manner that does not infringe the rights of any third party or restrict or inhibit anyone else's use or enjoyment of the Service and in accordance with these Terms. The Customer will not:

8.1.1 use the Service in any way that breaches any applicable local, national, or international law or regulation;

8.1.2 reverse engineer, reproduce, duplicate, decompile, disassemble, copy, or create derivative works of the Service or any part of it;

8.1.3 knowingly transmit any data or material that contains viruses, trojan horses, worms, spyware, or any other harmful programs or code;

8.1.4 use any automated means, including bots, scrapers, or crawlers, to access or interact with the website without our prior written consent;

8.1.5 resell, sell, sublicense, or make the Service available to third parties outside its organisation without our prior written consent;

8.1.6 interfere with or disrupt the security, availability, or integrity of the Service or its underlying infrastructure;

8.1.7 use the Service to access or process data in breach of Salesforce's terms of service or any applicable law;

8.1.8 connect Salesforce orgs or other source systems belonging to third parties without their knowledge and authorisation;

8.1.9 attempt to extract, reconstruct, or systematically query the full metadata index beyond normal use of the Service;

8.1.10 use the Service to circumvent or probe the access controls of any Salesforce org or other source system;

8.1.11 use the Service for the purpose of benchmarking, competitive analysis, or developing a product or service that competes with the Service and with us;

8.1.12 engage in any conduct that is defamatory, obscene, offensive, hateful, or discriminatory or use the Service to process data in a manner that breaches the privacy rights of any individual.

8.2 The Customer shall:

8.2.1 obtain and shall maintain all necessary licences, consents, and permissions necessary for the provision of Services to the Customer;

8.2.2 ensure that its authorised users use the Services in accordance with these Terms and any other user instructions provided by us;

- 8.2.3 provide us with all necessary cooperation necessary in relation to these Terms and the provision of the Services, including provision of access to such information and data as may be reasonably required by the Supplier in order to provide the Services.

9. AI Features

dx0 is an AI-native product and artificial intelligence is at the core of what we deliver. The Service uses artificial intelligence (“AI”) to generate metadata analysis, security assessments, and explanations of the Customer’s Salesforce org configuration or other source systems. By using AI features, the Customer acknowledges and agrees to the following:

9.1 Third-party AI providers

AI features are powered by third-party large language model providers, currently OpenAI but we reserve the right to change AI providers at any time. When the Customer uses an AI feature, targeted snippets of its source systems metadata — specifically the information relevant to its query — are transmitted to OpenAI’s API for processing. We do not send the Customer’s full metadata index, OAuth tokens, or credential material to any AI provider. Full details of what is and is not transmitted are available on our Security Page, which can be found here: <https://dx0.io/infosec>

9.2 Customer responsibility

Each user of the Service is responsible for ensuring that the user’s use of the Service’s AI features complies with the user’s organisation’s internal policies on AI use and data handling. If the user’s organisation’s policies restrict the use of third-party AI services for processing certain categories of data, it is the user’s responsibility to ensure that data is not submitted to the Service’s AI features — including by not pasting such data into the chat interface. We accept no responsibility for the information that may be input by a Customer or its users.

9.3 Nature of AI outputs

AI-generated outputs are produced by a statistical model and may contain errors, omissions, or inaccuracies. Outputs are provided for informational purposes only and do not constitute professional, legal, security, or technical advice. The Customer should not rely on AI-generated outputs as a substitute for independent verification, professional judgement, or qualified expert review. We accept no liability for decisions made in reliance on AI-generated outputs.

9.4 OpenAI data handling

Data transmitted to OpenAI is governed by OpenAI’s API data usage policy. OpenAI does not use API inputs to train its models. OpenAI retains API request data for up to 30 days for abuse monitoring purposes. Further detail is available in our [Privacy Policy](#).

10. OUR CONTENT AND Intellectual Property

- 10.1 All rights in and to the Service including its software, design, architecture, and AI models as well as content on our website remain with us and our licensors. Nothing in these Terms transfers, or provides any rights or licences to, any intellectual property rights to the Customer or provides any licence or right to use any trade mark, logo, or other proprietary mark displayed on our website.

- 10.2 The Customer retains all rights to its own data, including any Salesforce metadata it connects to the Service. The Customer grants us with a worldwide, limited, non-exclusive, royalty free, licence to process that data solely to provide the Service to the Customer and as described in our Privacy Policy.

11. CUSTOMER reference

- 11.1 By accepting these Terms, the Customer grants us a non-exclusive, royalty-free, worldwide licence to display its name and logo on our website (dx0.io) solely to identify it as a user of the Service, alongside the names and logos of other customers, unless the Customer notifies us prior to accepting these Terms that it does not wish to grant this licence, in which case no such display will occur. This licence does not extend to social media, printed materials, press releases, advertising, or any other medium.
- 11.2 We will not reference, disclose, or imply any details of the Customer's use of the Service, its configuration, its business operations, or the Customer's relationship with us beyond the display described above, without the Customer's prior written consent.
- 11.3 The Customer may withdraw its permission at any time by providing written notice to help@happysoup.io. We will remove the Customer's name and logo from our website within 48 hours of receipt of such notice.

12. Confidentiality

- 12.1 Each party acknowledges that, it may receive and/or have access to confidential information of the other party, and each party agrees to keep the other's confidential information strictly secret, confidential and secure and to use it only for the purposes of the Service. This obligation does not apply to information that:
- 12.1.1 is or becomes publicly available through no fault of the receiving party;
 - 12.1.2 was already known to the receiving party at the time of disclosure;
 - 12.1.3 is independently developed by the receiving party without the use of or reference to the confidential information;
 - 12.1.4 is required to be disclosed by applicable law, regulation, or court order or other authority of competent jurisdiction, provided the disclosing party is given reasonable prior notice where legally permitted to do so, and where notice of disclosure is not prohibited and is given in accordance with this section, the disclosing party takes into account the reasonable requests of the other party in relation to the content and manner of such disclosure and will disclose only such confidential information as is required by applicable law.
- 12.2 We reserve all rights in and to our confidential information. No rights or obligations in respect of our confidential information, other than those expressly stated in these Terms are granted to the Customer or will be implied by these Terms. Except as expressly provided in these Terms, we do not make any express or implied warranty or representation in relation to our confidential information, including as to the accuracy, completeness or fitness for any particular purpose of such confidential information.

13. Security and Data Processing

- 13.1 Information about how we handle the Customer's Personal Data (as defined in the GDPR), our security architecture, encryption practices, and data retention schedule is available at dx0.io/infosec and in our [Privacy Policy](#). Our Privacy Policy applies to your use of dx0 and our provision of the Service. A current list of sub-processors is available at dx0.io/subprocessors. By using the Service, the Customer acknowledges that it has reviewed this information.
- 13.2 We will process all Personal Data in compliance with the data processing addendum available at dx0.io/dpa (the "**Data Processing Addendum**"), which is incorporated into and forms part of these Terms.
- 14. Beta Features**
- 14.1 We may make certain features available on a preview or beta basis. Beta features are provided for evaluation purposes only, may be changed or discontinued at any time without notice, and carry no service level commitments. The Customer's use of beta features is at the Customer's own risk.
- 14.2 Any feedback, suggestions, or ideas the Customer provides regarding beta features, or the Service generally may be used by us without restriction, compensation, or obligation to the Customer. The Customer assigns to us all rights in any such feedback, suggestions or ideas.
- 15. Disclaimers**
- 15.1 The Service is provided on an "as is" and "as available" basis. To the maximum extent permitted by applicable law, we make no warranties of any kind, express or implied, including warranties of merchantability, fitness for a particular purpose, or non-infringement.
- 15.2 We do not warrant that:
- 15.2.1 the Service will be uninterrupted, error-free, or available at any particular time;
- 15.2.2 AI-generated outputs will be accurate, complete, or suitable for any particular purpose;
- 15.2.3 our Service will be free of viruses or other harmful components;
- 15.2.4 any content on our website will be accurate or complete; or
- 15.2.5 the Service will meet the Customer's specific requirements or expectations,
- 15.3 We are not responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet, and the Customer acknowledges that the Services may be subject to limitations, delays and other problems inherent in the use of such communications facilities.
- 15.4 The Service depends on third-party infrastructure and services including but not limited to Salesforce, OpenAI, AWS, and Render. Our website may contain links to third party websites, applications, or services that are not owned or controlled by us. We have no control over and are not responsible for outages, errors, or failures caused by these third parties. The inclusion of any link on our website does not imply endorsement of those third parties by us.
- 15.5 The Customer acknowledges and agrees that we are not responsible or liable for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance of any content, goods, or services available on or through any third party websites. The terms and conditions and privacy policies of any third party websites should be reviewed by the Customer.

16. Limitation of Liability

- 16.1 To the maximum extent permitted by applicable law, we shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including loss of data, loss of revenue, loss of profits, or business interruption, arising out of or in connection with the Customer's use of or inability to use the Service, even if we have been advised of the possibility of such damages.
- 16.2 Subject to Section 14.3, our total aggregate liability for any and all claims arising under or in connection with these Terms and the provision of the Services (for the avoidance of doubt, including the Data Processing Addendum), shall not exceed the fees paid by the Customer to us in the twelve months immediately preceding the event giving rise to the claim.
- 16.3 Nothing in these Terms excludes or limits liability that cannot be excluded or limited under applicable law.

17. Force Majeure

We shall not be liable for any failure or delay in performance of the Service to the extent caused by circumstances beyond our reasonable control, including failures of third-party infrastructure or services (including Salesforce, OpenAI or other large language model providers AWS, or Render), internet disruptions, riots, industrial action, strikes, lock-outs, civil commotions, acts of war, damage to or destruction of premises or equipment, storms, floods, acts of government, or other events outside our reasonable control. We will notify the Customer promptly of any such event and resume performance as soon as reasonably practicable.

18. Termination

18.1 By us

We may suspend or terminate the Customer's access to the Service if it breaches these Terms or fail to pay fees as described in Section 4 by providing the Customer with 10 days' notice of termination of the Customer's access to the Service. The notice shall specify the reason for termination, and the effective date of termination. In cases of serious or material breach — including but not limited to unauthorised access, breach of acceptable use obligations, or actions that threaten the security of the Service or other customers — we may terminate the Customer's access and use of the Service immediately without prior notice.

18.2 By the Customer

The Customer may stop using the Service and close its account at any time by contacting help@happysoup.io.

18.3 Effect of termination

- 18.3.1 Upon termination, the Customer's right to access and use the Service ceases immediately. Termination of these Terms shall not affect the Customer's obligation to pay any fees that may have accrued or otherwise become due and payable prior to the effective date of termination. The Customer shall remain responsible for all outstanding fees payable up to and including the effective date of termination.

19. EU DATA ACT

19.1 For Customers in the EU / EEA, the EU Data Act Addendum available on our website at dx0.io/eu-act will apply to Switching or Deleting Requests as defined in the EU Data Act Addendum.

20. Changes to These Terms

We may update these Terms from time to time. If changes are material, we will notify the Customer by email at least 14 days before they take effect. Continued use of the Service after changes take effect constitutes the Customer's acceptance of the revised Terms. If the Customer does not accept the revised Terms, the Customer may close its account before the changes take effect.

21. Governing Law

These Terms are governed by the laws of Ireland. Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of Ireland.

22. General

22.1 Entire agreement

These Terms, together with our [Privacy Policy](#) and any separate HappySoup Order Form, constitute the entire agreement between the Customer and us with respect to the Service and supersede all prior agreements and understandings. The Customer acknowledges that they have not relied on any representation or warranty not expressly set out in these Terms.

22.2 Severability

If any provision of these Terms is found to be unenforceable, the remaining provisions will continue in full force and effect.

22.3 No waiver

Failure by either party to enforce any provision of these Terms shall not constitute a waiver of the right to enforce it in the future.

22.4 Assignment

The Customer may not assign or transfer its rights or obligations under these Terms without our prior written consent. We may assign, transfer or otherwise dispose of our rights and obligations, including in connection with a merger, acquisition, or sale of assets, with notice to the Customer.

23. Contact

HappySoup Ltd (trading as dx0)

Dublin 15, Ireland

Reg. No. 799682

help@happysoup.io