



XTRF Email Assistant Terms



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I. DEFINED TERMS (DEFINITIONS)

Apart from definitions from General Terms and other Documents the following defined terms (definitions) shall apply:

1. **E-mail Assistant** – a Service of XTRF under which it is possible to use assistance of AI to create quotes in XTRF's TMS Service.
2. **AI** – in case of E-Mail Assistant it refers to Google's artificial intelligence tool, namely Google's PALM-2 for text language based model. This AI is part of Vertex AI, a product owned exclusively by Google that is part of Google Cloud Platform. It is a so called generative AI – a type of AI which are trained on big sets of data and by that learned how to notice patterns in such data. **However when using AI in the E-mail Assistant, the AI is not trained on your data.** Please additionally refer to AI terms of service which can be found at: <https://policies.google.com/terms>
3. **XTRF Smart Projects** – a more streamlined project management subsystem in the TMS Service equipped with additional features and technologies.
4. **E-mail Assistant Terms** – present Document setting out the terms and conditions for use of XTRF's Service.

II. PURPOSE OF THESE E-MAIL ASSISTANT TERMS, ACTIVATING AND DEACTIVATING E-MAIL ASSISTANT

1. The present E-mail Assistant Terms govern the availability and use of E-mail Assistant within the TMS Service.
2. Please be advised, that E-mail Assistant is available only to XTRF Smart Projects users.
3. In order to use E-mail Assistant this feature has to be separately activated by us in your TMS Service. You will be notified by XTRF about availability of E-Mail Assistant Service and after that you may decide to sign in for the E-Mail Assistant.
4. In order to use the E-mail Assistant, please:
 - 4.1. use the link provided by XTRF;



- 4.2. then sign in, choosing your e-mail provider; you will be asked to accept these E-mail Assistant Terms and price range (if applicable);
- 4.3. now you need to connect your XTRF instance to the E-mail Assistant – in that regard use instructions provided to you by XTRF.
5. E-mail Assistant is provided free of additional charge unless you are notified otherwise. You will be notified about the applicable charge when signing in. If charges are applicable, you will be billed based on the volume of actual use of the E-mail Assistant.
6. You may at any time disconnect from the E-mail Assistant free of any additional charges, apart from any volume billed to you up to this point.
7. E-mail Assistant uses AI, as defined above. You do not need a separate contract for use of the AI. Access to the AI is provided at the same time as to the E-mail Assistant. This also means, that we may at any time suspend or deactivate the E-mail Assistant if AI is discontinued or terms of use of AI change. Moreover, we are not liable for any disruptions of performance of E-mail Assistant if they are outside our sphere of control, namely if AI operations are disrupted in any way or access thereto is impeded or impossible altogether.
8. Please remember that E-mail Assistant is still work in progress. You need to monitor operations of the E-mail Assistant and you are using E-mail Assistant at your own responsibility.
9. Moreover, not all functionalities might be in place and some features might still be under development. XTRF does not guarantee any level of Service, neither error or bug repair and we may at any moment decide to suspend or discontinue access to that product, because it is there in the first place to gather your feedback and see how we might improve it to better suit your businesses processes.

III. OPERATION OF THE E-MAIL ASSISTANT

1. E-mail Assistant currently works only with Google and Microsoft e-mail services. Availability of the Email Assistant might be affected depending on the settings of the company's email service provider.
2. E-mail Assistant will require access to your e-mail inbox.
3. E-mail Assistant will analyse your incoming e-mails, namely its contents and attachments thereto.
4. Based on that it extracts key information, thus saving your time on searching, reading through mail and identifying project details.
5. Using such extracted information **it creates a quote for the project directly in the TMS Service by:**



- 4.1. identify your existing or prospective client, using their mail domain; if the e-mail comes from your existing client, E-mail Assistant will associate it with the client as already defined by you in TMS Service; if the e-mail comes from a prospective client, not yet entered into your TMS Service, E-mail Assistant will use the e-mail domain name to create simple rump profile for the client;
- 4.2. identify the type of project requested or inquired about by the client; E-mail Assistant will use the project types you have configured in TMS Service; in case it cannot associate the project with any particular type it will identify it as a general one; E-mail Assistant **does not** configure project types for you;
- 4.3. identify source language of the project and the target languages (into which the translation is to be made);
- 4.4. identify specialization in which your services are sought by the client.
6. E-mail Assistant does not open a project in the TMS Service, it only creates a quote for the prospective project.
7. After E-mail Assistant has analyzed your e-mail we will only store metadata such as e-mail topic, names of the attachments, inbox designation.
8. E-mail Assistant will not send any quotes to your clients. You are the person who decides on the quote. You may decide to set automatic quote rates. But even then you will decide if particular quote is made to your client. **E-mail Assistant will not by-pass you, unless you specifically configure TMS System to automatically send quotes.**
9. Please remember that E-mail Assistant is – as the name indicates – a tool assisting your work. **It is there merely to help not to replace you entirely.** You need to monitor if E-mail Assistant has identified all e-mails that contained inquiries from your clients and/or if it has identified all information and done so fully accurately. XTRF is not responsible for any loss of chance or opportunity nor any other loss incurred as a result of lack of supervision of the operations of E-mail Assistant on your part.

IV. E-MAIL AND DATA SAFETY

1. E-mail Assistant will not access any part of your e-mail services other than in-box, unless you explicitly allow it to do so, once such feature is made available by us.
2. E-mail Assistant does not copy or store your e-mails neither does AI train nor learn based on your e-mails.
3. E-mail Assistant will also not delete your e-mails after it has analysed them. It will merely mark them as “read”.