StoragePilot

Terms and Conditions

Last Updated: November 5, 2026

Company: StoragePilot Ltd.
Location: Vancouver, British Columbia, Canada
Email: info@storagepilot.ai

1. Overview

These Terms and Conditions ("Terms") govern your access to and use of StoragePilot's platform, software, websites, APIs, and related services ("Services"). By accessing or using the Services, you agree to be bound by these Terms, our Privacy Policy and our Data Processing Agreement (DPA). If you do not agree, you may not use the Services.

2. Eligibility

To use the Services, you must be at least 18 years old (or the age of majority in your jurisdiction), authorised to bind the business you represent, and provide accurate registration information. You are responsible for maintaining the confidentiality of your login credentials.

3. Description of services

StoragePilot provides an AI-powered software platform for the self-storage industry, including automation tools, communication systems, operational management features, and related analytics. The Services are provided on a subscription basis.

4. Account registration

You must create an account to access most features. You agree to provide true and current information, keep credentials secure, and notify us of any unauthorised access or security issues. We are not responsible for losses arising from unauthorised use of your account.

5. Subscription, fees, and payment

Trials are free, may be cancelled at any time and do not automatically convert to paid subscriptions.

Paid subscriptions renew monthly or annually, as selected, unless cancelled before the next billing date. Subscription fees are billed in advance and may be updated with at least 30 days' notice. All fees are non-refundable unless required by law. Prices are in USD unless otherwise stated and exclude applicable taxes. Customers may change the number of locations at any time. Added locations are charged on a prorated basis for the remainder of the billing period. Removed locations receive a prorated account credit for the unused portion, applied to future charges.

6. Cancellation and termination

You may cancel your subscription with written notice prior to your next billing date. Your access continues until the end of the current billing period. We may suspend or terminate your account for non-payment, misuse, or breach of these Terms. After termination, access ceases immediately, and customer data may be retained for a limited period for export. Obligations relating to confidentiality, intellectual property, payment, and liability survive termination.

7. Acceptable use

You agree not to:

- Use the Services for unlawful, harmful, or fraudulent activities
- Upload or distribute malicious code or spam
- Reverse engineer, copy, or attempt to extract source code
- Interfere with or disrupt the Services
- Use AI-generated content to mislead, impersonate, or deceive others
- We may suspend or terminate access for violations.

8. Data protection and privacy

We handle personal data in accordance with applicable Canadian privacy laws and, where relevant, the EU GDPR. We use customer personal data to provide, support, maintain and secure the Services. We may anonymize customer data and use the anonymized data to improve the Services. The applicable DPA governs customer-data processing and takes priority if these terms conflict. We implement commercially reasonable security measures. We do not sell customer data. Our Privacy Policy forms part of these Terms.

9. Customer data ownership

You retain ownership of all data and materials you submit to the platform ("Customer Data"). You grant us a limited license to host, process, and use Customer Data to provide the Services and for the anonymization and anonymized-data uses expressly permitted in section 8, subject to the applicable DPA. You may export your data within a defined period following cancellation or termination.

10. Intellectual property

All content, software, technology, and trademarks associated with the Services are owned or licensed by StoragePilot Ltd. You receive a non-exclusive, non-transferable, revocable license to use the Services for internal business purposes only. No ownership rights are transferred.

11. Third-party integrations

The Services may connect to or rely on third-party platforms or integrations. You are responsible for complying with those providers' applicable terms. We are not liable for issues or disruptions arising from third-party systems outside our control.

12. Confidentiality

Both parties agree to treat non-public business, technical, or financial information received through the course of using the Services as confidential and not disclose or use it except as required to perform obligations or as expressly permitted under these Terms and the applicable DPA.

13. Service availability

We aim to provide reliable and consistent service but do not guarantee uninterrupted access. Maintenance, updates, or external service disruptions may affect availability. We will make reasonable efforts to communicate planned changes or maintenance windows.

14. Limitation of liability

To the fullest extent allowed by law, StoragePilot is not liable for indirect, incidental, special, consequential, or punitive damages. Our total liability for all claims will not exceed the fees you paid to StoragePilot during the 12 months preceding the event giving rise to the claim. We are not responsible for loss of data, revenue, or business resulting from downtime, errors, or user actions.

15. Indemnification

You agree to indemnify and hold harmless StoragePilot Ltd., its officers, employees, and affiliates from any claims, damages, liabilities, or expenses arising from your misuse of the Services, violation of these Terms, or infringement of third-party rights.

StoragePilot will defend, indemnify, and hold you harmless from third-party claims alleging that your authorised use of the Services infringes or misappropriates third-party intellectual property rights. This obligation does not apply to claims arising from Customer Data, modifications not made by StoragePilot, combinations with products or services not provided by StoragePilot, or use of the Services contrary to these Terms.

16. Modifications to terms

We may update these Terms from time to time. Changes take effect once posted on our website. Continued use of the Services after updates constitutes acceptance of the revised Terms.

17. Governing law

These Terms are governed by the laws of British Columbia, Canada. Any disputes will be resolved exclusively in the courts of Vancouver, British Columbia.

18. Entire agreement

These Terms, along with our Privacy Policy and any executed service agreements, constitute the entire agreement between you and StoragePilot Ltd. and supersede all prior communications.