

# LLCR TECHNOLOGIES LTD

## TERMS OF SERVICE

*For the LLCR Platform (llcr-app.uk)*

Last updated: 20 April 2026

### KEY INFORMATION — PLEASE READ CAREFULLY

These Terms form a legally binding agreement between you and LLCR Technologies Ltd. By creating an account, you agree to these Terms. If you do not agree, do not use the Service.

Certain clauses limit our liability and describe your cancellation rights. These are highlighted below and are set out in plain English so you can understand them fully.

## 1. ABOUT US

**1.1** The Service is operated by LLCR Technologies Ltd, a company incorporated in England and Wales under company number 17167813, with its registered office at 28 Beaufort Court Admirals Way, London, United Kingdom, E14 9XL (referred to in these Terms as "LLCR", "we", "us", or "our").

**1.2** You can contact us by email at [support@llcr.uk](mailto:support@llcr.uk) or by writing to us at our registered address.

**1.3** LLCR Technologies Ltd is not currently registered for VAT. If this changes, we will update these Terms accordingly.

## 2. DEFINITIONS AND INTERPRETATION

**2.1** In these Terms, the following words have the following meanings:

- (a) "Account" means the user account you create to access the Service.
- (b) "Content" means any data, documents, text, images, or other materials you upload to, create using, or store on the Service.
- (c) "Document Builder" means the feature within the Service that enables you to generate legal notices and prescribed forms using information you provide.
- (d) "Intellectual Property Rights" means patents, trade marks, service marks, registered designs, copyrights, database rights, design rights, trade secrets, know-how, rights in domain names, and all similar rights of whatever nature, whether registered or unregistered, anywhere in the world.
- (e) "Plan" means the subscription tier you select (Starter or Pro), as described on our pricing page.
- (f) "Platform" or "Service" means the LLCR web application accessible at [llcr-app.uk](https://llcr-app.uk), together with all features, tools, and content made available through it.
- (g) "Subscription Period" means the monthly or annual period for which you have paid for access to the Service.
- (h) "User", "you", or "your" means the individual or entity who creates an Account and uses the Service.

(i) "Workspace" means the data environment associated with your Account, within which your property, certificate, and compliance data is stored.

**2.2** References to "writing" or "written" include email but do not include messages sent through social media or messaging platforms.

**2.3** A reference to a statute or statutory provision is a reference to it as amended, extended, or re-enacted from time to time, and includes any subordinate legislation made under it.

### **3. THE SERVICE**

**3.1** LLCR is a landlord compliance management platform designed to help self-managing landlords track compliance obligations, store certificates, receive expiry reminders, and generate prescribed legal forms.

**3.2** The Service is classified as **digital content** and a **service** within the meaning of the Consumer Rights Act 2015. Where the Service supplies digital content, Chapters 3 and 4 of Part 1 of the Consumer Rights Act 2015 apply.

**3.3** The Service is provided on a software-as-a-service (SaaS) basis. You access the Service through your web browser. Nothing in these Terms grants you a right to download, copy, or install the underlying software.

**3.4** We will provide the Service with reasonable care and skill, as required by section 49 of the Consumer Rights Act 2015.

### **4. IMPORTANT NOTICE — THE SERVICE IS NOT LEGAL ADVICE**

**IMPORTANT:** This clause is particularly important. Please read it carefully.

**4.1** LLCR is a software tool. It does not provide legal advice, and no part of the Service should be interpreted as legal advice.

**4.2** The Document Builder feature generates draft prescribed forms and notices using the information you provide. You are solely responsible for verifying that any document generated is accurate, complete, correctly served, and compliant with applicable law.

**4.3** LLCR does not verify or validate the legal accuracy of any information you enter into the Service or any document generated from that information.

**4.4** Compliance reminders, expiry alerts, and any guidance provided by the Service (including through our AI assistant, Ava) are informational only. They do not constitute legal advice and should not be relied upon as a substitute for advice from a qualified solicitor or legal professional.

**4.5** We strongly recommend that you seek independent legal advice before serving any legal notice or taking any enforcement action based on documents generated by the Service.

**4.6** Nothing in this clause excludes or limits our liability for providing the Service without reasonable care and skill (see clause 11).

### **5. ELIGIBILITY, REGISTRATION, AND YOUR ACCOUNT**

**5.1** You must be at least 18 years old and have the legal capacity to enter into a binding contract to use the Service.

**5.2** When you register, you must provide accurate and complete information. You must keep your Account details up to date.

**5.3** You are responsible for maintaining the confidentiality of your login credentials and for all activity that occurs under your Account.

**5.4** You must notify us immediately at [support@llcr.uk](mailto:support@llcr.uk) if you become aware of any unauthorised use of your Account or any security breach.

**5.5** We reserve the right to suspend or disable your Account if we reasonably believe you have breached these Terms, subject to giving you reasonable notice where practicable (see clause 10).

## **6. SUBSCRIPTIONS, PRICING, AND PAYMENT**

**6.1** Access to certain features of the Service requires a paid subscription. Our current Plans and pricing are set out on our pricing page at [llcr.uk/pricing.html](http://llcr.uk/pricing.html) and in the billing section of the Platform.

**6.2** All prices are stated in pounds sterling (£) and are inclusive of VAT where applicable.

**6.3** Payments are processed securely by our third-party payment processor, Stripe. We do not store your full card details. Your use of Stripe is subject to Stripe's own terms and privacy policy.

**6.4** Monthly subscriptions are billed in advance on a recurring monthly basis. Annual subscriptions are billed in advance for the full year.

**6.5** We may change our prices from time to time. If we do, we will give you at least 30 days' written notice before the new price takes effect. The new price will apply from your next Subscription Period after the notice period ends. If you do not wish to continue at the new price, you may cancel your subscription before the new price takes effect (see clause 8).

**IMPORTANT:** Price changes will not apply to your current Subscription Period. You will always have the opportunity to cancel before a price increase takes effect.

## **7. YOUR RIGHT TO CANCEL (COOLING-OFF PERIOD)**

**IMPORTANT:** This clause sets out your statutory right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

**7.1** Because this is a distance contract, you have a statutory right to cancel your subscription within 14 days of the date on which the contract is formed (the "Cooling-Off Period"), without giving any reason.

**7.2** To exercise your right to cancel, you must inform us of your decision by a clear statement (for example, an email to [support@llcr.uk](mailto:support@llcr.uk)). You may use the model cancellation form set out in Schedule 2 of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, but this is not required.

**7.3** When you subscribe, we ask you to confirm that you wish the Service to begin immediately. If you cancel within the Cooling-Off Period after making this request, you will be required to pay for the Service provided up to the date of cancellation, calculated on a pro-rata basis.

**7.4** If you have **not** used the Service during the Cooling-Off Period, you will receive a full refund.

## 8. CANCELLATION, RENEWAL, AND REFUNDS

**8.1** You may cancel your subscription at any time through the billing section of the Platform or by emailing [billing@llcr.uk](mailto:billing@llcr.uk).

**8.2 Monthly subscriptions:** If you cancel a monthly subscription, your access will continue until the end of your current billing month. No refund will be given for the remainder of that month's billing period.

**8.3 Annual subscriptions:** Annual subscription fees are non-refundable after the Cooling-Off Period has expired, except where required by law or where we have materially breached these Terms. If you cancel an annual subscription, your access will continue until the end of your current annual Subscription Period.

**8.4** Subscriptions will automatically renew at the end of each Subscription Period unless you cancel before the renewal date. We will send you a reminder email at least 7 days before an annual subscription is due to renew.

**8.5** Upon cancellation or expiry of your subscription, you will retain read-only access to your data for 30 days. After this period, we may delete your data in accordance with our data retention policy set out in our Privacy Policy.

## 9. ACCEPTABLE USE

**9.1** You agree to use the Service only for lawful purposes connected with the management of residential tenancies in the United Kingdom.

**9.2** You must not:

- (a) use the Service in any way that breaches any applicable local, national, or international law or regulation;
- (b) use the Service to harass, abuse, defame, or intimidate any person, including tenants;
- (c) upload any Content that is unlawful, fraudulent, defamatory, obscene, or otherwise objectionable;
- (d) attempt to gain unauthorised access to any part of the Service, other users' Accounts, or the systems and networks connected to the Service;
- (e) use automated tools (including bots, scrapers, or crawlers) to access or interact with the Service without our prior written consent;
- (f) interfere with or disrupt the integrity or performance of the Service;
- (g) reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code of the Service;
- (h) sub-licence, resell, or share your Account with any third party; or
- (i) use the Service to generate documents for properties you do not own or lawfully manage.

**9.3** We reserve the right to suspend or terminate your access if we reasonably believe you are in breach of this clause, subject to the process described in clause 10.

## 10. SUSPENSION AND TERMINATION

**10.1** We may suspend your access to the Service immediately if:

- (a) we reasonably believe you have committed a material breach of these Terms;

- (b) your use of the Service poses a security risk to us or other users;
- (c) we are required to do so by law or by a court order; or
- (d) your payment method fails and payment remains outstanding for more than 14 days after we have notified you.

**10.2** Before suspending your access (except where immediate suspension is necessary to prevent harm or comply with law), we will contact you to explain the issue and give you a reasonable opportunity to resolve it.

**10.3** If you have committed a material breach of these Terms and have not remedied it within 14 days of us notifying you, we may terminate your Account by giving you written notice.

**10.4** Upon termination, clause 8.5 (data retention) applies. We will make reasonable efforts to enable you to export your data before deletion.

**10.5** Termination does not affect any rights or liabilities that have accrued before the date of termination.

## 11. LIMITATION OF LIABILITY

**IMPORTANT:** This clause is particularly important. It sets out the extent of our liability to you. Please read it carefully.

**11.1** Nothing in these Terms excludes or limits our liability for:

- (a) death or personal injury caused by our negligence;
- (b) fraud or fraudulent misrepresentation;
- (c) any breach of the terms implied by section 12 of the Sale of Goods Act 1979 (title and quiet possession);
- (d) any breach of the terms implied by sections 34, 35, 36, or 37 of the Consumer Rights Act 2015 (quality, fitness for purpose, description of digital content);
- (e) defective products under the Consumer Protection Act 1987; or
- (f) any other liability which cannot lawfully be excluded or limited.

**11.2** Subject to clause 11.1, our total aggregate liability to you in respect of all claims arising out of or in connection with these Terms or your use of the Service, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the greater of: (a) the total fees paid by you in the 12 months immediately preceding the event giving rise to the claim; or (b) £100.

**IMPORTANT:** This means if you paid us £199 in the last 12 months, our maximum liability to you is capped at £199. If you paid us £19, our maximum liability is £100.

**11.3** Subject to clause 11.1, we shall not be liable to you for any:

- (a) loss of profits, revenue, business, or anticipated savings;
  - (b) loss of data (except to the extent caused by our failure to meet our obligations under clause 12);
  - (c) loss of goodwill or reputation;
  - (d) loss of opportunity; or
  - (e) any indirect, special, or consequential loss or damage,
- whether or not such losses were foreseeable or whether we were advised of the possibility of such losses.

**11.4** We do not guarantee that the Service will be uninterrupted, error-free, or free from viruses or other harmful components. We will use reasonable efforts to maintain the availability of the Service, but planned maintenance and occasional disruptions may occur.

**11.5** We are not liable for any losses arising from inaccurate, incomplete, or misleading information that you input into the Service, including any documents generated by the Document Builder based on such information.

**11.6** This clause 11 shall survive the termination or expiry of these Terms.

## **12. YOUR CONTENT AND DATA**

**12.1** You retain ownership of all Content you upload to or create using the Service. Nothing in these Terms transfers ownership of your Content to us.

**12.2** You grant us a non-exclusive, royalty-free, worldwide licence to host, store, reproduce, and display your Content solely to the extent necessary to provide the Service to you. This licence terminates when you delete your Content or when your Account is closed.

**12.3** You are responsible for maintaining your own backups of your Content. While we take reasonable steps to protect your data (including encryption at rest and in transit), we do not guarantee that data loss will never occur.

**12.4** We will process your personal data in accordance with our Privacy Policy, which is available at [llcr.uk/privacy](https://llcr.uk/privacy). Our Privacy Policy forms part of these Terms.

**12.5** Where you upload personal data relating to your tenants (such as names, addresses, and contact details), you are acting as a data controller within the meaning of the UK General Data Protection Regulation. You are responsible for ensuring you have a lawful basis to process such data and for complying with your obligations as a data controller.

## **13. INTELLECTUAL PROPERTY**

**13.1** All Intellectual Property Rights in the Service, including the software, design, branding, logos, documentation, and AI assistant (Ava), belong to LLCR Technologies Ltd or our licensors. Nothing in these Terms grants you any rights in or to the Service other than the limited right to use it in accordance with these Terms.

**13.2** The prescribed forms generated by the Document Builder are based on official Government templates (Crown Copyright). The forms themselves are not our Intellectual Property, and we do not claim ownership over them. Our Intellectual Property in the Document Builder relates to the software, logic, user interface, and method by which those forms are generated.

**13.3** You must not copy, modify, distribute, sell, lease, or create derivative works from any part of the Service without our prior written consent.

## **14. SERVICE AVAILABILITY AND CHANGES**

**14.1** We may update, modify, or improve the Service from time to time. We will use reasonable efforts to maintain backwards compatibility and to give you advance notice of material changes.

**14.2** If we make a change to the Service that materially reduces the functionality available under your Plan, we will notify you at least 14 days in advance and you will

have the right to cancel your subscription and receive a **pro-rata refund** for the unused portion of your Subscription Period.

**14.3** We may temporarily suspend access to the Service for planned maintenance. Where possible, we will carry out maintenance outside peak hours and give you reasonable advance notice.

**14.4** We reserve the right to discontinue the Service entirely. If we do, we will give you at least 90 days' written notice and offer a pro-rata refund for any unused portion of your Subscription Period.

## 15. THIRD-PARTY SERVICES

**15.1** The Service integrates with or relies on third-party services, including Stripe (for payment processing), Supabase (for data storage), Vercel (for hosting), and Anthropic (for our AI assistant, Ava).

**15.2** We are not responsible for the availability, performance, or conduct of third-party services. Your use of those services may be subject to their own terms and conditions.

**15.3** We are responsible for the acts and omissions of our subcontractors to the extent that they relate to our performance of the Service.

## 16. FORCE MAJEURE

**16.1** We shall not be liable for any delay or failure to perform our obligations under these Terms if such delay or failure results from circumstances beyond our reasonable control, including but not limited to: acts of God, fire, flood, epidemic or pandemic, war, terrorism, civil unrest, government action or regulation, power or internet failure, cyber attack, or failure of third-party infrastructure.

**16.2** If a force majeure event continues for more than 60 consecutive days, either party may terminate these Terms by giving 14 days' written notice. In such circumstances, you will receive a pro-rata refund for any unused portion of your Subscription Period.

## 17. COMPLAINTS AND DISPUTE RESOLUTION

**17.1** If you have a complaint about the Service, please contact us at [support@llcr.uk](mailto:support@llcr.uk). We will acknowledge your complaint within 3 business days and aim to resolve it within 14 business days.

**17.2** We do not currently participate in a certified alternative dispute resolution (ADR) scheme. If this changes, we will update these Terms and inform you. Nothing in this clause prevents you from bringing a claim in court at any time.

**17.3** These Terms are governed by and construed in accordance with the laws of England and Wales.

**17.4** If you are a consumer, you may bring proceedings in the courts of England and Wales, or in the courts of your country of habitual residence in the United Kingdom, or in both. If we wish to bring a claim against you, we may only do so in the courts of your country of habitual residence in the United Kingdom.

**IMPORTANT:** This means you can always sue us in your local court. We cannot force you to travel to London to bring a claim. This complies with the Consumer Rights Act 2015 Schedule 2 paragraph 20 (grey list).

## 18. ELECTRONIC COMMERCE REQUIREMENTS

**18.1** In compliance with the Electronic Commerce (EC Directive) Regulations 2002, we confirm:

- (a) Our full business name is LLCR Technologies Ltd.
- (b) Our registered address is 28 Beaufort Court Admirals Way, London, United Kingdom, E14 9XL.
- (c) Our email address is support@llcr.uk.
- (d) Our company registration number is 17167813 (Companies House, England and Wales).
- (e) LLCR Technologies Ltd is not currently registered for VAT.

**18.2** The technical steps to subscribe are as follows: (1) create an Account; (2) select a Plan; (3) confirm your order and agree to these Terms; (4) complete payment through Stripe. You will receive an email confirming your subscription.

**18.3** Before completing your order, you will have the opportunity to review and correct any errors. After placing your order, you may contact us to correct any errors.

**18.4** These Terms are available in English only. We will store a copy of these Terms and make them available to you at any time via llcr.uk/terms.

## 19. GENERAL PROVISIONS

**19.1 Entire agreement:** These Terms (together with our Privacy Policy and any Plan-specific terms) constitute the entire agreement between you and us regarding your use of the Service. They supersede all prior negotiations, representations, warranties, and agreements (whether written or oral) relating to the Service. Nothing in this clause excludes liability for fraudulent misrepresentation.

**19.2 Severability:** If any provision of these Terms is held to be invalid, illegal, or unenforceable by a court of competent jurisdiction, that provision shall be severed from these Terms and the remaining provisions shall continue in full force and effect.

**19.3 Waiver:** No failure or delay by us in exercising any right or remedy under these Terms shall constitute a waiver of that right or remedy. A waiver of any right or remedy on one occasion shall not prevent us from exercising that right or remedy on any other occasion.

**19.4 Assignment:** We may assign or transfer our rights and obligations under these Terms to another organisation (for example, if we are acquired or merge with another company). We will notify you if this happens and ensure that the transfer does not reduce your rights under these Terms. You may not assign or transfer your rights or obligations without our prior written consent.

**19.5 Third-party rights:** No person other than you and LLCR Technologies Ltd shall have any right to enforce any provision of these Terms under the Contracts (Rights of Third Parties) Act 1999.

**19.6 Notices:** Any notice given under these Terms must be in writing (including email). Notices to us should be sent to support@llcr.uk. Notices to you will be sent to the email address associated with your Account. A notice sent by email is deemed received on the business day after it is sent.

**19.7 Variation:** We may update these Terms from time to time. If we make material changes, we will notify you by email at least 14 days before the changes take effect. Your continued use of the Service after the effective date of the updated Terms

constitutes your acceptance of those changes. If you do not agree with the updated Terms, you may cancel your subscription before they take effect.

**IMPORTANT:** We will never change these Terms without telling you first. You will always have the right to cancel if you disagree with any changes.

## **SCHEDULE — MODEL CANCELLATION FORM**

(This form is provided for your information only. You are not required to use it.)

To: LLCR Technologies Ltd, 28 Beaufort Court Admirals Way, London, E14 9XL

Email: support@llcr.uk

I hereby give notice that I cancel my subscription to the LLCR platform.

Date of subscription: \_\_\_\_\_

Name: \_\_\_\_\_

Email address associated with Account: \_\_\_\_\_

Date: \_\_\_\_\_

Signature (if sent by post): \_\_\_\_\_