

Product Copilot Website & Browser Extension – Terms of Service

Effective date: April 22, 2026

1 Introduction and Scope

Please read these Terms of Service carefully before using our Service.

These Terms of Service (“Terms”) govern all contracts and the use of the Service between Prio 0 GmbH (“we”, “us”, “our”, or “Provider”) and the customer (“you” or “Customer”).

These Terms apply exclusively to businesses within the meaning of § 14 BGB. The Service is not intended for consumers within the meaning of § 13 BGB.

The Service consists of:

- The **Product Copilot website**, available at <https://product-copilot.ai>, which provides information about and enables onboarding to the Product Copilot browser extension.
- The **Product Copilot browser extension**, available for Google Chrome and Firefox, which integrates with Atlassian Jira, Atlassian Confluence, Azure DevOps, and custom knowledge sources to support product teams in their daily workflows.

Our Privacy Policies describe how we collect, use, and protect your information:

- [Product Copilot Website - Privacy Policy](#)
- [Product Copilot Browser Extension - Privacy Policy](#)

Together with these Terms and any Data Processing Agreement (Auftragsverarbeitungsvertrag - AVV) concluded between the parties, they form the entire agreement between you and us. By accessing or using the Service, you acknowledge that you have read, understood, and agree to be bound by these Terms and our Privacy Policies.

If you do not agree with these Agreements, you may not use the Service. If you have any questions, please contact us at info@product-copilot.ai.

2 Service Description

Product Copilot is a digital, AI-supported software service designed to assist product and software development teams in their daily workflows. The Service integrates with third-party platforms including Atlassian Jira, Atlassian Confluence, Azure DevOps, and custom knowledge sources.

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Content found on or through the Service (excluding user-generated content) is the property of Prio 0 GmbH or used with permission. You may not distribute, modify, transmit, reuse, download, repost, copy, or use such content, whether in whole or in part, for commercial purposes or personal gain, without our express advance written permission.

User-generated content – meaning any data, text, files, images, documents, messages, or other materials you provide while using the Service – remains the property of the respective users and is not subject to these restrictions.

3 Accounts

When you sign up for Product Copilot, you guarantee that you are legally permitted to create an account on behalf of your organisation, that you are acting in a business capacity, and that all information you provide is accurate, complete, and current at all times. Inaccurate, incomplete, or obsolete information may result in the immediate termination of your account.

You are responsible for maintaining the confidentiality of your account credentials and for restricting access to your account. You accept responsibility for all activities that occur under your account.

You must notify us immediately upon becoming aware of any breach of security or unauthorized use of your account.

By creating an account, you agree that we may contact you with news on product updates, other information that may be of interest to you, or requests for your feedback. You may opt out of receiving any or all of these communications at any time by emailing info@product-copilot.ai.

4 Free Trial

We offer a **30-day free trial** of the Service. During the trial period, you may use the Service without charge.

At the end of the free trial, your account will automatically be deactivated. You can convert your account to a paid annual subscription by contacting us at info@product-copilot.ai.

5 Subscription, Fees, and Payment

After the free trial period, the use of Product Copilot is subject to an annual subscription fee, as specified at the time of purchase or as separately agreed in writing. Fees are due in advance and are payable via the payment methods made available by the Provider.

All fees are exclusive of any applicable taxes (e.g. VAT), which will be added where required by law.

We reserve the right to adjust pricing for future subscription periods. You will be notified of any price changes in writing before your renewal date.

There are no refunds whether on cancellation, termination, suspension, or any other ground, except as expressly required by applicable mandatory law.

6 Term, Renewal, and Termination

The paid subscription contract commences on the date the Customer actively converts their account to a paid plan (see Section 4) and runs for one year from that date.

The contract automatically renews for a further period of 12 months unless cancelled by either party in writing with at least 3 months' notice before the end of the then-current term.

Notice of cancellation must be submitted in writing (email to info@product-copilot.ai is sufficient).

Simply discontinuing use of the Service does not constitute cancellation and does not relieve you of any outstanding payment obligations.

The Provider reserves the right to suspend or terminate your account and access to the Service immediately and without prior notice if you materially breach these Terms or applicable law.

No fees paid shall be refunded upon cancellation, termination, or suspension, except as expressly required by applicable mandatory law.

All provisions of these Terms which by their nature should survive termination shall do so, including without limitation ownership provisions, disclaimer of warranties, and limitations of liability.

7 License and Permitted Use

The Provider grants you a non-exclusive, non-transferable, non-sublicensable right to use the Service during the agreed contract term, solely for your internal business purposes and within the scope of these Terms. Any use beyond the agreed scope is prohibited.

8 Prohibited Uses

You may use the Service only for lawful purposes and in accordance with these Terms.

You agree not to use the Service:

- In any way that violates any applicable national or international law or regulation.

- For the purpose of exploiting, harming, or attempting to exploit or harm minors in any way by exposing them to inappropriate content or otherwise.
- To transmit, or procure the sending of, any advertising or promotional material, including any "junk mail", "chain letter," "spam," or any other similar solicitation.
- To impersonate or attempt to impersonate Prio 0 GmbH, a Prio 0 GmbH employee, another user, or any other person or entity.
- In any way that infringes upon the rights of others, or in any way is illegal, threatening, fraudulent, or harmful, or in connection with any unlawful, illegal, fraudulent, or harmful purpose or activity.
- To engage in any other conduct that restricts or inhibits anyone's use or enjoyment of the Service, or which, as determined by us, may harm or offend Prio 0 GmbH or users of the Service or expose them to liability.
- To send unsolicited messages or any message that would not be permitted under applicable law.
- If you haven't obtained all the necessary licenses, consents, and permissions for your use of this Service.
- For any activities where the use or failure of the Service could lead to death, personal injury, or environmental damage (such as the operation of nuclear facilities, air traffic control, or life support systems).
- If you are (or become) a "covered entity" or "business associate" as defined in HIPAA, you will not use this Service for any purpose or in any manner involving transmitting protected health information.

Additionally, you agree not to:

- Use the Service in any manner that could disable, overburden, damage, or impair the Service or interfere with any other party's use of the Service, including their ability to engage in real time activities through the Service.
- Use any robot, spider, or other automatic device, process, or means to access the Service for any purpose, including monitoring or copying any of the material on the Service.
- Use any manual process to monitor or copy any of the material on the Service or for any other unauthorized purpose without our prior written consent.
- Use any device, software, or routine that interferes with the proper working of the Service.
- Introduce any viruses, trojan horses, worms, logic bombs, or other material which is malicious or technologically harmful.

- Attempt to gain unauthorized access to, interfere with, damage, or disrupt any parts of the Service, the server on which the Service is stored, or any server, computer, or database connected to the Service.
- Attack the Service via a denial-of-service attack or a distributed denial-of-service attack.
- Take any action that may damage or falsify Prio 0 GmbH rating.
- Otherwise attempt to interfere with the proper working of the Service

Finally, you agree that you are responsible to ensure that you are allowed to grant Product Copilot access to process your Jira data, Confluence data, Azure DevOps data (issues, pages, comments, dates, times) and custom knowledge sources without infringing the rights of any third party.

9 Analytics

We may use third-party Service Providers to monitor and analyze the use of our Service.

10 Intellectual Property

The Service and its original content (excluding user-generated content), features, and functionality are and will remain the exclusive property of Prio 0 GmbH and its licensors.

The Service may be protected by copyright, trademark, and other applicable laws. Our trademarks and trade dress may not be used in connection with any product or service without the prior written consent of Prio 0 GmbH.

11 Availability and Maintenance

The Provider aims for high availability of the Service but cannot guarantee uninterrupted, continuous availability.

The Provider is entitled to perform maintenance work, which may temporarily restrict use of the Service. Where practicable, maintenance will be scheduled during low-usage periods and advance notice will be given.

The Provider will not be liable if all or any part of the Service is unavailable at any time or for any period. The Provider reserves the right to restrict access to some or all parts of the Service at any time.

12 Feedback and Error Reporting

You may provide us at info@product-copilot.ai with information and feedback concerning errors, suggestions for improvements, ideas, problems, complaints, and other matters related to the Service ("Feedback").

You acknowledge and agree that:

- you shall not retain, acquire, or assert any intellectual property right or other interest in or to the Feedback;
- Prio 0 GmbH may have development ideas similar to the Feedback;
- Feedback does not contain confidential or proprietary information from you or any third party;
- Prio 0 GmbH is not under any obligation of confidentiality with respect to the Feedback.

In the event that a transfer of ownership in the Feedback is not possible under applicable mandatory law, you grant Prio 0 GmbH and its affiliates an exclusive, transferable, irrevocable, royalty-free, sublicensable, unlimited, and perpetual right to use (including to copy, modify, create derivative works, publish, distribute, and commercialise) the Feedback in any manner and for any purpose.

13 Copyright Policy

We respect the intellectual property rights of others.

If you believe that content available through the Service infringes your copyright or other intellectual property rights, please send a notice to info@product-copilot.ai with the subject line "Copyright Infringement" and a sufficiently detailed description of the alleged infringement.

Your notice should include, where applicable:

- your name, company name, and contact details (email address, postal address, and telephone number);
- identification of the protected work you claim has been infringed;
- identification of the allegedly infringing content, including its location in or through the Service (e.g. URL or other specific reference);
- a statement that you are entitled to act on behalf of the rights holder;
- a statement that the information provided is accurate and that you believe in good faith that the use is not authorised by the rights holder, its agent, or the law.

We will review substantiated notices and, where appropriate, take reasonable measures under applicable law, which may include restricting or removing access to the relevant content.

Knowingly false, misleading, or abusive infringement notices may result in liability under applicable law.

14 Privacy and Data Processing

The Provider processes personal data of users in accordance with applicable data protection law, in particular the General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG). Further details are set out in our Privacy Policies:

- [Product Copilot Website - Privacy Policy](#)
- [Product Copilot Browser Extension - Privacy Policy](#)

Where the Customer processes personal data of third parties through the Service, a Data Processing Agreement (Auftragsverarbeitungsvertrag - AVV) governs such processing. The DPA can be provided to the Customer during the onboarding process and forms part of the contractual relationship.

Personal data may be shared with subprocessors to the extent required for contract performance or where required by law. Further details are provided in the Privacy Policy and the DPA.

15 Links to Other Websites

The Service may contain links to third-party websites or services not owned or controlled by Prio 0 GmbH.

Prio 0 GmbH has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third-party websites or services. We strongly recommend that you read the terms and privacy policies of any third-party websites you visit.

16 Disclaimer of Warranty

The Service is provided on an "as is" and "as available" basis.

To the extent permitted by applicable law, the Provider does not warrant that the Service will be uninterrupted, error-free, or available at all times, or that defects will be corrected without delay. The Provider does not warrant that content or results generated through the Service are complete, accurate, reliable, or suitable for a specific purpose.

The Customer remains responsible for independently reviewing and validating all outputs and for using the Service in compliance with applicable law and internal governance requirements.

Any statutory rights that cannot be excluded under mandatory law remain unaffected.

17 Limitation of Liability

The Provider is liable without limitation for damages caused by intent (Vorsatz) or gross negligence (grobe Fahrlässigkeit) on the part of the Provider, its legal representatives, or its vicarious agents.

For damages caused by slightly negligent (leicht fahrlässig) breach of a material contractual obligation (wesentliche Vertragspflicht – i.e. an obligation whose fulfilment is essential for the proper performance of the contract and on whose observance the Customer regularly relies), the Provider's liability is limited to the foreseeable, contract-typical damage.

Any further liability of the Provider for slightly negligent conduct is excluded. In particular, the Provider is not liable for indirect damages, consequential damages, loss of profit, or loss of data, unless caused by intent or gross negligence.

The above limitations do not apply to liability for damages resulting from injury to life, body, or health, or to liability under mandatory statutory provisions (e.g. under the German Product Liability Act / Produkthaftungsgesetz).

Where liability is established, it shall in any event be limited to the amount of fees paid by the Customer in the 12 months preceding the event giving rise to the claim.

18 Governing Law

These Terms and all contracts concluded under them are governed exclusively by the laws of the Federal Republic of Germany, to the exclusion of the UN Convention on Contracts for the International Sale of Goods (CISG) and without regard to conflict-of-law principles.

To the extent legally permissible, the exclusive place of jurisdiction for all disputes arising out of or in connection with these Terms is the registered seat of the Provider (Prio 0 GmbH).

19 Changes to the Service

The Provider may withdraw, amend, suspend, or restrict the Service, in whole or in part, at its reasonable discretion.

The Provider will not be liable if, for any reason, all or any part of the Service is unavailable at any time or for any period, subject to Section 17 (Limitation of Liability).

From time to time, the Provider may restrict access to some parts of the Service, or the entire Service, including for registered users.

20 Amendments to Terms

We may amend these Terms at any time by posting the amended version on this site.

It is your responsibility to review these Terms periodically.

Your continued use of the Service following the posting of revised Terms constitutes your acceptance of the changes.

If you do not agree to the revised Terms, you are no longer authorised to use the Service.

21 Waiver And Severability

No waiver by Prio 0 GmbH of any term or condition shall be deemed a further or continuing waiver of such term or condition or a waiver of any other term or condition, and any failure by Prio 0 GmbH to assert a right or provision under these Terms shall not constitute a waiver of such right or provision.

If any provision of these Terms is held by a court or other tribunal of competent jurisdiction to be invalid, illegal, or unenforceable, that provision shall be eliminated or limited to the minimum extent necessary, and the remaining provisions shall continue in full force and effect.

22 Entire Agreement

These Terms, together with the applicable Privacy Policies, any Data Processing Agreement (DPA / AVV), and any additional individual contracts concluded between the parties in relation to the Service (e.g. accepted offers, order documents, or non-disclosure agreements), constitute the entire agreement between the parties regarding the Service and supersede prior agreements on the same subject matter.

If there is a conflict between these Terms and an additional individual contract, the additional individual contract prevails only for the specific subject matter it governs. In all other respects, these Terms remain applicable.

23 Acknowledgement

BY USING THIS SERVICE OR OTHER SERVICES PROVIDED BY US, YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TERMS OF SERVICE AND AGREE TO BE BOUND BY THEM.

24 Contact Us

Please send your feedback, comments, requests for technical support to info@product-copilot.ai.