TERMS

Terms of Service

Version 2.0 · effective November 10, 2026 · applies to paced.school and the paced web and mobile application

These terms are the agreement between you and Paced Learning Incorporated (Ontario, Canada), which operates paced ("paced", "we", "us"), about your use of paced. We have tried to write them plainly and without burying the parts that matter. Our Privacy Policy is a separate document that explains what information we collect and how we handle it; it is part of this agreement by reference, and the two should be read together.

The short version

- paced is a planning and wellbeing tool for students. It is not counselling, medical care, or a crisis service.
- You own what you put into paced. We use it only to run paced for you.
- Your school does not see your account.
- AI features are a suggestion, not a decision. Check them before you rely on them or send them.
- Free is free. Premium renews automatically until you cancel, and you can cancel any time.
- You can delete your account whenever you want. We can suspend one that puts other students or the service at risk.

1. Agreeing to these terms

By creating an account, or by using paced after we have shown you these terms, you agree to them. If you do not agree, please do not create an account or use paced. When you create an account we record which version of these terms you accepted and when, so that we can show you what you agreed to.

If your school or institution sponsors your access to paced, these terms are still between you and paced directly. Your institution's own policies govern your relationship with them, separately.

2. Who can use paced

- You must be at least 16 years old, and by agreeing to these terms you confirm that you are.
- If you are under the age of majority where you live (18 or 19 in most of Canada), you confirm that a parent or guardian has been told you are using paced and does not object.

- You must be able to form a binding agreement, and you must not have been removed from paced before for breaking these terms.

3. Your account

- Give us accurate information when you sign up, and keep it up to date.
- You are responsible for keeping your sign-in details secure, and for what happens under your account. If you think someone else has used it, change your password and tell us at hello@paced.school.
- One account is for one person. Please do not share it.
- If you sign in with Google or Apple, those sign-in services are governed by their own terms. We receive only what they pass to us, such as your name and email address.

4. Using paced

We give you a personal, non-exclusive, non-transferable right to use paced for your own studying and wellbeing planning. In return, please do not:

- try to access another student's account or data, or get around the way we keep each account separate;
- use paced to harass, harm, threaten, or impersonate anyone;
- upload content that you do not have the right to use, or that is unlawful;
- upload exam questions, or course materials that your instructor or school has told you not to share with outside tools or that you do not have the right to share;
- use paced, including its AI features, in a way your school's rules do not allow, such as during an assessment where such tools are not permitted;
- reverse-engineer, scrape, copy, or resell paced, or use it to build a competing service;
- probe, overload, or try to break into our systems, or send automated requests to our AI features outside the app;
- use paced to cheat, or to break your school's academic integrity rules.

5. What paced is, and what it is not

paced is not a counselling, medical, or crisis service. Nothing in it, including the wellbeing check-ins and the "something happened today" flow, is health care or professional advice. paced does not monitor you for risk and does not alert your school, an instructor, your family, or anyone else on your behalf.

> If you need help now: contact your campus counselling service, call or text 9-8-8 (Suicide Crisis Helpline, Canada), or call 911 in an emergency.

paced is a planning tool. It is not a substitute for your own judgment, or for your school's academic and support services. It cannot tell you what your institution requires, and it does not grant or arrange academic accommodations.

paced does not see your daily check-ins, because they stay on your device. That means paced cannot notice or respond if you are struggling. If you are in crisis or worried about your safety, contact someone who can help right now: your campus counselling service, 9-8-8, or 911.

Dates and requirements. paced shows the dates and requirements that you enter or import, and plans around them. It can be wrong or out of date. Your course outline and your school's official channels are the source of truth. Please check them for deadlines, exam dates and requirements.

6. Artificial intelligence features

Some features, such as turning an assignment sheet into a plan, breaking a step down, drafting an email, or summarizing your check-in patterns, are generated with an AI service, Microsoft Foundry running in Microsoft's Canada East region, reached through our own servers. Before anything is sent for the first time, paced explains what is sent and asks your permission. If you say no, the rest of paced keeps working. You can change your answer at any time in your profile. The Privacy Policy lists exactly what is and is not sent.

- AI output can be wrong, incomplete, or miss context only you have. Treat it as a starting point.
- Read anything paced drafts before you send or rely on it, especially an email to a professor or anything tied to an accommodation. You are responsible for what you send and for the work you hand in.
- paced never makes a decision about your academic standing or your access to any service automatically.
- Your school may have its own rules about AI tools. You are responsible for knowing and following them. paced does not check.

7. Your content

You own what you put into paced: your schedule, your preferences, your journal entries, and anything you upload or write. You give us only the permission we need to store and process it so that paced works for you, for example sending an assignment sheet you upload to our AI provider to build your plan. We do not sell your content, we do not show it to your school, and we do not use it to train AI models.

You confirm that you have the right to upload what you upload. If you delete an item, or your account, we delete it as described in the Privacy Policy.

8. Google Calendar and other connections

Connecting Google Calendar is optional. If you connect it, paced can show your Google events and, where you turn two-way sync on, add and update events there for items you create in paced. paced does not back-fill your existing paced items into your Google Calendar when you connect, does not remove events in Google for you without asking, and sends wellbeing blocks to Google only if you opt in. Your use of Google Calendar remains subject to Google's own terms.

You can disconnect at any time from your paced profile, or by removing paced's access in your Google account permissions. Deleting your paced account removes the stored connection.

9. Free and Premium plans

paced has a Free plan and a paid Premium plan. Everything on the Free plan stays usable if Premium ends. Premium unlocks additional features, which we describe where you choose a plan and which may be adjusted over time as described in section 10.

- **Price and renewal.** Premium is $4.99 per month or $49.99 per year, whichever you choose at checkout, in the currency shown at checkout. It renews automatically for the same period until you cancel.
- **Free trial.** Where a trial is offered (currently 7 days), we collect your payment method when you start it and charge you automatically when it ends, unless you cancel before then.
- **Payment.** On the web, your purchase is made through Stripe, which acts as the merchant of record for the sale, charges you, and calculates and collects any sales taxes that apply. Stripe's terms apply to that sale; paced provides the service. paced does not see or store your card number. If you subscribe in the iOS app, Apple processes the payment, and Apple's terms apply to billing, cancellation, and refunds for that purchase.
- **Cancelling.** Cancel any time from **Manage Subscription** in your profile (web), or in your Apple ID subscription settings (iOS). Cancelling stops future renewals. You keep Premium until the end of the period you already paid for.
- **If Premium ends.** Your account falls back to the Free plan. Your saved data is not affected.
- **Price changes.** If we change the price of Premium, we will tell you at least 30 days before it applies to your next renewal, and you can cancel before then.
- **Codes and institutional access.** If you have Premium through a promotion code or because your institution provides it, it lasts for the period or conditions attached to that code or arrangement.
- **Refunds.** If something went wrong with a charge, write to hello@paced.school. We will look at it fairly. Nothing here limits any refund or cancellation right the law gives you.

10. Changes to paced

paced will keep improving, and features will change. We may add, change, or retire features. If we remove a paid feature in a way that materially reduces what Premium gives you, we will tell you in advance and, where you have

prepaid for a period, address the difference with you. We do not guarantee that paced will be available without interruption.

11. Ownership of paced

paced, its name, its design, and its software belong to us or our licensors. These terms give you the right to use paced as described above. They do not transfer ownership of anything to you. If you send us feedback or suggestions, we may use them without obligation to you, and without taking ownership of your own content.

12. Suspension and ending your account

- **You** can stop using paced and delete your account at any time from your profile. The Privacy Policy explains exactly what is removed. Deleting your account does not by itself cancel a paid subscription made through Apple; cancel it in your Apple ID settings. Stripe subscriptions on the web are cancelled with the account.
- **We** may suspend or end access to an account that breaks these terms, or where continued access would put other students' data or the service at risk. Where we reasonably can, we will tell you why and give you a chance to put it right first.
- If your Premium access ends because of a breach on your part, we are not required to refund the current period.
- Sections that by their nature should survive (for example ownership, disclaimers, limits of liability, and governing law) continue after your account ends.

13. No warranty

We work hard to keep paced reliable, but it is provided "as is" and "as available". To the extent the law allows, we do not promise that it will be uninterrupted, error-free, or suitable for your particular situation, and we do not promise that any plan or suggestion it produces will give you a particular academic or personal result. Some places do not allow certain warranties to be excluded, and nothing here takes away a right the law gives you as a consumer.

14. Limits on our responsibility

To the extent the law allows, paced is not liable for indirect or consequential losses, such as the effects of a missed deadline or a lost opportunity, or for lost data, arising from your use of paced. Our total liability to you for any claim related to paced is limited to the greater of the amount you paid us in the 12 months before the claim arose and CAD $100.

None of this limits liability that the law does not allow us to limit. That includes liability for intentional or grossly negligent conduct, for death or personal injury caused by our negligence, for our obligations under privacy law, and for any consumer rights you have where you live.

15. Changes to these terms

We may update these terms. We will give you at least 30 days' notice of a material change, in paced and by email, unless the law or a security risk requires us to act sooner. If you do not agree to a change, you can delete your account before it takes effect. For changes that affect how we handle your information, or how you pay, we will ask you to agree again before you continue. Earlier versions you accepted remain on record in your account, and past versions are available on request.

16. Schools and institutions

paced is an independent service. It is not run by, endorsed by, or an agent of your school unless we say so in writing.

- **Your school does not see your account.** We do not give your school your check-ins, journal, plan or anything else in your account, and we do not report on you to your school. Your school only receives something from your account if you choose to share it yourself.
- paced does not decide anything about you for your school. It does not grant accommodations, judge your academic standing, or confirm your enrolment.
- If your school has a separate agreement with us, for example to provide Premium access, that agreement is between the school and us. It does not give the school access to your account and does not change your rights under these terms.
- Your school's rules still apply to you, including its academic integrity policy and any rules on AI tools. paced does not check them for you.

17. Governing law

These terms are governed by the laws of the Province of Ontario and the federal laws of Canada that apply there. Courts located in Ontario can hear any dispute about them, except that if you are a consumer, you keep any right you have to bring a claim in the courts of the place where you live, and the consumer-protection laws of that place continue to apply to you. Before starting a formal claim, please write to us first at hello@paced.school so we can try to resolve it. Nothing in this section limits your right to complain to a privacy regulator.

18. Language

These terms and our Privacy Policy are written in English. Parts of paced are available in French, but the French interface is provided for convenience and the English text of these terms is the one that applies. If you would like help understanding them in French, write to us.

19. General

- These terms, together with the Privacy Policy, are the whole agreement between you and paced about paced.
- If a part is found unenforceable, the rest stays in effect.
- If we do not enforce a part right away, we have not given it up.
- You may not transfer your rights under these terms to someone else. We may transfer ours as part of a merger, sale, or reorganization, if the people who then run paced take on these terms and the Privacy Policy.
- We may give you notice in the app, on this page, or by email to the address on your account.

Contact and complaints

> Questions: **hello@paced.school**. We read every message and answer honestly.
> Privacy questions or requests, such as access, correction, deletion, or withdrawing a consent, can go to the same address. We will answer within 30 days. If you are not satisfied, you can complain to the **Office of the Privacy Commissioner of Canada** or, in Quebec, to the **Commission d'accès à l'information**.
> Legal notices can be sent to the same address, marked for Paced Learning Incorporated.

Version history

- **2.0, November 10, 2026.** Named the company that operates paced; confirmed that you are 16 or older when you agree; added the section on schools and institutions; clarified that Stripe is the merchant of record, the 30-day notice of changes, and the limit on our responsibility; added how to make privacy requests and complaints.
- **1.0, November 9, 2026.** First version.