



## OrangeHRM End User License Agreement (EULA)

Citra AI for Microsoft Teams

Version 1.0

Effective Date: 18th Aug 2025

This End User License Agreement (“EULA”) is a legal agreement between you (“End User”) and OrangeHRM Inc. (“OrangeHRM”) for your use of the Citra AI for Microsoft Teams (the “Service”). By accessing or using the Service, you agree to be bound by this EULA and to the terms of the [OrangeHRM Service Privacy Policy](#) (the “Privacy Policy”). If you do not agree to these terms, you may not use the Service.

### 1. License Grant

OrangeHRM grants you a limited, non-exclusive, non-transferable right to access and use the Service solely for your employer’s (“Customer”) internal business purposes, subject to this EULA and the Customer’s agreement with OrangeHRM Inc.

### 2. Permitted Use

You may use the Service only:

- As authorized by the Customer
- In compliance with all applicable laws
- In accordance with this EULA

### 3. Restrictions

Customer and End Users may not:

- Reverse engineer, decompile, or otherwise attempt to derive source code from the Service.
- Use the Service to perform actions for which the user is not authorized under the OrangeHRM subscription.
- Use the Service for unlawful, fraudulent, or abusive purposes.
- Circumvent security or impersonate another user.
- Share your login credentials or allow others to use their account.
- Sell, sublicense, or provide hosting services using the Service.

### 4. Customer & End User Responsibilities

- End users are responsible for safeguarding their login credentials and for all activity under their account. Notify the Customer immediately if you suspect unauthorized use.
- Customer remains responsible for all actions performed through the Service by its End Users.
- Customer is responsible for ensuring that only its Authorized Users access the Service.
- End Users acknowledge that the Service interprets natural language prompts and may submit HR transactions (e.g., leave requests) to the OrangeHRM HR system.
- Customer must ensure compliance with the [OrangeHRM Service Privacy Policy](#).

### 5. Data Privacy & Security

- Data Controller/Processor Role: Customer remains the data controller, OrangeHRM acts as the processor.
- Data Processed: The Service may process personal and sensitive HR data (e.g., leave requests, medical information, attendance).
- Privacy Policy: Processing of data will be in accordance with the [OrangeHRM Service Privacy Policy](#).
- Subprocessors: OrangeHRM may use subprocessors (cloud providers, AI services) as disclosed in its Service Privacy Policy.
- Data Transfers: International transfers will comply with GDPR and other applicable laws as described in the Service Privacy Policy.

### 6. Confidentiality

Both parties agree to protect confidential information per the agreement between OrangeHRM and the Customer.

### 7. Intellectual Property

The Service and all related materials are owned by OrangeHRM or its licensors. You obtain no ownership rights by using the Service.

## **8. Warranties & Disclaimers**

- OrangeHRM Warranties:
  - The Service is provided “as is” to you as an end user. Any warranties or support are provided solely under the agreement between OrangeHRM and the Customer.
- AI Disclaimer:
  - The Service uses AI to interpret natural language. AI outputs may be inaccurate, incomplete, or misinterpreted. OrangeHRM makes no warranty regarding the accuracy or reliability of AI-generated responses. The customer is responsible for verifying HR actions initiated through the Service.

## **9. Limitation of Liability**

To the maximum extent permitted by law, OrangeHRM shall not be liable to you for any indirect, incidental, or consequential damages arising from your use of the Service.

## **10. Term & Termination**

Your rights under this EULA will automatically terminate when your employment or authorization from the Customer ends, or if the Customer’s agreement with OrangeHRM is terminated.

## **11. Governing Law**

This End User License Agreement (EULA) is governed by the laws stated in the Customer’s agreement with OrangeHRM.

## **12. Miscellaneous**

- Assignment: Customer may not assign this Agreement without OrangeHRM’s prior written consent.
- Notices: Notices must be in writing and sent to the addresses provided in the Order Form or Agreement between OrangeHRM and Customer.
- No Third-Party Rights: This Agreement does not create rights for any third party.
- Severability: If any provision is unenforceable, the remainder will remain valid.
- Entire Agreement: This EULA, together with the Agreement (between OrangeHRM and the customer) and the [OrangeHRM Service Privacy Policy](#), forms the entire agreement governing the Service.