Clockwork Terms of Service

Version 2026-11-17

Summary. This summary is not part of the Terms.

- These Terms cover tools that require an account, whether they are free or paid. Tools you can use without an account have their own Terms of Use.
- You accept these Terms on behalf of your law firm.
- Clockwork does not give legal advice. You review every output before you rely on it.
- We use your files only to do the job you ask for, and never to train AI models.
- The files you upload and the files we produce are deleted 7 days after the job is completed. We keep a short record of each job, without the files, to handle disputes and refund claims.
- If an output is defective and you tell us within 7 days of delivery, we refund the job.
- Our liability is limited as set out in clause 11.
- When these Terms change, you accept the new version before your next job. Each job stays under the Terms in force when it was created.

1. These Terms

1.1 Who we are. Clockwork is provided by Northbridge Lab Private Limited, a company incorporated in Singapore with UEN 202554723D and registered address at 68 Circular Road, #02-01, Singapore 049422 ("**we**", "**us**").

1.2 Who you are. You accept these Terms on behalf of the law firm you work for or run (your "**Firm**"), and you confirm that you are authorised to do so. "**You**" means your Firm and, where the context requires, you as the individual user. If you are a sole proprietor, your Firm is your sole proprietorship.

1.3 Professional use only. Clockwork is for use in the course of legal practice. You confirm that you are not using it as a consumer.

1.4 How you accept. You accept these Terms by ticking the box shown when you first sign in and again before your next Job when we publish a new version of these Terms. These Terms, including their Schedules, form the whole agreement between you and us about Clockwork. Our Privacy Policy explains how we handle personal data that we control. It is a notice, not part of this agreement.

1.5 Definitions.

- "**Job**" means a task you create in a tool that requires an account, from creation until it closes.
- "**Files**" means the documents and information you upload or enter for a Job.
- "**Output**" means what a tool produces for you from your Files.
- "**Service**" means your Clockwork account and the tools on clockwork.sg that need one.

2. The Service

2.1 Tools. These Terms cover tools that require an account, whether they are free or paid. Tools you can use without an account are covered by our Terms of Use. Paid tools show their price before you pay.

2.2 Accounts. Tools that take uploads need an account, which you open with your work email. Your account is personal. Do not share your sign-in codes or let anyone else use your account. You are responsible for what happens under your account. When someone leaves your Firm, email us at founders@northbridgelab.com and we will close their account.

2.3 AI. Each tool's description says whether it uses AI. Where a tool uses AI, its Output may contain errors that a careful reader would notice.

2.4 Availability. We aim to keep Clockwork available but do not promise uninterrupted service. We may change, suspend or withdraw a tool. A change never affects a Job you have already paid for: if we can no longer complete it, we refund it.

2.5 Downloading Output. You download Output from Clockwork while signed in. We may email you when it is ready. Those emails contain no Output.

3. Your professional responsibility

3.1 No legal advice. Clockwork provides document preparation and calculation tools. It does not give legal advice and does not replace your professional judgement.

3.2 You review the Output. You are solely responsible for:

(a) reviewing, checking and approving all Output before you use, file or serve it;

(b) its accuracy, completeness and suitability for your matter;

(c) meeting deadlines and complying with court rules, practice directions and any directions of the court; and

(d) your professional, confidentiality and data protection obligations, including any confidentiality order or undertaking that applies to your Files.

3.3 Your decisions. We are not liable for your professional decisions, matter strategy, filing or service decisions, or deadline management, even where you used Clockwork in making them.

4. Your Files and Output

4.1 Ownership. You keep all rights in your Files and own the Output. We acquire no rights in them except as these Terms allow.

4.2 Our use. We use your Files and Output only to run the Job you asked for, to investigate a failure or a defect you report, to deal with a dispute about the Job, for the limited purposes in clause 4.5, and as the law requires. We do not sell them.

4.3 No AI training. We do not use your Files or Output to train, fine-tune or otherwise improve any AI model, ours or anyone else's, and we require our AI service providers not to either.

4.4 Your right to provide Files. You confirm that you are entitled to give us your Files for the Job, including any personal data in them, and that doing so does not breach any law, order or duty that binds you.

4.5 Technical and analytics data. We collect technical and analytics data to operate, secure and improve Clockwork. We may review recordings of selected screens to diagnose problems and improve the Service. Recordings may include information displayed or entered on those screens, including matter details. Uploaded documents and document previews are excluded. See our Privacy Policy.

5. Retention and deletion

5.1 Open Jobs. A Job waiting for you stays open for 7 days from creation or its latest payment. We warn you on the last day, then close it and delete its Files if you have not continued. Processing and payment confirmation may continue beyond that deadline so they can finish safely. If a paid stage fails, we keep the Job open until at least one day after the failure to investigate or retry it, then close it if it remains unfinished.

5.2 Completed Jobs. We keep the Files and Output of a completed Job for 7 days, so that a defect you report can be checked against what you received. We then delete them.

5.3 Deleting sooner. You can delete a Job before you pay for anything, or once its Output is delivered. Deleting a delivered Job gives up its refund under clause 6.4. While a payment for a Job is in progress, or a stage is paid but not yet delivered, the Job cannot be deleted; it completes or closes on its own.

5.4 What we keep. When a Job closes, we delete its Files and Output. We keep a limited record of the Job for as long as needed to handle payment disputes and refund claims. This may include the tool used, its dates and outcome, and file names, sizes and fingerprints. Payment records are kept for as long as the law requires. Data deleted from our database may remain in backups for up to 7 days. Uploaded documents and generated files are excluded from database backups.

6. Prices, payment and refunds

6.1 Prices. We show the price of each paid stage before you pay. There is no subscription. Prices are in Singapore dollars.

6.2 Payment. You pay by card or another method shown at checkout, through our payment provider. We do not see or store your full card details.

6.3 GST. We are not registered for GST. If we become registered, prices will include GST from the date of registration.

6.4 Defective Output. If an Output does not do what the tool's description says, tell us within 7 days of delivery, before its Files are deleted. We check it against the Output we delivered and, if it is defective, refund what you paid for the Job.

6.5 Failed Jobs. If a paid stage fails and we cannot deliver it before the Job closes, we refund that stage automatically.

6.6 Refunds. Refunds go back to the original payment method. A Job paid with a coupon is refunded only to the extent you paid money for it.

6.7 Other rights. Clauses 6.4 and 6.5 are your remedies for defective or undelivered Output. They do not limit any other claim you may have, which is subject to clause 11.

7. Acceptable use

You must not:

(a) use Clockwork unlawfully, or in breach of a court order or undertaking;

(b) upload malicious code or Files you are not entitled to share;

(c) interfere with, overload or probe the security of Clockwork;

(d) copy, decompile or reverse engineer Clockwork, except as the law allows;

(e) resell Clockwork, or use it to provide a competing service; or

(f) get around usage limits, or open several accounts to do so.

8. Our intellectual property

8.1 Ownership. We and our licensors own Clockwork, including its software, templates and design. These Terms give you a non-exclusive, non-transferable right to use Clockwork for your Firm's work.

8.2 Feedback. You may give us feedback. We may use it freely, without naming you.

9. Confidentiality

9.1 Your Files are confidential. We treat your Files and Output as confidential. Only staff who need to, and who are bound by confidentiality duties, may access them, and only for the purposes in clause 4.2. Our service providers handle them under Schedule 1.

9.2 Required disclosure. If the law or a court requires us to disclose your Files, we will tell you first where the law allows, so that you can protect them.

10. Warranties and disclaimers

10.1 Our promise. We provide Clockwork with reasonable skill and care.

10.2 Disclaimer. Otherwise, and as far as the law allows, Clockwork and its Output are provided "as is" and "as available". We give no other warranty, including of fitness for a particular purpose or that Output will be free from error.

11. Limitation of liability

11.1 What we do not limit. Nothing in these Terms limits liability for death or personal injury caused by negligence, for fraud or wilful misconduct, or any other liability that cannot be limited by law.

11.2 Excluded loss. Subject to clause 11.1, neither party is liable for loss of profit, revenue, business or goodwill, or for any indirect or consequential loss.

11.3 Cap. Subject to clause 11.1, our total liability to your Firm and its users, arising out of or in connection with these Terms, is limited to the greater of the fees your Firm paid us in the 12 months

before the claim arose and S$200.

12. Suspension and termination

12.1 By you. You can stop using Clockwork at any time. Ask us at founders@northbridgelab.com to close your account.

12.2 By us. We may suspend or close your account if you breach these Terms, if your use puts Clockwork or other users at risk, or if the law requires it. Where we can, we tell you first and give you a chance to download any delivered Output.

12.3 Effect. Closing your account closes its open Jobs. We refund any paid stage that has not been delivered, unless we closed the account because you breached clause 7. Clauses 3, 4, 5, 9, 11, 14 and Schedule 1 continue to apply.

13. Changes to these Terms

13.1 New versions. We may publish a new version of these Terms. Each version is dated, and earlier versions are available on request.

13.2 When a new version applies. We inform you when we publish a new version of these Terms. Before your next Job, we show you the new Terms and ask you to accept them. If the Privacy Policy changes, we show you the updated policy and ask you to acknowledge it before your next Job. A Job always stays under the Terms in force when it was created.

14. General

14.1 Notices. We send notices to your account's email address. You can send notices to founders@northbridgelab.com.

14.2 Assignment. You may not transfer your rights under these Terms without our consent. We may transfer them to a company that takes over Clockwork, and we will tell you if we do.

14.3 Events beyond control. Neither party is liable for delay or failure caused by events beyond its reasonable control.

14.4 Third parties. No one other than you and us has rights under these Terms.

14.5 Severability and waiver. If part of these Terms is invalid, the rest still applies. Not enforcing a right is not a waiver of it.

14.6 Law and courts. These Terms are governed by Singapore law. The Singapore courts have exclusive jurisdiction over any dispute arising out of or in connection with them.

Schedule 1: Data processing

This Schedule sets out how we process personal data in your Files for your Firm, as the written contract that the Personal Data Protection Act 2012 ("**PDPA**") requires between an organisation and its data intermediary.

1. Roles. Your Firm is the organisation responsible for personal data in your Files. We process that personal data as your data intermediary. For personal data we collect for our own purposes, such as your account details and the Job records in clause 5.4, we are an organisation in our own right, and our Privacy Policy applies.

2. Purpose. We process personal data in your Files only to run your Jobs and for the other purposes in clause 4.2, and in accordance with these Terms, which are your instructions to us.

3. Personnel. Tools process Files automatically. Staff access is limited as described in clause 9.1.

4. Security. We protect personal data in your Files with reasonable security arrangements, including encryption in transit and at rest, access controls limited to need, and logging of access. We hold Cyber Essentials certification from the Cyber Security Agency of Singapore.

5. Retention and deletion. We delete Files and Output as set out in clause 5. On request, we confirm in writing that a Job's Files have been deleted.

6. Service providers. You authorise us to use service providers for cloud database and file storage, document processing, AI processing, website hosting, logging and monitoring, and the limited screen recording described in clause 4.5, to process personal data in your Files. We choose and may change these providers. We bind each to protect the personal data to a standard comparable to the PDPA, and our AI providers not to use it for training.

7. Transfers outside Singapore. Our service providers process personal data in your Files in Singapore and the United States. You authorise us to transfer it there. We ensure that the recipients protect it to a standard comparable to the PDPA. Processing in any other country needs a new version of these Terms (clause 13).

8. Data breaches. If we become aware of a data breach affecting personal data in your Files, we notify you without undue delay, as section 26C(3)(a) of the PDPA requires, and aim to do so within 72 hours. We give you the information we have and help you meet your own obligations to notify the Personal Data Protection Commission and affected individuals.

9. Requests from individuals. If an individual asks us to access or correct personal data in your Files, we refer them to you and give you reasonable help in responding.

10. Disclosure required by law. If the law requires us to disclose personal data in your Files, we follow clause 9.2.