Terms of use

Version of November 18, 2026

These terms of use (the “Terms”) govern access to and use of the WYRLO website and service. They apply as soon as an account is created. WYRLO opens soon, with paid plans and a trial; sign-ups will open at that time. Paid plans are governed by the terms of sale, which supplement these Terms.

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1. Definitions

- “WYRLO”, “we” or “us”: the WYRLO service and its publisher, Mayeul FLORY, sole trader (entrepreneur individuel; trade name:

FUSION-IA).
- “Customer” or “you”: the person, acting for professional purposes, who creates an account or an organisation on WYRLO.
- “User”: any member of one of the Customer’s organisations.
- “API”: the WYRLO programming interface, which your application calls directly or through the libraries (SDKs) provided by WYRLO.
- “Traces”: for each analysed question, the question, the passage excerpts, the answer and the result of the analysis.

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2. Publisher

The service is published by Mayeul FLORY, sole trader (entrepreneur individuel; trade name: FUSION-IA), 49 chemin des Verrières, 69260 Charbonnières-les-Bains, France, SIREN 924 763 717, reachable at contact@wyrlo.io. Further details are in the legal notice.

Legal notice

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3. Purpose of the service

WYRLO is a reliability layer for RAG systems already in production. You keep your RAG: a call to the API sits between your retrieval and your answer.

WYRLO detects prompt injections, checks answers against their sources (live in French and English; in other languages, the confidence level relies on other signals), computes a confidence level (certain, probable or uncertain) and says “I don’t know” when the information is missing. An improvement loop adjusts the settings, and a weekly report presents the results.

Features may be added, changed or removed.

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4. Access to the service and account

- The service is for professionals only: companies, public bodies, non-profits and individuals acting for their professional activity. It is not intended for consumers.
- Until WYRLO launches, sign-ups are closed: an account is only created by invitation. You can request access.
- You provide accurate information and keep your credentials confidential. Two-factor authentication is available in Account; we recommend enabling it.
- An API key is shown only once, when it is created: keep it somewhere safe and revoke any compromised key without delay.
- You are responsible for actions carried out with your credentials and API keys, and for the Users you invite into your organisation and the roles you give them.

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5. Current access and paid plans

- Organisations opened before the launch have access without payment, the “current access”, within the limits of article 6. What becomes of it at the launch is announced by email to the organisation’s owner at least 30 days in advance.
- Paid plans and their trial, once open, are subscribed from the customer workspace and governed by the terms of sale, which supplement these Terms.
- No paid plan applies to your organisation without an express subscription.

Terms of sale

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6. Usage limits

Use of the service must remain reasonable, that is, compatible with normal professional use and with the proper operation of the service for other customers.

- Current access: 2,000 analysed questions per calendar month per organisation, 1 project, failure analysis and report once a week. The limits of paid plans are shown on the Pricing page once they open.
- Beyond the cap, new questions are no longer analysed or stored, and the improvement loop stops until the next month. Your RAG's answers are never blocked: the API responds without analysing the question and says so in its response.
- The organisation's owners and admins are notified by email at 80% and 100% of the cap. The month's usage is shown in the customer workspace.
- A question refused by WYRLO ("service overloaded", internal error) or handled in degraded mode because of a WYRLO error (masking or verification failing or too slow) is not counted against the cap.
- Each API request is limited to 512 KiB, with a question of at most 4,000 characters, an answer of at most 20,000 characters and at most 50 passages of 8,000 characters each.
- If an organisation's usage disrupts the service, WYRLO may temporarily limit the number of its requests, after notifying it, except in an emergency.
- Any change to these limits is notified by email at least 30 days before it applies.

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7. Acceptable use

You agree not to:

- send WYRLO data you are not entitled to process;

- send health data: WYRLO is not certified as a health data host (HDS) under French law;
- attempt to access another organisation's data, bypass security measures or test the security of the service without our written agreement (good-faith vulnerability reports are welcome, see the Security page);
- disrupt the operation of the service, in particular with automated requests unrelated to your RAG;
- resell the service or make it available to third parties without our written agreement;
- use the service for any unlawful activity or one that infringes third-party rights.

In case of breach, WYRLO may suspend access under the conditions of section 13.

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8. Your data

Your documents, questions and answers remain yours. WYRLO never stores your documents, nor their text when you use the no-copy index. Traces are masked before storage if your organisation has enabled masking (enabled by default), and kept for the period chosen by your organisation, within the limit of its plan (14 to 90 days).

For traces, you are the controller and WYRLO acts as a processor. The data processing agreement forms part of these Terms. WYRLO does not use your traces for any purpose other than providing the service, and in particular not to train AI models.

You warrant that you hold the necessary rights over the data you send and that you have informed the people concerned, in particular the users of your RAG.

Account data is processed by WYRLO as controller, under the privacy policy.

Data processing agreement Privacy policy

9. What WYRLO guarantees, and what it does not

WYRLO measures the reliability of your RAG's answers; it does not guarantee their accuracy. The confidence level is an estimate, and decisions made based on the answers remain your responsibility.

Your integration sets a timeout on the API call (3 seconds in total recommended, retry included) and, beyond it, lets your RAG's answer through without analysing it, as described in the documentation. The WYRLO libraries (SDKs) apply this behaviour by default and mark the answer as unverified.

10. Availability and support

The service is provided as is, with no availability or performance commitment (no SLA). It may be interrupted, in particular for maintenance, an update or an incident; where possible, we give advance notice of significant planned interruptions.

Support is provided by email at contact@wyrlo.io, with no guaranteed response time.

Do not make a critical activity depend on WYRLO alone: the integration described in the documentation lets your RAG keep answering if WYRLO is unavailable.

11. Liability

WYRLO is bound by an obligation of means (best efforts).

WYRLO is not liable for indirect damage, such as loss of revenue, customers or data, or reputational harm, nor for decisions made based on your RAG's answers, nor for the consequences of an interruption of the service.

For the current access and during a trial, WYRLO's total liability to the Customer, for all damage combined, is limited to 100 euros. For a paid plan, it is limited to the amounts paid by the Customer for that plan during the twelve months preceding the event giving rise to it.

These limits do not apply in case of gross negligence or wilful misconduct, nor to damage whose compensation the law does not allow to be limited. Neither party is liable for a failure due to force majeure within the meaning of article 1218 of the French Civil Code.

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12. Intellectual property

The service, the API, the libraries (SDKs), the WYRLO name, the website and their content belong to Mayeul FLORY, sole trader (entrepreneur individuel; trade name: FUSION-IA).

For the duration of your access, WYRLO grants you a personal, non-exclusive, non-transferable and free right to use the service and its API, for the needs of your activity. The WYRLO libraries (SDKs) are governed by the licence that comes with them; that licence grants no right to the WYRLO name or logo.

Third-party components used by WYRLO remain governed by their respective licences.

If you send us suggestions, we may use them freely to improve the service.

Third-party components and licences

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13. Term, suspension, termination and data deletion

- These Terms apply for an indefinite period from the creation of the account.
- You may terminate at any time, free of charge and without notice: an organisation's owner can delete it in Organisation, Data section, and any User can ask for their account to be closed at contact@wyrlo.io.
- WYRLO may end the service or an account with at least 30 days' notice by email.
- In case of a serious breach of these Terms, in particular a security breach or unlawful use, WYRLO may suspend access immediately, then terminate if the breach is not remedied within 15 days of notification by email.
- After termination, the Customer's data is deleted within 30 days at most, unless the law requires it to be kept; it disappears from backups when they expire, as set out in the privacy policy. Before terminating, you may ask for a copy of your data at contact@wyrlo.io.
- For a paid plan, cancelling the subscription and its effect on amounts paid follow the terms of sale.

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14. Changes to these Terms

WYRLO may change these Terms. Any change is notified by email to account holders at least 30 days before it takes effect, unless it is required by law or necessary for the security of the service, in which case it applies as soon as it is notified.

If you refuse the new version, you may terminate free of charge before it takes effect. By continuing to use the service after that date, you accept it.

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15. Governing law and disputes

These terms are governed by French law. Failing an amicable agreement, any dispute shall be brought before the competent courts within the jurisdiction of the Lyon Court of Appeal, within the limits provided by law.

Before any action, the parties seek an amicable solution, in writing to contact@wyrlo.io.

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16. Miscellaneous

- Contractual documents: these Terms, the data processing agreement and, for paid plans, the terms of sale. The privacy policy and the Security page are provided for information.
- If a clause is held invalid, the other clauses remain in force.
- Not relying on a clause does not waive the right to rely on it later.
- These Terms are written in French and translated into English; in case of discrepancy, the French version prevails.