Terms of use

Version of November 19, 2026 · in force on December 19, 2026

These terms of use (the “Terms”) govern access to and use of WYRLO’s website, developer space and API. They apply as soon as an account is created. Paid plans are also governed by the terms of sale, the Partner plan by its own terms, and the plan on quote by signed specific terms.

Contents

1. Definitions
2. Publisher
3. Purpose of the service
4. Access to the service and account
5. Plans
6. Usage limits
7. Acceptable use
8. Your data
9. Artificial intelligence
10. What WYRLO guarantees, and what it does not
11. Availability and support
12. Liability
13. Intellectual property
14. Term, suspension, termination and data deletion
15. Changes to the Terms
16. Governing law and disputes
17. Miscellaneous

1. Definitions

- “WYRLO” or “we”: 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, through the api.wyrlo.io address, through the MCP server or by means of the libraries (SDKs) provided by WYRLO.
- “Traces”: for each verified question, the question, the passage excerpts, the answer and the result of the verification.
- “Zero-copy index”: the search index WYRLO may keep for a project, made up of positions, fingerprints and vectors of the passages, without their text.
- “End client”: the Customer’s customer, to whom the Customer provides a service that uses WYRLO, and whose data is separated in a dedicated “space”.
- “Partner”: the Customer who has subscribed to the Partner plan to integrate WYRLO for its End clients.
- “Preview”: a feature announced as such in the documentation, usable but liable to change or be withdrawn, with no commitment as to results or continuity.

---

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

---

3. Purpose of the service

WYRLO is a knowledge base API for companies' AI. You can entrust it with indexing and searching your documents, without copying their text, or keep your own retrieval; either way, you keep your AI model, and a call to the API checks each answer before it goes out.

To date, the service includes:

- verification of a RAG's answers against their sources: detection of prompt injections in the question and the passages, live verification by a language model in French and English (in other languages, the confidence level relies on other signals), confidence level (certain, probable, uncertain, or unverified when the verification could not be carried out) and "answer" or "I don't know" decision;
- the zero-copy index and search in this index, which returns the address of the passages and never their text;
- separate spaces for End clients, on the plans that allow it;
- an improvement loop that adjusts each project's settings from its own traces, only adopts a change if it improves the measured decisions, monitors it and reverts it automatically if it worsens the result, with a weekly report;
- drafting a cited answer and then verifying it in a single call (`/v1/answer`), in preview, with the model managed by WYRLO or the model of your choice;
- the Python and TypeScript libraries (SDKs), clients for other languages, an MCP server, the developer space (keys, traces, usage, improvements, end clients) and a public service status page.

The following are in preparation and are not provided today: server-side reading of scanned PDFs by OCR and masking of people's names in the SDKs. They will be described in these Terms when they open.

Features may be added, changed or removed. An incompatible change to the API is announced by email at least 3 months in advance, the previous version remaining available during that period, except for a feature in preview or for a security reason.

---

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 sign-ups open, 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. The same applies to the AI provider keys you save for a project.
- You are responsible for actions carried out with your credentials and keys, and for the Users you invite into your organisation and the roles you give them.

---

5. Plans

- WYRLO offers a Free plan and paid plans (Developer, Production, Partner), described in the terms of sale and on the Pricing page, as well as an Enterprise and large partners plan, on quote, for the cases it lists only.
- Free plan: no payment, 1,000 verifications per month, 1 project, 500 documents in the zero-copy index, no End clients, traces kept 14 days, improvement loop once a week.

- Paid plans and their trial are subscribed from the developer space and governed by the terms of sale. Online payment is not yet open: no paid plan can be subscribed today.
- No paid plan applies to your organisation without an express subscription.

Terms of sale Partner plan terms Pricing

---

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.

- Each plan includes a volume of verifications per period (calendar month for the Free plan, billing period for a paid plan). Beyond it, unless paid overage has been subscribed (terms of sale), new questions are no longer verified or recorded, and the improvement loop stops until the next period. Your RAG's answers are never blocked: the API lets the answer through, marked as unverified.
- The organisation's owners and administrators are notified by email at 80% and 100% of the volume. Usage is shown in the developer space.
- A question rejected by WYRLO ("service overloaded", internal error) or processed in degraded mode because of a WYRLO error (masking or verification failing or too slow) is not counted.
- Each verification request is limited to 512 KiB, with a question of 4,000 characters at most, an answer of 20,000 characters at most and 50 passages at most, of 8,000 characters each. The zero-copy index is limited per project (documents according to the plan, 100,000 passages at most).
- If an organisation's use disrupts the service, WYRLO may temporarily limit the number of its requests, after notifying it, except in an emergency.

- Any reduction of these limits is notified by email at least 30 days before it applies.

---

7. Acceptable use

You agree not to:

- send WYRLO data you are not entitled to process;
- send health data, or other special categories of data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic or biometric data, sex life or sexual orientation) or data relating to criminal convictions and offences (articles 9 and 10 of the GDPR), unless you have masked it on your side before sending: WYRLO is not certified as a health data host (HDS) and its masking does not detect such data;
- use WYRLO in an AI system prohibited by article 5 of Regulation (EU) 2024/1689, or as the sole basis for a decision producing legal effects on a person;
- attempt to access another organisation's data, circumvent security measures or usage limits, or test the security of the service without our written consent (good-faith vulnerability reports are welcome, see the Security page);
- disrupt the operation of the service, in particular through automated requests unrelated to your application;
- make the service available to third parties outside your own application, except under the Partner plan or a written agreement;
- use the service for an unlawful activity or one that infringes the rights of third parties.

In the event of a breach, WYRLO may suspend access under the conditions of article 14.

---

8. Your data

Your documents, your questions and your answers remain yours. WYRLO never stores your documents, nor their text when you use the zero-copy index. Traces are kept for the period chosen by your organisation, within the limit of its plan (14 to 90 days).

Trace masking is enabled by default; what is sent to Mistral AI for verification is always masked. Masking detects recognisable forms (emails, phone numbers, IBANs, cards, NIRs, IP addresses, identity documents, postal addresses, keys) but not people's names: if your questions or passages contain them and this is a problem, mask them before sending.

For the data your application sends to the API, you are the controller and WYRLO acts as a processor (or as a sub-processor, if you yourself act for End clients). The data processing agreement forms part of these Terms. WYRLO does not use your data for any purpose other than providing the service, and in particular not to train AI models.

With /v1/answer and the model of your choice, WYRLO passes the question and the passages, without masking, to the AI provider you designate, with your key: this transfer is made on your instruction, under your own contract with this provider, and under your responsibility.

You warrant that you hold the necessary rights over the data transmitted and that you have informed the data subjects, in particular the users of your application and, where applicable, your End clients.

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

Data processing agreement Privacy policy

9. Artificial intelligence

WYRLO uses AI models (Mistral AI's language and embedding models, and the model of your choice with /v1/answer) and rules. Its results are automatic estimates: they can be wrong.

It is up to you, as provider or deployer of your own application, to inform its users that they are interacting with an AI system and that the answers are generated by an AI, where Regulation (EU) 2024/1689 requires it, to keep human oversight suited to the use, and not to use WYRLO as the sole basis for an important decision concerning a person.

WYRLO is not designed for the high-risk uses in Annex III of this Regulation. If you integrate it into such a system, you inform WYRLO in writing beforehand; you remain responsible for the resulting obligations.

Artificial intelligence: what WYRLO does

---

10. What WYRLO guarantees, and what it does not

WYRLO measures the reliability of your RAG's answers; it does not guarantee their accuracy. An answer marked "certain" may be wrong, and an "I don't know" may set aside a good answer. Decisions taken 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 verifying it, as described in the documentation. WYRLO's libraries (SDKs) apply this behaviour by default and mark the answer as unverified.

---

11. Availability and support

The service is provided as is, with no availability or performance commitment (no SLA). It currently runs on a single environment, operated by a single person, and depends on its providers (Supabase, Vercel, Mistral AI). It may be interrupted, in particular for maintenance, an update or an incident; we give advance notice, as far as possible, of significant scheduled interruptions. The status of the services is published on the Status page.

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

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

Service status

12. 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 taken based on your RAG's answers, nor for the consequences of an interruption of the service, nor for the processing of data by the AI provider you designate.

For the Free plan 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 sums paid by the Customer for that plan during the twelve months preceding the event giving rise to liability.

These limits do not apply in the event of gross negligence or wilful misconduct, nor to damage for which the law prohibits limiting compensation. Neither party is liable for a failure due to force majeure within the meaning of article 1218 of the French Civil Code.

13. Intellectual property

The service, the API, the website, the documentation and the WYRLO name, a trademark registered with the INPI, 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 non-assignable right to use the service and its API for the needs of your business and, under the Partner plan, to serve your End clients.

The libraries (SDKs), clients and MCP server published in the public repository github.com/WYRLO-AI/wyrlo-sdk are distributed under the Apache 2.0 licence: you may use, modify and redistribute them under this licence, which grants no rights 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. WYRLO only cites your name or logo as a reference with your written consent.

Third-party components and licences

---

14. Term, suspension, termination and data deletion

- The Terms apply for an indefinite period from the creation of the account.
- You can terminate at any time, with no fees or notice: an organisation’s owner can delete it in Organisation, Data section, and any User can delete their account in Account.

- WYRLO may end the service or an account by giving notice by email at least 30 days in advance, or 3 months for a paid plan in progress.
- In the event of a serious breach of the Terms, in particular a security violation or unlawful use, WYRLO may suspend access immediately, then terminate if the breach is not remedied within 15 days of its notification by email.
- Deleting an organisation immediately erases its data (projects, traces, index, End clients, analyses), unless there is a legal obligation to keep it; a manual backup copy may contain it for at most 90 days, according to the privacy policy. After a termination requested by email or decided by WYRLO, the data is deleted at the latest 30 days afterwards. Before terminating, you can request a copy of your traces still kept at contact@wyrlo.io.
- For a paid plan, termination of the subscription and its effects on the sums paid follow the terms of sale.

---

15. Changes to the Terms

WYRLO may change the 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: it then applies as soon as it is notified. The previous version remains available in the version history.

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

---

16. Governing law and disputes

These Terms are governed by French law. Before any action, the parties seek an amicable solution, in writing to contact@wyrlo.io. Failing agreement, any dispute will be brought before the competent courts within the jurisdiction of the Lyon Court of Appeal, within the limits provided by law.

17. Miscellaneous

- Contractual documents, in order of priority: the signed specific terms where applicable, the data processing agreement (which always prevails for data protection), the Partner plan terms where applicable, the terms of sale for paid plans, then these Terms. The privacy policy and the Security, Subprocessors and Artificial intelligence pages are provided for information.
- If a clause is declared void, the others remain applicable.
- Failure to rely on a clause does not constitute a waiver of the right to rely on it later.
- The Terms are written in French and translated into English; in the event of any discrepancy, the French version prevails.