

NorthSort Service Terms

Messy data and AI, sorted.

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These terms apply to the work NorthSort does for you. NorthSort is a business name of 2743470 Ontario Inc. In these terms, "NorthSort", "we" and "us" mean that company. "You" means the business that orders the work. Our services are for business use, not for personal or household use. When you approve a quote, place an order or pay, you agree to these terms.

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1. The work

- We do the work described in your quote, proposal or order. These terms call that description the "Scope". We do the work for the fixed price stated there.
- A change to the Scope must be agreed in writing. An email or a message on the platform is enough. A change may affect the price or the delivery date.

2. Your files and data

- Send us copies, never your only copy. Keep your own backups of everything you send. We cannot restore data that you did not back up.
- We work only on the copies you send. We never need your passwords. Where a job involves your accounts or tools, you sign in yourself and give only the access the job needs.
- You confirm that you have the right to share the data with us, and to have it handled as these terms describe.
- Do not send government ID numbers, full payment card numbers, health records or passwords. If they arrive anyway, we may delete them and ask you for a copy without them.
- Bank details that are part of the documents you send, such as statements, invoices and payment files, are fine. So are card numbers that show only the last four digits. We keep them confidential, like the rest of your data, and we copy them into a delivery only if the Scope asks for it.

3. How we protect your data

- We use your data only to do your job, and we keep it confidential.
- We use AI tools throughout the work, and an experienced professional oversees every job and reviews every delivery. The AI tools are set so that your data is not used to train their models.
- We delete your files within 30 days after you approve the delivery. That covers our working copies, the attachments in our mailbox and the AI chats that used the files.
- If you send a sample and do not go ahead, we delete it within 30 days of our quote.

- We keep the messages themselves, without the files, as business records, together with quotes and invoices.
- Copies held by Upwork, Fiverr or another platform that you ordered through follow that platform's terms.
- We use a small number of service providers to do this work, such as an email provider and AI tools. Some of them process data outside Canada, including in the United States. While data is in another country, the laws of that country apply to it, and its courts, law enforcement and national security authorities may be able to access it.
- If we learn that someone accessed your data without permission while we held it, we will tell you promptly.

4. Work inside your systems

This section applies to setup and automation work, where we connect tools or build automations in your accounts.

- Before we switch on anything that can change, move or delete data, we test it on sample data or copies where possible. You approve it in writing before it runs on your real data.
- We give each connection and each automation only the access it needs.
- Once it is running, you are responsible for watching what it does, and for switching it off if something looks wrong. We will help fix any problem that our work caused.

5. Delivery, review and fixes

- We deliver new files and never overwrite yours. Each delivery comes with a change log that shows what we changed.
- When something in your data could mean two different things, we do not guess. The delivery comes with a short list of questions. If you send your answers within the review period, we apply one round of answers at no charge.
- You have 5 business days to review a delivery. That is the review period. If something does not match the Scope, tell us and we will fix it at no charge.
- If you find a mistake that we made, and you tell us within 14 days after delivery, we will fix it at no charge. If we cannot fix it, we will refund the fee for that job. This is our only promise about the quality of the work.
- Anything beyond the Scope, a further round of answers, or answers sent after the review period is extra work. We quote a fixed price for it first, and we start only when you agree.

6. What we do not promise

- We do not check whether your original data is true or complete. The results can only be as good as the data you give us.
- Check the results before you rely on them for decisions, especially financial, legal or tax decisions.

- Apart from what these terms say, the work is provided as is, without any other warranties, as far as the law allows.

7. Limit of liability

- Our total liability for all claims connected to a job is limited to the fee you paid for that job.
- We are not liable for indirect or consequential losses. Examples are lost profits, lost revenue, business interruption, and lost or damaged data that you did not back up.
- These limits do not apply where the law does not allow liability to be limited.

8. Payment and cancelling

- If you order through a platform, you pay through that platform under its rules.
- If you hire us directly, a job under US\$500 is paid in full before work starts. A job of US\$500 or more is paid 50% before work starts and 50% on delivery.
- We send you an invoice, and the invoice says how to pay. Invoices are due within 14 days.
- Prices are in US dollars. Tax is added where it applies in your region, and your quote shows it. If your quote is in another currency, the quote says so.
- You can cancel before work starts and get a full refund. If you cancel after work starts, you pay for the work done up to that point.

9. Who owns the results

- Once you have paid in full, you own the deliverables we made for you.
- We keep ownership of our general methods, templates and tools. Where any of them are part of your deliverables, you get a permanent licence to use them in your business.
- We may describe the type of work we did in our portfolio. We will not name you or show your data unless you agree.

10. Platform orders

- If you order through Upwork, Fiverr or another platform, that platform's terms also apply. These terms add to them where the platform allows. If the two conflict, the platform's terms win.

11. General

- We work as an independent contractor.
- These terms, together with the quote or order, are the whole agreement between us. They replace earlier discussions. Changes must be in writing.
- If any part of these terms cannot be enforced, the rest still applies.
- The laws of Ontario, and the federal laws of Canada that apply there, govern these terms. The courts of Ontario handle any dispute.
- Questions about these terms, or about how we handle personal information, go to hello@northsort.com.