

# Legal documents

ERIUS PHONE · Version 1.1 · Effective 13 October 2026

Protremix Technology Limited · Licence no. 07011554 (Innovation City Authority, Government of Ras Al Khaimah) · Office A, Innovation City Business Centre, RAK BANK ROC Office, Ground Floor, Al Rifaa, Sheikh Mohammed Bin Zayed Road, Ras Al Khaimah, United Arab Emirates

The legal documents that apply to ERIUS PHONE, a service of Protremix Technology Limited. Each is published as its own page with a printable copy.

## 1. Documents

| Document                                      | What it covers                                                                                | Status                                                                                     |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| Terms of Service                              | The contract for use of the Service: accounts, devices, calls, fees, liability, governing law | Version 1.0, effective 13 October 2026. Clause 9 (fees) not yet in force                   |
| Privacy Policy                                | What personal data we process, why, for how long, who receives it, your rights                | Version 1.1, effective 13 October 2026                                                     |
| Data Processing Addendum                      | Processing of personal data on behalf of business customers                                   | Version 1.1, effective 13 October 2026                                                     |
| Acceptable Use Policy                         | What may not be done with the Service                                                         | Version 1.0, effective 13 October 2026                                                     |
| AI Disclosure Policy                          | How calls by an AI persona are labelled, and customers' duties                                | Version 1.0, effective 13 October 2026                                                     |
| Refund and Cancellation Policy                | Cancellation and refunds for paid plans                                                       | Version 1.0, not yet in force                                                              |
| Call Minutes and Fair Use Terms               | How call time is measured, expiry, usage limits                                               | Version 1.0. Metering rules describe the Service today; purchased minutes not yet in force |
| Cookie and Tracking Notice                    | Cookies and tags on this website                                                              | Version 1.0, effective 13 October 2026                                                     |
| Security Contact and Vulnerability Disclosure | Security contact and rules for security research                                              | Version 1.0, effective 13 October 2026                                                     |
| Imprint                                       | The legal entity, licence and address                                                         | Version 1.0, effective 13 October 2026                                                     |

## 2. Provider

- 2.1 ERIUS PHONE is provided by Protremix Technology Limited, business licence no. 07011554 issued by the Innovation City Authority, Government of Ras Al Khaimah, Office A, Innovation City Business Centre, RAK BANK ROC Office, Ground Floor, Al Rifaa, Sheikh Mohammed Bin Zayed Road, Ras Al Khaimah, United Arab Emirates.
- 2.2 These documents are governed by the laws of the United Arab Emirates as applied in the Emirate of Ras Al Khaimah.
- 2.3 Online sales are closed. No fees are charged and sign-up is by invitation. Documents marked "not yet in force" are published so that they can be read before paid plans open.

### 3. Earlier text

- 3.1 The early-access privacy and terms text published before 13 October 2026 remains available at [eriusphone.com/legal](https://eriusphone.com/legal) for reference. Clause 1.4 of the Terms of Service states when these documents replace it for an existing Account.

### Version history

| Version | Effective date  | Change                                                                                                                   |
|---------|-----------------|--------------------------------------------------------------------------------------------------------------------------|
| 1.0     | 13 October 2026 | First published version. archived PDF                                                                                    |
| 1.1     | 13 October 2026 | The Status column shows the current version of each document (Privacy Policy and Data Processing Addendum: version 1.1). |