Raptor MCP Customer / Subscriber Terms

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Status: Active

1. Parties

These terms apply between Modern Management, trading through the Raptor MCP portal, and the customer, subscriber, license account owner, entity admin, account admin, user, or authorized customer contact using the Raptor MCP portal, gateway, license, support, billing, evidence, marketplace, or account-management services.

2. Scope

These terms govern customer access to Raptor MCP license purchasing, invoice requests, payment processing, gateway access, evidence submission, support, messages, account users, customer contacts, audit records, and related operational workflows.

Raptor MCP services are hosted and operated using infrastructure that may include OVH EU data hosting and Modern Management service providers listed in the Privacy Policy and Sub-Processor and AI Provider Policy.

3. Role rights

Customer roles may view and manage only their own account, invoices, licenses, evidence, support cases, messages, contacts, and accepted agreements. Customer owners and customer admins may invite or manage customer-side users where enabled. Customer users and customer contacts may access only assigned or explicitly authorized customer records.

Customer roles do not receive Certified Partner, Referral Partner, Internal Operator, System Admin, commission, referral, partner-management, or admin-processing rights.

3A. Proof of Concept requests and assignments

Customers may request temporary RaptorMCP Proof of Concept evaluation access before purchase or agreement progression where the portal enables that workflow. A PoC request may include a non-commercial evaluation license scope for System Admin review. PoC request, approval, token/access assignment, activation, completion, feedback, expiry, or rejection does not create production use rights, a license order, invoice, payment obligation, partnership rights, commission, attribution earning, referral earning, renewal right, customer production license, or any customer/partner approval status. All existing rights, data boundaries, payment controls, and license assignment requirements remain in force.

4. Data access boundaries

Customers may see their own commercial records, invoices, payment status, licenses, gateway-access status, evidence, support records, relationship summaries, and audit information that relates to their own entity. Customers must not access unrelated customer, partner, referral partner, commission, internal-operator, or platform-admin records.

Customer-provided data, documents, instructions, Qlik details, gateway information, billing details, and evidence remain the customer's responsibility for accuracy, authorization, and lawful use.

5. GDPR and data processing terms

Customer personal data and customer-provided operational data are processed according to the Privacy Policy, Data Processing Addendum, Sub-Processor and AI Provider Policy, Cookies and Tracking Policy, Global terms of service, Intellectual Property Statement and applicable data protection law. Customers must ensure they have a lawful basis to submit personal data, customer documents, billing details, user records, or support evidence.

OVH may be used as hosting infrastructure. Additional processors, AI providers, communication providers, payment providers, and support tools are governed by the linked Modern Management legal pages.

6. AI, automation, and no-reliance disclaimer

Raptor MCP may use automation and AI-assisted workflows to support license operations, support triage, documentation, evidence review, and gateway or Qlik-related guidance. AI outputs, automated classifications, generated summaries, and operational recommendations are not professional, legal, financial, tax, accounting, compliance, security, or migration advice.

RaptorMCP may connect via independent MCP's either by Modern Management and/or it's technology partnerships.

Customers remain responsible for reviewing outputs, approving instructions, validating facts, and deciding whether to act.

7. No professional, legal, or financial advice

Raptor MCP does not provide legal, financial, tax, accounting, procurement, audit, cybersecurity, management consulting, advisory, or regulated professional advice. Any examples, calculations, evidence summaries, or workflow labels are operational aids only.

8. Limitation of liability

To the maximum extent permitted by applicable law, Modern Management is not liable for indirect, consequential, special, punitive, loss-of-profit, loss-of-data, business-interruption, or third-party losses arising from use of the portal, gateway, AI-assisted outputs, customer instructions, customer-provided data, payment delays, license processing, or external service providers.

Modern Management is not liable for losses caused by inaccurate, incomplete, unauthorized, or unlawful customer-provided data, documents, instructions, credentials, billing details, gateway details, or third-party systems.

9. Audit and evidence retention

The portal may retain evidence, agreement acceptance, invoice, payment, support, license, message, attribution, and audit records for operational, legal, dispute-resolution, compliance, billing, and governance purposes. Records may be retained after account closure where necessary for audit, legal, tax, payment, support, or dispute purposes.

10. Download and acceptance requirement

Customers must be able to download the applicable current agreement. Continued use, purchase request, invoice request, support request, gateway use, or agreement acceptance may require acceptance of the current version.

11. Cross-references

These terms incorporate or reference:

- Privacy Policy and GDPR Processing Addendum.
- AI Usage, Automation and No-Reliance Disclaimer.
- License / Gateway Use Terms.
- Support, Evidence and Audit Terms.
- Payment and Billing Policy.
- Applicable partner terms where the customer selected or was attributed to a Certified Partner or Referral Partner.

12. Modern Management legal references

- Legal hub: https://modernmanagement.co.za/legal
- Consolidated plain-language agreement
- Global terms of service
- Payment and billing policy
- Complaints and dispute resolution procedure
- Universal coverage clause