Editsay Subscription Terms

Effective 1 November 2026 · Version 1.2

These terms are the agreement between Editsay and the publication that subscribes to it. Please read them before you accept. If you accept them in the Studio, or sign an Order that refers to them, they bind your publication.

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1. Definitions

1.1 "Editsay", "we" and "us" mean Editsay, a sole proprietorship based in Hyderabad, Telangana, India (Udyam registered).

1.2 "You" and "the Client" mean the business, organisation or person that subscribes to the Service. The person who accepts these terms confirms that they are allowed to accept them for the Client.

1.3 "Service" means the Editsay publishing platform: the Studio, the Content API and, if your Order includes one, a client website.

1.4 "Studio" means the web application at studio.editsay.com where you and your team draft, edit, publish and distribute stories.

1.5 "Content API" means the interface at api.editsay.com through which your published content can be read, and on plans that allow it, written.

1.6 "Plan" means the Desk, Newsroom or Network plan you choose, with its limits.

1.7 "Order" means the quotation, invoice or written confirmation that records your Plan, billing period, fees, start date and any add-ons.

1.8 "Your Content" means everything you or your users put into the Service or publish through it: stories, images, captions, settings, source material you supply, and the edited and published versions of drafts.

1.9 "Owner" means the user in your account with the Owner role. The Owner accepts these terms and any new version of them on the Client's behalf.

1.10 "Sourced Content" means material that Editsay collects from third-party publications and websites and makes available to your drafts, if your Order includes the sourced-content add-on.

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2. The Service and your Plan

2.1 We provide the Service for the Plan and billing period in your Order. You can pay monthly or annually. Add-ons, such as the sourced-content add-on in section 6, are not part of any Plan: you get one only if your Order lists it, and it is charged separately.

2.2 Each Plan has limits, such as the number of users, the number of stories that can be published without a person approving each one, video reels, the social platforms you can post to, Content API access and the level of support. The limits that apply to you are the ones in your Order, or if your Order does not list them, the ones shown for your Plan on editsay.com on the date of your Order.

2.3 When you reach a limit, the Service stops doing the limited thing until the limit resets or you move to a higher Plan. We do not charge for use above a limit unless you have agreed to it in writing.

2.4 We may improve, change or remove features of the Service. We will not remove a feature that is central to your Plan during a period you have already paid for without telling you first and offering a fair price reduction or the option to end your subscription with a refund of the unused part.

2.5 If your Order includes a client website, the Order describes what we build, how it is hosted and what happens to it when the subscription ends.

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3. You are the publisher

3.1 You are the publisher of everything that appears on your sites, social accounts and other channels through the Service. You decide what is published and you are responsible for it.

3.2 You own Your Content. We claim no ownership of it.

3.3 You give us permission to store, copy, process, translate, format and transmit Your Content only as needed to provide the Service to you, including sending it to the providers listed in section 13. This permission ends when Your Content is deleted under section 9.

3.4 You confirm that you have the rights you need in the material you put into the Service, and that publishing Your Content will not break the law or anyone else's rights.

3.5 If someone makes a claim against us because of something you published through the Service, you will cover our reasonable costs of dealing with that claim.

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4. AI-assisted drafts

4.1 The Service uses artificial intelligence to suggest, draft, summarise, translate and voice stories, captions and other material.

4.2 AI output can be wrong. It can contain factual errors, misquotes, wrong names, dates or figures, outdated information, or wording that is too close to a source. You review every draft before it is published, and you correct or reject it where needed.

4.3 If you turn on any automatic publishing or posting, you are choosing to publish without reviewing each item yourself. You remain responsible for what is published that way, and you can turn it off at any time.

4.4 We do not guarantee that any AI output is accurate, complete, original or fit for a particular purpose.

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5. Your social accounts and other platforms

5.1 If you connect social accounts such as Facebook, Instagram or X, you supply those accounts and the access tokens, keys and permissions the Service needs to post for you. We use them only to post and manage content as you direct.

5.2 You are responsible for following the rules of each platform, and for any fees a platform charges. In particular, posting to X needs API credits that you buy from X and pay for yourself. When those credits run out, posts to X stop until you add more.

5.3 Platforms change their rules and interfaces, limit accounts, and expire tokens. We are not responsible for a post that fails, is removed or is delayed because of something a platform does, or because a token or credential you supplied has expired or been withdrawn. We will tell you when we become aware that posting is failing.

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6. Sourced-content add-on

6.1 If your Order includes the sourced-content add-on, we give you access to one or more groups of sources, and your drafts can draw on material collected from them.

6.2 This access is non-exclusive. We can give other clients access to the same groups of sources, and they may publish stories on the same events, drawn from the same material.

6.3 Sources can change, block access or close. We do not promise that any particular source will remain available.

6.4 Sourced Content belongs to its original publishers. You use it as a source for your own reporting and writing. You are responsible for making sure that what you publish does not copy it beyond what the law allows.

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7. Fees and payment

7.1 Your fees are the ones in your Order for your Plan and any add-ons.

7.2 We invoice in advance for each billing period, monthly or annually. You pay by bank transfer to the account shown on the invoice, by the due date shown on the invoice. Unless the invoice says otherwise, the due date is 7 days from the invoice date.

7.3 Our prices exclude GST. Editsay is not registered for GST at the date of this version, so our invoices do not charge it. When we register, we will add GST at the applicable rate to invoices issued from the date of registration, and we will tell you before the first such invoice.

7.4 If an invoice is still unpaid 15 days after its due date, we may suspend the Service after telling you by email. While the Service is suspended, your sites and the Content API may stop updating, and the Studio may not be usable. Suspension does not delete Your Content. We restore the Service when the overdue amount is paid.

7.5 We may change our prices by giving you at least 30 days' notice by email. A new price applies from your next billing period after the notice ends.

7.6 Fees you have paid are not refundable, except where these terms say otherwise.

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8. Term, renewal and ending the subscription

8.1 Your subscription starts on the date in your Order. It renews automatically for the same billing period, monthly or annually, until it is ended under this section.

8.2 Either of us can end the subscription for any reason by giving 30 days' notice by email. It ends 30 days after the notice is given, or at the end of the period you have already paid for, whichever is later.

8.3 Either of us can end the subscription straight away by email if the other seriously breaks these terms and does not put it right within 15 days of being told about it. We can also end it straight away if the Service is being used for something section 10 forbids.

8.4 If we end the subscription under 8.2 during a period you have paid for, we refund the part of the fees for the time after the subscription ends.

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9. Your data when you leave

9.1 You can export Your Content in a machine-readable format (JSON) from the Service at any time while your subscription is active, and for 30 days after it ends. If you cannot use the export yourself, ask us and we will produce it for you.

9.2 We delete Your Content and your account data from the Service 30 days after the subscription ends. Copies held in routine backups are removed as those backups are replaced in the normal cycle.

9.3 We keep invoices, payment records, the record of your acceptance of these terms, and anything else the law requires us to keep, for as long as the law requires.

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10. Acceptable use

10.1 You will not use the Service to publish or distribute anything that is unlawful, including content that is defamatory, obscene, threatening, that promotes violence or hatred against a group, that infringes someone's copyright, trademark or privacy, or that you know to be false and misleading.

10.2 You will follow the laws that apply to you as a publisher, including the Information Technology Act, 2000 and the rules made under it where they apply to you.

10.3 You will not try to break, probe or get around the security of the Service, access another client's data, overload the Service, copy or reverse-engineer it, or resell or share access to it outside your organisation without our written agreement.

10.4 You are responsible for what your users do in your account, and for keeping their login details secure. Tell us straight away if you think someone has used your account without permission.

10.5 If we believe the Service is being used in a way this section forbids, we may suspend the affected feature or account, and we will tell you why.

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11. Availability and support

11.1 We work to keep the Service available and working well, but we provide it on a best-effort basis. We do not promise that it will be available at any particular time, that it will be free of errors, or that it will never lose data.

11.2 The Service depends on providers we do not control, including hosting, artificial intelligence and social platforms. When one of them fails or changes, parts of the Service may stop working until it is restored or we adapt.

11.3 We may need to take the Service down for maintenance. Where we can, we do it at quiet times and tell you in advance.

11.4 We give support by email and WhatsApp, using the contact details in section 17. How quickly we respond depends on your Plan.

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12. Confidentiality

12.1 Each of us will keep confidential the non-public information we receive from the other, such as Your Content before it is published, your account settings and our pricing and product plans. We will use it only for the purpose of this agreement, and share it only with people and providers who need it for that purpose and who are bound to keep it confidential.

12.2 This does not apply to information that is already public, that we receive lawfully from someone else, or that the law or a court requires us to disclose.

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13. Personal data

13.1 Each of us will follow the Digital Personal Data Protection Act, 2023 and the rules made under it.

13.2 For personal data in Your Content, and personal data about your readers and your users that you put into the Service, you decide why and how it is used. We process that data only to provide the Service to you, on your behalf, and as these terms describe.

13.3 To provide the Service we use hosting providers and artificial intelligence providers, and Your Content is sent to them as needed for drafting, translation and voice. At the date of this version they are Amazon Web Services and Vercel for hosting, and OpenAI and Google for artificial intelligence. We will tell you before we add a provider of the same kind.

13.4 We protect personal data with reasonable security measures, and we will tell you without undue delay if we become aware of a breach that affects personal data we process for you.

13.5 Personal data about you and your users that we use to run our own business, such as contact details and billing records, is covered by our Privacy Policy at editsay.com/privacy.

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14. Liability

14.1 Our total liability to you for everything arising out of or in connection with the Service and these terms, in any period, is limited to the fees you paid us in the three months before the event that gave rise to the claim.

14.2 Neither of us is liable to the other for indirect or consequential loss, or for loss of profit, revenue, business, goodwill, reputation or data, however it arises.

14.3 Nothing in these terms limits liability that the law does not allow to be limited, such as liability for fraud.

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15. Governing law and courts

15.1 These terms are governed by the laws of India.

15.2 The courts at Hyderabad, Telangana have exclusive jurisdiction over any dispute arising out of or in connection with these terms or the Service.

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16. Changes to these terms

16.1 We may publish a new version of these terms. We will give you at least 30 days' notice by email to the Owner before it takes effect, and every version will remain available at editsay.com/terms.

16.2 When a new version takes effect, the Owner will be asked to accept it in the Studio before the Service can be used again.

16.3 If you do not agree to a new version, you can end your subscription before it takes effect, and we will refund the part of any fees you have paid for the time after the subscription ends.

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17. General and contact

17.1 These terms and your Order are the whole agreement between us about the Service. If your Order and these terms disagree, the Order applies.

17.2 Notices under these terms are given by email: from us to the Owner's email address, and from you to the address below.

17.3 You may not transfer this agreement to someone else without our written agreement.

17.4 If any part of these terms is found to be unenforceable, the rest still applies.

17.5 Contact: Editsay, United Avenues, Manchirevula, Hyderabad 500075, Telangana, India. Email hello@editsay.com. Phone and WhatsApp +91 97044 69946.