Terms of service.

The agreement between your organization and us when you use testee.

In force since 14 November 2026

Arcolabs OÜ, registry code 17587452, Sepapaja tn 6, 15551 Tallinn, Estonia · hello@testee.ai

These terms are an agreement between Arcolabs OÜ (registry code 17587452, Sepapaja tn 6, 15551 Tallinn, Estonia; "we") and the organization that creates a testee account ("you"). By creating an account or using the service on behalf of an organization, you confirm that you may bind it to these terms.

testee is for businesses. It isn't offered to consumers. Our Privacy policy and Data processing agreement are part of these terms.

The service.

testee lets you build structured interviews, have candidates take them with an AI interviewer, and review a report of how each answer covered the expectations you wrote, with quotes, recordings and transcripts as evidence.

- **Human decisions.** The AI's coverage score and summaries support your team's review. They aren't a hiring decision, and you must not use them as the sole basis for one. A person in your team decides.
- **AI output can be wrong.** Transcription, analysis and generated content may contain mistakes. Check the evidence before you rely on a result.
- **Changes.** We improve the service continuously. We won't remove a core feature of your plan during a paid period without telling you in advance.

Accounts and your team.

- Everyone with an account must be at least 18 years old and use testee for their work.

- Keep sign-in details safe and turn on two-factor authentication for owners and admins. You're responsible for what happens under your accounts.
- Owners and admins decide who joins your organization and with which role. Remove people who leave.
- Give accurate company details. We may verify a company's identity before its invitations show it as verified.

Your responsibilities in hiring.

You use testee as the employer or recruiter, and you're responsible for your hiring process. In particular you:

- Tell candidates an AI conducts the interview and get any consent the law requires. testee shows the AI notice and the recording notice and records consent before every interview, but the legal duty stays with you.
- Write expectations that relate to the job, and don't use testee to screen on protected characteristics or in any way that discriminates unlawfully.
- Offer accommodations to candidates who need them, such as answering in text mode instead of by voice, or another way to be assessed.
- Comply with the laws that apply where you hire, including the GDPR, the EU AI Act, New York City's Local Law 144 and the Illinois AI Video Interview Act where relevant. Our Guides explain them, but they aren't legal advice.
- Handle candidates' data you export or share as its controller.

Acceptable use.

Don't:

- Break the law, infringe others' rights or upload malware.
- Try to get around limits, access checks or another customer's data, or probe the service's security without our written permission.
- Use the service to build a competing product, or scrape it.

- Send unsolicited messages to people through invitations or shares.
- Overload the service. API rate limits apply and are described in the API documentation.

We may suspend an account that breaks these rules or puts the service or other customers at risk. We'll tell you why and give you a chance to fix it unless the risk is urgent.

Plans, trial and payment.

- **Free trial.** Each new organization gets a 14-day trial with no payment card, which includes 150 interview minutes. It ends on its own; nothing is charged.
- **Subscriptions.** Monthly and yearly plans are sold to you by Stripe as our reseller and merchant of record (shown as "Sold through Link"): Stripe takes the payment in USD, EUR or GBP, adds the taxes, issues the receipts and invoices and handles payment support under its own terms. They're billed in advance; extra usage is billed monthly. Enterprise is sold to businesses by Arcolabs OÜ under a separate contract that sets its prices, invoicing and taxes. Your plan's page shows what each plan includes.
- **Interview minutes.** Each interview counts its actual length, rounded up to the minute, and never more than the length it was built for. Minutes renew every month, on yearly plans too, and unused minutes don't carry over.
- **Extra usage.** Off by default. If an owner turns it on, use beyond the plan is billed at the listed prices up to the monthly cap the owner sets.
- **Changes and cancellation.** Upgrades apply at once with a prorated charge. Downgrades and cancellations take effect at the end of the paid period. Fees already paid aren't refunded, except where the law requires.
- **Late payment.** If a payment fails, we'll tell you and may limit the service until it's paid.

Your data.

- **It's yours.** You keep all rights to your content: interviews, expectations, candidates' data and results. We use it only to provide the service to you, and to improve testee only as the Data processing agreement allows (measurements of how interviews run and candidates' optional feedback, never to train AI models).

- **No training.** We don't use your content or candidates' data to train AI models.
- **Processing.** We process personal data in your content as your processor under our Data processing agreement.
- **Export and deletion.** You can export results and candidates' data and erase candidates at any time. When you delete a company or your organization, its data is deleted for good after a 7-day grace period.

Our intellectual property.

testee, its software, design and templates belong to us. We grant you the right to use them for your hiring while your subscription runs. Feedback you give us we may use to improve testee, without any obligation to you.

Availability and support.

We aim to keep testee available at all times and announce planned maintenance in advance. Interviews already running are allowed to finish when we pause new ones. Support is by email; Enterprise plans can agree on service levels in a separate order.

Confidentiality.

Each of us keeps the other's non-public information confidential and uses it only for this agreement, except what the law requires to be disclosed.

Liability.

- testee is provided as is. We don't guarantee it will be free of errors or that it will lead to a particular hiring outcome.
- Neither of us is liable for indirect or consequential losses, lost profits or lost data that backups would have prevented.

- Each party's total liability under these terms in any 12 months is limited to the fees you paid us in those 12 months.
- These limits don't apply to liability that can't be limited by law, to breaches of confidentiality, or to your payment obligations.

Term and termination.

These terms apply while you have an account. You can cancel your subscription or delete your organization at any time. We can end them with 30 days' notice, or at once if you seriously break them. After the end, we delete your data as described above.

Changes to these terms.

We publish new versions here with the date they apply from and email organization owners at least 30 days before significant changes apply. If you don't agree, you can cancel before then.

Law and disputes.

These terms are governed by the laws of Estonia. Disputes go to Harju County Court in Tallinn, unless mandatory law says otherwise. Questions about these terms: hello@testee.ai.