

Noktra Terms of Service

Effective Date: July 7, 2026

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Applies to: Noktra and its current and future services

These Terms explain the rules for using Noktra services. They are designed to apply across Noktra websites, applications, APIs, Discord bots, creator platforms, paid features, beta programs, and future offerings. Some services may also have service-specific rules. Where a service-specific rule conflicts with these Terms, the service-specific rule controls for that service.

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1. Acceptance and Scope

These Terms of Service ("Terms") form a legal agreement between you and Noktra ("Noktra," "we," "us," or "our"). By accessing, installing, connecting to, creating an account for, purchasing from, or using any

Noktra Service, you agree to these Terms, our Privacy Policy, our Refund Policy, and any service-specific rules we make available to you.

"Noktra Services" include, without limitation, Noktra websites, Cookie, Lockie, Vaultory, dashboards, Discord bots, applications, APIs, support tools, creator tools, beta programs, paid plans, and future products or services operated by Noktra.

If you do not agree to these Terms, do not use the Noktra Services. If you use a Noktra Service on behalf of an organization, you confirm that you have authority to accept these Terms for that organization, and "you" includes that organization.

2. Definitions

Term	Meaning
Account	An account, profile, identity, or authorization used to access a Noktra Service, including an account connected through Discord, GitHub, or another approved provider.
Content	Text, files, code, projects, releases, images, messages, data, media, metadata, configurations, software, AI inputs or outputs, and other materials available through a Noktra Service.
Creator	A person or organization that uploads, publishes, distributes, manages, or otherwise makes Content available through a Noktra Service.
Paid Service	A subscription, one-time purchase, lifetime plan, premium feature, paid add-on, donation benefit, or other paid offering.
Service-Specific Terms	Additional rules, guidelines, notices, plan terms, creator terms, or product disclosures that apply to a particular Noktra Service.
User Content	Content that you or someone acting on your behalf uploads, submits, sends, creates, stores, publishes, or otherwise makes available through the Noktra Services.

3. Eligibility and Authority

You may use the Noktra Services only if you are legally permitted to do so. You must comply with applicable laws, regulations, platform rules, and these Terms. You may not use the Services if we have previously suspended or terminated your access, unless we give you written permission to return.

If you are below the age at which you can make a binding agreement where you live, you may use the Services only with the permission and supervision of a parent or legal guardian. Some features, purchases, and service integrations may have higher age or consent requirements. We may limit access to a feature where required by law or a third-party platform.

4. Accounts and Access

Some Services require an Account or access through a third-party account, such as Discord or GitHub. You are responsible for providing accurate information, maintaining access to your account, and keeping your credentials and connected accounts secure. You are responsible for activity performed through your Account unless applicable law provides otherwise.

You must promptly notify us at contact@noktra.ca if you reasonably believe your Account has been compromised, misused, or accessed without authorization. We may restrict or suspend access while investigating security concerns, fraud, or violations of these Terms.

- Do not create an Account with false information, impersonate a person or organization, or misuse another person's identity.
- Do not buy, sell, rent, transfer, share, or trade Accounts or access credentials unless we expressly permit it in writing.
- Do not evade a suspension, ban, security restriction, rate limit, or other access control by creating another Account, using another identity, or using a third party.
- Keep your contact information current when the relevant Service allows you to provide or update it.

5. Service Rules and Acceptable Use

You must use the Noktra Services responsibly and lawfully. You may not use, or help another person use, the Services in a way that harms users, Noktra, third parties, or the reliability and security of the Services.

5.1 Prohibited Conduct

- Violate any law, regulation, court order, export control, sanction, third-party platform rule, or intellectual-property right.
- Harass, threaten, abuse, stalk, defame, discriminate against, or unlawfully exploit another person.
- Upload, distribute, link to, or facilitate malware, ransomware, spyware, credential theft, phishing, malicious code, harmful payloads, or files intended to compromise devices, accounts, networks, or data.
- Use the Services for fraud, deception, scams, spam, artificial engagement, fake reviews, impersonation, unauthorized advertising, or misleading claims.
- Attempt to access accounts, data, systems, APIs, networks, or security controls without authorization.
- Probe, scan, interfere with, overload, scrape, or disrupt the Services except through authorized interfaces and ordinary use.
- Reverse engineer, decompile, disassemble, bypass, or attempt to discover source code, business logic, security measures, or non-public APIs except where non-waivable law expressly permits it.
- Use automated tools, bots, scripts, crawlers, or data collection methods that exceed published limits, circumvent access controls, create unreasonable load, or violate a Service's rules.
- Circumvent billing, subscription limits, feature limits, licensing restrictions, creator protections, download controls, or geographic or account restrictions.
- Collect or publish personal information about another person without a lawful basis or appropriate authorization.
- Use the Services to distribute unlawful content, exploit minors, facilitate non-consensual intimate content, or promote violence or unlawful activity.

- Use the Services in a manner that could damage the reputation, integrity, security, or availability of Noktra or a third party.

5.2 Security Research

Good-faith security reporting is welcome when conducted responsibly. Do not access, alter, destroy, disclose, or exfiltrate data that you do not own or have permission to test. Do not create service disruption, social-engineer Noktra personnel or users, or publicly disclose a suspected vulnerability before we have had a reasonable opportunity to investigate it. Send responsible reports to contact@noktra.ca.

5.3 Enforcement

We may investigate suspected misuse and take proportionate action, including removal of Content, feature restrictions, rate limiting, temporary suspension, permanent termination, cancellation of Paid Services, preservation of records, and reports to affected parties or authorities where appropriate. We are not required to monitor every use of the Services, but we may use automated and human review to enforce these Terms and protect the Services.

6. Third-Party Platforms and Integrations

Some Noktra Services work with or rely on third-party platforms and providers, including Discord, GitHub, payment processors, hosting providers, app stores, analytics services, and security vendors. Your use of those third-party services is governed by their own terms, policies, and settings.

Discord is not affiliated with, responsible for, or a party to Noktra Services unless Discord states otherwise. Server owners and administrators are responsible for configuring Cookie, Lockie, and similar services appropriately for their communities. Noktra is not responsible for a server owner's moderation decisions, permissions, settings, or enforcement choices.

We may change, suspend, or remove an integration if a third party changes its service, platform rules, technical capabilities, permissions, or availability. We are not responsible for third-party services, content, security, availability, or policies.

7. User Content and Creator Content

You retain ownership of User Content that you own. You are responsible for your User Content, including confirming that you have all rights, permissions, licenses, and consents needed to submit it and allow Noktra to operate the Services.

To operate, protect, improve, and promote the Services, you grant Noktra a non-exclusive, worldwide, royalty-free, sublicensable, transferable license to host, store, reproduce, process, adapt for technical formatting, display, distribute, make available, and otherwise use your User Content solely as needed to provide, secure, maintain, improve, and market the relevant Service. This license ends when your User Content is removed from the Service, except to the extent copies remain in backups, logs, fraud-prevention records, legal records, or content previously shared with other users under the applicable Service functionality.

For Vaultory and similar creator platforms, Creators retain the rights they own in their projects, releases, files, metadata, logos, descriptions, and other Creator Content. Creators grant Noktra the limited license

needed to host, scan, index, cache, distribute, display, promote, and provide download access to that Content through the Service, subject to the Creator's chosen license and the Service's functionality.

7.1 Files, Downloads, and Safety

Noktra may scan uploaded files, links, metadata, and releases using automated or manual security measures, including malware detection, hashing, reputation checks, and abuse review. A scan, label, approval, or availability of Content does not guarantee that Content is safe, lawful, accurate, compatible, or free of harmful code. You download and use third-party Content at your own risk and should use appropriate security practices.

We may block, quarantine, remove, restrict, or investigate files and Content that appear to be malicious, unlawful, infringing, misleading, unsafe, or inconsistent with these Terms. We may preserve relevant records to investigate abuse, comply with law, or protect affected users.

7.2 Content Removal and Complaints

We may remove or restrict Content at our discretion when we reasonably believe it violates these Terms, a service-specific rule, law, a third-party right, or the security and integrity of the Services. We may, but are not required to, notify the Creator or provide an opportunity to appeal. To report suspected infringement, abuse, unsafe files, or policy violations, contact us at contact@noktra.ca with enough information for us to evaluate the report.

8. Intellectual Property

Noktra and its licensors own the Noktra Services, including their software, interfaces, branding, designs, documentation, text, graphics, service marks, logos, and other materials, except for User Content and third-party materials. These Terms do not grant you ownership of Noktra intellectual property.

Subject to these Terms, Noktra grants you a limited, personal, non-exclusive, non-transferable, non-sublicensable, revocable license to access and use the Services for their intended purpose. You may not use Noktra names, logos, or branding in a way that implies sponsorship, endorsement, or affiliation without our prior written permission.

If you send feedback, ideas, suggestions, or improvement requests, you grant Noktra a non-exclusive, perpetual, irrevocable, worldwide, royalty-free right to use and incorporate that feedback without restriction or compensation. This does not give Noktra ownership of your separate pre-existing intellectual property.

9. Paid Services, Billing, and Renewals

Paid Services may include subscriptions, one-time purchases, lifetime plans, premium bot features, creator tools, and other paid offerings. Prices, currencies, taxes, plan limits, billing intervals, and features are shown at checkout or in the relevant Service. You authorize Noktra and our payment processors to charge the payment method you provide for the selected purchase and applicable taxes.

Unless clearly stated otherwise at checkout, subscriptions renew automatically at the end of each billing period until you cancel. You are responsible for cancelling before the next renewal date if you do not want to continue. Cancellation stops future renewal charges but normally does not end access before the already-paid period ends.

Prices and plan features may change prospectively. Where required by law or reasonably practical, we will provide advance notice of material changes to a recurring subscription. Taxes, exchange rates, and card issuer charges may vary based on your location, payment method, or financial institution.

If a payment fails, is reversed, or is disputed, we may retry the charge where lawful, restrict paid functionality, suspend access to the Paid Service, or ask you to update your payment method. We may correct clear pricing, billing, or product-description errors, including by cancelling an affected transaction and issuing an appropriate refund.

10. Refunds and Cancellations

Our Refund Policy forms part of these Terms and describes when refunds may be available. It does not limit rights that cannot lawfully be waived. For subscriptions, you may cancel through the relevant account, dashboard, payment portal, or by contacting us at contact@noktra.ca. Please include the account email or platform identity, service name, purchase date, and transaction or invoice identifier where available.

If you obtain a Noktra Service through an app store, marketplace, reseller, or another third party, the third party's billing and refund rules may apply. We may not be able to issue refunds for purchases we did not process directly.

11. Beta, Experimental, and AI Features

Some features may be labeled beta, preview, experimental, early access, or similar. These features may change, have defects, lose data, provide incomplete results, or be discontinued without notice. Do not rely on beta features for critical, safety-sensitive, legal, financial, or production purposes.

Where Noktra offers AI-enabled features, outputs may be inaccurate, incomplete, outdated, or unsuitable for a particular use. You are responsible for reviewing AI-generated output before relying on, sharing, publishing, or acting on it. Do not submit confidential or sensitive information to AI features unless the relevant Service clearly states that it is appropriate to do so.

You must not use AI features to violate these Terms, create deceptive content, impersonate others, infringe rights, or generate or distribute unlawful material. We may apply usage limits, safety checks, logging, review, and restrictions to AI features.

12. Privacy and Communications

Our Privacy Policy explains how we collect, use, disclose, protect, retain, and otherwise handle personal information. By using the Services, you acknowledge that you have reviewed the Privacy Policy.

We may send service-related notices, security alerts, legal notices, billing messages, maintenance notifications, and account communications electronically. You may opt out of non-essential marketing communications where an unsubscribe option is provided, but you cannot opt out of communications needed to administer your account, provide the Service, protect security, or comply with law.

13. Suspension and Termination

You may stop using the Services at any time. You may request account deletion as described in the Privacy Policy, subject to data we must retain for legitimate purposes such as legal compliance, fraud prevention, security, financial records, and dispute resolution.

We may suspend or terminate your access, remove Content, or cancel a Paid Service if we reasonably believe that you violated these Terms, created risk for users or the Services, failed to pay, caused security concerns, or if we must do so to comply with law or a third-party platform requirement. Where appropriate, we may provide notice and an opportunity to address the issue, but we may act immediately when needed to prevent harm, fraud, security incidents, or ongoing violations.

Upon termination, your right to use the relevant Service ends. Sections that by their nature should continue, including sections concerning intellectual property, disclaimers, liability limits, indemnity, disputes, and retained records, survive termination.

14. Service Availability and Changes

We work to keep the Services available, secure, and useful, but we do not guarantee uninterrupted or error-free operation. The Services may be unavailable because of maintenance, security incidents, software or hardware problems, telecommunications or network failures, third-party outages, changes to platform APIs, force majeure events, or other causes beyond our reasonable control.

We may modify, replace, add, remove, suspend, or discontinue any part of a Service. We will use reasonable efforts to provide advance notice of significant planned maintenance or material changes when practical. We are not required to maintain any particular feature, integration, Content format, compatibility, or level of service unless we expressly agree otherwise in writing.

15. Disclaimers

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE NOKTRA SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE." NOKTRA DISCLAIMS ALL WARRANTIES, REPRESENTATIONS, AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, QUIET ENJOYMENT, ACCURACY, AND AVAILABILITY.

Noktra does not warrant that the Services will be secure, uninterrupted, error-free, compatible with every device or platform, free of harmful components, or that Content, files, downloads, AI outputs, community content, or third-party materials will be accurate, safe, lawful, complete, or suitable for your needs. Nothing in these Terms excludes a warranty, guarantee, condition, or right that cannot lawfully be excluded.

16. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NOKTRA AND ITS AFFILIATES, OWNERS, OFFICERS, EMPLOYEES, CONTRACTORS, LICENSORS, AND SERVICE PROVIDERS WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, OR FOR LOSS OF PROFITS, REVENUE, DATA, GOODWILL, BUSINESS OPPORTUNITY, OR SERVICE INTERRUPTION,

ARISING OUT OF OR RELATED TO THE SERVICES OR THESE TERMS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NOKTRA'S TOTAL LIABILITY FOR ALL CLAIMS ARISING OUT OF OR RELATED TO A PARTICULAR SERVICE OR THESE TERMS WILL NOT EXCEED THE GREATER OF: (A) THE AMOUNT YOU PAID NOKTRA FOR THAT SERVICE IN THE TWELVE MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM; OR (B) CAD \$100.

Some jurisdictions do not allow certain exclusions or limits. In those jurisdictions, the exclusions and limits above apply only to the extent permitted by applicable law. Nothing in these Terms limits liability for fraud, intentional misconduct, death or personal injury caused by negligence where such limitation is prohibited, or any other liability that cannot lawfully be excluded or limited.

17. Indemnity

To the maximum extent permitted by applicable law, you will defend, indemnify, and hold harmless Noktra and its affiliates, owners, officers, employees, contractors, licensors, and service providers from claims, damages, losses, liabilities, costs, and expenses, including reasonable legal fees, arising from or related to: (a) your User Content; (b) your use or misuse of the Services; (c) your violation of these Terms or applicable law; or (d) your violation of another person's rights. We may assume control of the defense of a claim at your expense where permitted by law, and you agree to cooperate reasonably with that defense.

18. Governing Law and Disputes

These Terms and disputes arising from them are governed by the laws of the Province of Ontario and the federal laws of Canada applicable in Ontario, without regard to conflict-of-law principles. The courts located in Ontario, Canada will have exclusive jurisdiction over disputes, except where applicable law gives you the right to bring a dispute in another forum or prevents this choice of law or venue from applying.

Before starting formal legal proceedings, please contact us at contact@noktra.ca and provide a description of the issue, relevant account details, and the outcome you are seeking. We will try in good faith to resolve the matter directly. This informal process does not prevent either party from seeking urgent court relief where necessary to prevent immediate harm or preserve rights.

19. Changes to These Terms

We may update these Terms to reflect changes to our Services, business practices, laws, security requirements, or user feedback. We will post the updated Terms with a new effective or last-updated date. For material changes, we may provide additional notice through the relevant Service, email, or another reasonable method.

Unless applicable law requires otherwise, updated Terms take effect when posted or on the effective date stated in the notice. Your continued use of the Services after the effective date means you accept the updated Terms. If you do not agree to updated Terms, stop using the affected Services and cancel any recurring subscription before the next billing period.

20. General Terms

These Terms, together with the Privacy Policy, Refund Policy, and applicable Service-Specific Terms, are the entire agreement between you and Noktra regarding the Services. If a provision is unenforceable, the remaining provisions remain in effect and the unenforceable provision will be interpreted as closely as possible to its intended effect where permitted by law.

Our failure to enforce a provision is not a waiver. You may not assign or transfer these Terms or your rights under them without our written consent. We may assign these Terms in connection with a merger, acquisition, restructuring, asset sale, or transfer of a Service, subject to applicable law. There are no third-party beneficiaries to these Terms except where a provision expressly says otherwise.

Electronic notices, records, and agreements satisfy legal requirements for written communications to the extent permitted by law. Headings are for convenience only and do not affect interpretation.

21. Contact

Questions, notices, or reports

Email: contact@noktra.ca

Website: noktra.ca

Please include the relevant Service, your account or platform identity, and a clear description of your request when possible.