

Sentinel Guard Terms of Service

Effective Date: February 19, 2026

Last Updated: February 19, 2026

These Terms of Service (“Terms”) govern your access to and use of all products, services, applications, software, APIs, and websites operated by Sentinel Guard (“Sentinel Guard,” “Company,” “we,” “our,” or “us”).

By accessing or using any Sentinel Guard service, you agree to these Terms.

1. Scope of Services

These Terms apply to all Sentinel Guard offerings, including:

- Sentinel Guard Platform
- Sentinel VPN
- Sentinel Identity
- Sentinel Family
- Sentinel Shield
- Sentinel Vault
- Sentinel CTI
- Enterprise & MSP services
- APIs, dashboards, and integrations

Services may be updated, modified, or discontinued at our discretion.

2. Eligibility

You must be at least 18 years old or the age of majority in your jurisdiction.

If using services on behalf of an organization, you represent that you have authority to bind that organization.

3. Account Registration & Security

You agree to:

- Provide accurate information
- Maintain secure login credentials
- Notify us of unauthorized access
- Accept responsibility for account activity

We are not responsible for losses caused by failure to secure your account.

4. Subscription & Billing

Certain services require payment.

4.1 Fees

Prices are displayed on our website.

4.2 Auto-Renewal

Subscriptions renew automatically unless canceled before renewal.

4.3 Payment Authorization

You authorize recurring charges to your payment method.

4.4 Non-Payment

Failure to pay may result in suspension or termination.

5. Acceptable Use

You may not use Sentinel Guard services to:

- Violate laws
- Conduct hacking or fraud
- Transmit malware
- Abuse networks
- Infringe intellectual property

Violation may result in immediate termination.

6. Privacy & Data Protection

Your use is governed by our Privacy Policy.

Sentinel Guard:

- Does not sell personal information
- Implements encryption in transit and at rest
- Applies access control safeguards

6.1 GDPR Compliance

For EU/EEA users:

Sentinel Guard acts as:

- Data Controller for account data
- Data Processor for customer-submitted data

You may request access, correction, deletion, portability, or restriction of processing.

6.2 CCPA / CPRA Rights (California)

California residents may:

- Request disclosure of collected data
- Request deletion
- Request correction
- Opt-out of sale (we do not sell data)

We do not discriminate against users exercising privacy rights.

7. HIPAA & Healthcare Clients

Sentinel Guard is not a covered entity unless explicitly contracted.

Healthcare clients may request a Business Associate Agreement (BAA) under separate written agreement.

Encryption and access controls are implemented consistent with industry standards.

8. Enterprise & MSP Terms

Enterprise customers may operate under a separate Master Services Agreement (MSA).

MSPs may not resell services without written authorization.

White-label rights require a signed agreement.

9. Service Availability & SLA

We strive for high availability but do not guarantee uninterrupted service.

For enterprise customers under written agreement:

Target uptime: **99.9% monthly availability**

Exclusions include:

- Scheduled maintenance
- Force majeure
- Customer-caused disruptions
- Third-party failures

Service credits may apply per enterprise agreement.

10. Security Standards & SOC 2 Alignment

Sentinel Guard aligns with SOC 2 Trust Services Criteria:

- Logical access controls
- Encryption standards
- Incident response program
- Vendor risk management
- Continuous monitoring

Certification status, if applicable, will be stated separately.

No system is completely immune from risk.

11. Third-Party Services

Some features integrate with third-party providers.

We are not responsible for third-party outages, policies, or content.

12. Intellectual Property

All Sentinel Guard software, trademarks, branding, and content are owned by Sentinel Guard or its licensors.

You receive a limited, non-exclusive, non-transferable license for authorized use.

You may not reverse engineer, distribute, or resell without written permission.

13. Suspension & Termination

We may suspend or terminate service for:

- Violation of Terms
- Fraud
- Non-payment
- Security threats

You may cancel your subscription at any time.

Termination does not relieve unpaid fees.

14. Disclaimer of Warranties

Services are provided “as is” and “as available.”

We disclaim warranties including:

- Merchantability
- Fitness for a particular purpose
- Non-infringement
- Uninterrupted service

15. Limitation of Liability

To the maximum extent permitted by law:

Sentinel Guard is not liable for:

- Indirect damages
- Consequential damages
- Lost profits
- Data loss

Total liability shall not exceed the amount paid in the prior 12 months.

Nothing limits liability for fraud, gross negligence, or rights that cannot be waived by law.

16. Indemnification

You agree to indemnify Sentinel Guard against claims arising from:

- Misuse of services
- Violation of these Terms
- Violation of third-party rights

17. U.S. Arbitration & Class Action Waiver

Any dispute shall be resolved by binding arbitration under American Arbitration Association rules.

You waive:

- Jury trial rights
- Participation in class actions
- Collective or representative claims

Disputes must be brought individually.

18. Force Majeure

We are not liable for delays caused by events beyond reasonable control, including:

- Natural disasters
- War
- Cyberattacks
- Infrastructure failures

19. Changes to Terms

We may update these Terms at any time.

Material changes may be communicated by:

- Website notice
- Email
- In-app notification

Continued use constitutes acceptance.

20. Governing Law

These Terms are governed by the laws of the jurisdiction where Sentinel Guard is registered.

21. Severability

If any provision is unenforceable, remaining provisions remain in effect.

22. Entire Agreement

These Terms, together with the Privacy Policy and any plan-specific agreements, constitute the entire agreement between you and Sentinel Guard.

Contact Information

Sentinel Guard

Email: support@sentinelguard.net

Website: www.sentinelguard.net