

Terms of Use

Platform terms and conditions for operators of TotalSettle.

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1. About these terms

These Terms of Use govern access to the TotalSettle platform at totalsettle.com (the Service). The Service is provided by CaseFlow Automation Ltd, a company registered in England and Wales with registered office at 7-9 Macon Court, Crewe, CW1 6EA, and registered with the Information Commissioner's Office under ZC013423.

2. Who can use the Service

The Service is provided to operators of UK motor claims, credit hire and fleet workflows under a separate written agreement. Authorised users (handlers, managers, administrators) may use the Service in accordance with that agreement and these terms.

3. Accounts and access

- You are responsible for the security of credentials issued to your users.
- You must not share accounts. Each handler has their own login.
- You must notify us promptly of any suspected unauthorised access.
- We may suspend access where required for security, legal or contractual reasons.

4. Acceptable use

- Use the Service only for legitimate motor claim settlement activity.
- Do not upload material you do not have the right to process.
- Do not attempt to bypass tenant isolation, access controls or rate limits.
- Do not use the Service to send unsolicited communications to customers.
- Do not reverse engineer the platform or its AI prompts.

5. Data protection

Your processing of personal data through the Service is governed by the Data Processing Agreement entered into between you and CaseFlow Automation Ltd. You are the Data Controller for claimant data. We act as Data Processor under your instructions. Our handling of AI and PII redaction is described at totalsettle.com/ai-data-handling and in the AI Safety and Security Policy in this pack.

The Service applies automatic data minimisation: claimant personal data is anonymised when a settlement completes, and any case still open 30 days after creation is anonymised and marked expired, with an operator warning 7 days beforehand. Anonymised settlement statistics are retained. You should complete any settlement you need within these windows or export what your own retention obligations require.

6. AI outputs

The Service uses AI to extract data and draft customer-facing summaries. AI outputs are decision support, not final decisions. You must review AI outputs through a trained handler before issuing settlement to a customer. We do not warrant that AI outputs are free from error. Liability for settlement decisions rests with the operator.

7. Service availability

We aim for high availability but the Service is provided on an as-available basis. Planned maintenance will be notified in advance where reasonably practicable. Specific availability commitments, if any, are set out in your service agreement.

8. Fees

Fees are set out in your order form or service agreement. Standard pricing is a one-off setup of GBP 500 and from GBP 12 per claim, with volume tiers for 100+ claims per month.

9. Intellectual property

All right, title and interest in the Service, including the platform, AI prompts and documentation, remains with CaseFlow Automation Ltd and its licensors. You retain rights to your data and your customers' data.

10. Limitation of liability

To the maximum extent permitted by law, neither party is liable for indirect or consequential loss. Total liability is limited as set out in your service agreement. Nothing in these terms limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot lawfully be limited.

11. Termination

Either party may terminate in accordance with the service agreement. On termination we will provide a reasonable export window and then delete your organisation's data, subject to any legal hold. This is in addition to the automatic in-life anonymisation described in clause 5.

12. Governing law

These terms are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction.

13. Contact

Questions about these terms: info@caseflowautomation.co.uk.

CaseFlow Automation Ltd is the holding company that publishes TotalSettle. Registered in England and Wales. ICO registration: ZC013423. Registered office: 7-9 Macon Court, Crewe, CW1 6EA. This document forms part of the TotalSettle policy pack and is provided for information. It does not constitute legal advice. For the signed DPA, sub-processor list, or DPIA, contact info@caseflowautomation.co.uk.