Terms of service

Version e3291fb064d0, kept at https://starlightglobal.industries/terms/e3291fb064d0. The current version is at https://starlightglobal.industries/terms.

Who these terms are between

These terms are between you and Starlight Global Industries LLC, a Wyoming limited liability company (“SGI”, “we”). They cover Sluice, Iris, Streamline, Exchange, Scan and Cadence, and any work we do for you on SGI hardware. Starlight Global Commerce LLC (“SGC”), which SGI owns, collects payments on SGI’s behalf as its payment agent. If you pay with an account from outside the United States, you buy Starlight credits from Link, LLC instead, which sells them through Stripe as the seller of record, adds any local sales tax, VAT or GST at checkout, and sends your receipt. SGI still provides every service the credits pay for, and these terms still cover that service.

How we work

1. **We turn the data you own about your things into structured data then give it back to you.** Your data is not for sale.
2. **Your data is used for one purpose: providing you with the service you asked for.** Nothing you record is published, shared or used to train a model without your explicit consent.
3. **Your data is yours.** You can export what we hold about your things at any time, at what the export costs us, and deletion is honored across the stack.
4. **Everything carries its provenance.** Every fact in a record says where it came from, who wrote it and how sure they were; every claim we make resolves to a primary source.
5. **The price is shown before the work and the cost after.** Our rate card is public and derived from what the work measurably costs us.
6. **Prepaid credit never expires.** If we cannot deliver what you paid for, we refund it.

These six are part of the terms. Where anything below seems to say less, the principle wins.

Your data

- You own what you record and everything we derive from it.
- The recording you upload is deleted automatically once processing is done.
- If your Starlight credits run out, or an invoice for your use goes unpaid, what Sluice, Scan and Cadence keep for you moves to Trash and stays there for at least 24 hours. Add credit before it is deleted and everything comes back automatically. Once it is deleted, it cannot be recovered. Anything kept on your own devices is not affected.
- What Sluice derives from a recording is kept until you forget it, with “Forget this recording”, with “Forget selected” for several recordings at once, or with “Forget every recording” for all of them. That covers its stills and crops, the outline of each item, the items it found, and the vector

representations of its visual and textual elements. Forgetting a recording deletes all of it, and the deletion is final.

- You can export what we hold about your things at any time. An export is priced at what it costs us to produce, from our public rate card, and you see the price before it starts.
- Your recordings and what Sluice derives from them are processed by software.

Work on SGI hardware

When Sluice processes a recording on SGI hardware:

- The recording you upload is received by that machine and deleted from it when processing is done. You keep the original.
- What Sluice derives from it is kept until you forget the recording, as described above.
- We keep a fingerprint of each recording you upload, though not the recording itself, so the same recording uploaded again links to the results you already have. Choosing “Forget every recording” deletes the fingerprints as well.

Some work runs on rented hardware from another provider. Before any of your recording goes there, you are shown that provider’s terms and asked to accept them.

What you may upload

Upload only recordings you have the right to make and to share with us. Use them to obtain data about the items visible in the video. Your recordings should mainly show items. They should not show people, and they must not contain sexual imagery of any kind. We report illegal material to the authorities as the law requires. We reserve the right to close any account associated with illegal activity, without a refund.

Paying

Sluice is paid for from a prepaid balance. You see the price before work starts and the cost after it ends. The smallest top-up is $15. Credit you pay for never expires, and if we cannot deliver what you paid for, we refund it to the payment method it came from. This applies to every account except one closed for illegal activity.

We sometimes offer complimentary credit as a promotion. Promotional credit is added to your account only after you accept the offer, and the offer states when that credit expires. It is shown apart from the credit you paid for, it is spent first, and any of it left unspent when it expires is removed from your balance.

Your record of these terms

Each time you acknowledge a version of these terms, or a provider’s terms, we record the version, the date, and the upload and machine it was for. Your account page shows every one.

Governing law

The laws of the State of Colorado govern these terms.