

Terms of Service

These terms are an agreement between you (“you”, “the therapist”) and **A Possible Space Ltd.** (“we”, “us”, “our”) for your use of **Parts**, our tool for mapping a client’s Internal Family Systems (IFS) landscape. By accepting these terms – including at sign-up – you agree to them.

They work alongside two other documents: our Privacy Policy (how we handle personal data) and our Data Processing Agreement (the data-protection contract for your clients’ data, which forms part of these terms and prevails on data-protection matters).

- **Provider:** A Possible Space Ltd., company number 11617016, VAT number GB364357384, registered in England & Wales, registered office: The Old Bakery, 90 Camden Road, Tunbridge Wells, England, TN1 2QP.
- **Contact:** us@possible.space (legal/privacy), help@ifs.tools (support).
- **Effective date:** 2026-06-10. **Version:** 2026-06-05.

What this means for your clients’ data – in short

Because we know this is your first worry:

- Your Maps and notes are **yours** (and your clients’), not ours.
- You can **export** your Maps at any time.
- We **never delete your data** just because a payment is late.
- Your data is only ever deleted when **you ask us to erase it**.

The detail is below and in the Privacy Policy and DPA.

1. Who can use Parts

You may use Parts only if you are **at least 18 years old** and a **practising therapist**. By using Parts you confirm that you are appropriately qualified and insured to practise. We get to know the practitioners we onboard personally, and we trust your confirmation rather than asking you for paperwork.

2. What Parts is – and what it is not

Parts is a thinking-and-reviewing tool for the work you do **between** sessions – to keep track of, visualise, and review the Parts and Relationships in a client’s inner world. Here’s what it is not, so there’s no confusion:

- Parts is a **supporting tool. It is not a medical device** and gives no clinical advice or diagnosis.
- Parts is **not for emergencies or crisis use**, and is no substitute for your professional judgment or for emergency services.
- Parts is **not your official clinical record**. You remain responsible for meeting your own professional and legal record-keeping obligations, and for keeping whatever records you are required to keep.

3. Intended use — private practice

Parts is provided for **private-pay practice**. It is **not** offered as a system of record for organisations subject to specific healthcare regulation (for example, HIPAA-covered entities in the US, or equivalent rules elsewhere) without a separate written agreement with us. When you sign up, you confirm you are using Parts in a private-pay capacity.

4. Your responsibilities for your clients' information

When you record information about a client, **you are the data controller** for that information and we are your **data processor**. This means:

- You are responsible for having a **lawful basis and any necessary consent** to record each client's information in Parts — including, where the client is a child, the necessary **parental or guardian consent**.
- You are responsible, as their controller, for **telling your clients** how their information is used (the privacy information the law requires you to give them).
- The terms on which we process client information for you are set out in our Data Processing Agreement, which forms part of these terms.

5. Acceptable use

You agree not to: use Parts unlawfully; record other people's information without the authority to do so; attempt to breach, probe, or reverse-engineer the service; or resell or sublicense it. You are responsible for keeping your account credentials secure.

6. Fees and payment

- **Subscription.** Parts is a flat subscription per therapist, with unlimited clients and Maps, billed monthly or annually in advance.
- **How fees are agreed.** During our concierge launch, fees are as **agreed with you and set out in your invoice**; there is no public price list. We invoice through Stripe.
- **Prices and VAT.** Prices are in **pounds (GBP)** and don't include VAT. Where the law requires it, we add VAT or local tax to your invoice based on where you are. If you're a business outside the UK, your local tax rules may mean you account for the tax yourself — your accountant can confirm.
- **Price changes.** We may change our fees on at least **30 days' notice** before a renewal; the new fee applies from your next renewal.
- **Cancellation and refunds.** You may cancel at any time; your access continues until the end of the period you've paid for. We don't give pro-rata refunds for the unused remainder of a period (except as noted in the DPA if you leave because of a sub-processor change you reasonably object to), though we may offer a goodwill refund at our discretion.
- **Business use.** You use Parts for your professional practice, so consumer cancellation rights (such as the 14-day distance-selling right) do not apply.
- **Non-payment.** If your account falls overdue, we'll contact you. We may suspend or limit access, but we will **not delete your data** because of a lapse — your Maps are retained, and deletion happens only when you ask us to erase them.

7. Your content

The information you record in Parts — your Maps, Parts, Relationships, and notes — remains **yours** (or your clients'). You grant us only the limited permission we need to store, process, and display it in order to provide the service. You can export your Maps and request erasure at any time (see the Privacy Policy and DPA).

8. Availability

We provide Parts with reasonable skill and care, but **“as is” and “as available”**: we don't warrant that it will be uninterrupted or error-free. The security commitments we make about your clients' data are set out in the DPA.

9. Our liability

In short: if something goes wrong, there are limits on what we owe you in money — but those limits never touch your clients' legal rights, and never cover things the law says can't be limited (such as injury caused by our negligence, or fraud). The precise wording follows.

Nothing in these terms limits liability that cannot be limited by law — for example, for death or personal injury caused by negligence, for fraud, or our statutory liability under data-protection law.

Subject to that, and to the extent the law allows:

- We are not liable for indirect or consequential loss, lost profits, or loss of data (this exclusion is about indirect business losses — your separate right to have your data kept safe is governed by the Privacy Policy and DPA).
- Our total liability to you is capped at the **greater of (a) the fees you paid in the 12 months before the claim, or (b) £100**.

This cap is between you and us. It does **not** limit any rights your clients have, as data subjects, against either you or us under data-protection law.

10. Your indemnity to us

You agree to cover us — this is called an **indemnity** — against claims and losses that arise because of **your** breach of these terms or of your obligations as a controller. For example: recording a client's information without a lawful basis or consent, or recording unlawful content.

11. Suspension and termination

You may stop using Parts and cancel at any time. We may suspend or end your access if you materially breach these terms (including non-payment), giving you notice and a chance to put things right where it's reasonable to do so. On termination, we handle your data as described in the DPA.

12. Changes to these terms

We may update these terms. Each version carries a date, and material changes are listed below. Where a change is significant, we'll ask you to review and re-accept it when you next sign in.

13. Governing law

These terms are governed by the law of **England & Wales**, and the courts of England & Wales have exclusive jurisdiction.

14. Contact

Legal and privacy: **us@possible.space**. Support: **help@ifs.tools**.

Changes to these terms

- **2026-06-05** – Initial version.