

Website Terms of Use

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1. Acceptance of these Terms

These Terms of Use (“Terms”) form a binding agreement between BitScore CyberTech LLP, a Limited Liability Partnership incorporated in India (“BitScore”, “we”, “us”, “our”), and you, the person or legal entity accessing or using <https://www.bitscore.in/> & <https://www.bitscore.ai.in/> (the “Website”) or any content, report, or service offered through it (“Services”).

By accessing the Website, submitting a request for a Cyber Risk Rating Report, or otherwise interacting with us through the Website, you agree to be bound by these Terms and by our Privacy Policy. If you do not agree, please do not use the Website.

If you are accepting these Terms on behalf of an organisation, you represent that you are authorised to bind that organisation, and “you” includes that organisation.

2. About BitScore and the Services

BitScore is the authorised partner for the Bitsight Cyber Risk Intelligence Platform operated by Bitsight Technologies, Inc. (“Bitsight”). Through the Website we promote and deliver:

Cyber Risk Rating Report (RPT) — a complimentary baseline external rating in the range of 250 to 900, with risk-vector breakdown, peer benchmarks, and remediation pointers;

Security Posture Management (SPM) — continuous external monitoring of your own organisation’s posture; and

Third-Party Risk Management (TPRM) — continuous monitoring of vendors in your supply chain.

The Bitsight rating and underlying analytics are produced by Bitsight using publicly observable external signals. BitScore packages, contextualises, and delivers these outputs for enterprises, and provides associated advisory, onboarding, training, and support.

3. Eligibility

The Website and Services are intended for use by businesses and organisations. By using the Website you confirm that you are at least 18 years old, have capacity to enter into a binding contract under Indian law, and are not barred from receiving the Services under any applicable law (including export controls or sanctions). The Services are not designed for, or directed at, consumers in the sense of the Consumer Protection Act, 2019.

4. Account and contact information

If you submit an enquiry or request a Cyber Risk Rating Report, you agree to provide accurate, current, and complete information. You are responsible for the security of any credentials issued to you (whether by BitScore or by Bitsight in the Bitsight portal) and for all activity conducted under those credentials. Notify us immediately at nimitt@bitscore.ai.in if you suspect unauthorised access.

5. Acceptable use

You agree not to:

use the Website or Services in any manner that violates Indian law, including the IT Act, 2000 and the DPDP Act, 2023;

interfere with, disrupt, or impose an unreasonable load on the Website, its infrastructure, or our networks;

attempt to probe, scan, or test the vulnerability of the Website or our systems, or to breach security or authentication measures, without our prior written permission. Bona-fide security researchers are welcome to coordinate disclosure with us via nimitt@bitscore.ai.in under a responsible-disclosure approach;

use any automated means (bots, scrapers, crawlers) to access the Website except for well-behaved search-engine crawlers complying with robots.txt;

reverse engineer, decompile, or attempt to extract source code from any software made available through the Website or Services, except to the extent expressly permitted by law;

misrepresent your identity, impersonate any person, or submit false information in a Cyber Risk Rating Report request, including requesting a report for a domain you do not own or are not authorised to assess;

use the Services to harass, defame, or discriminate against any person on grounds of gender, religion, race, caste, sexual orientation, disability, or any other protected characteristic; transmit any malware, ransomware, or other malicious code; or

use the Services to facilitate any unlawful activity, including unauthorised intrusion into third-party systems, money laundering, or evasion of sanctions.

You acknowledge that any Cyber Risk Rating Report you request must be for a domain owned or controlled by your organisation, or for which you have a legitimate business interest (such as a prospective vendor or counterparty), and that the report itself is generated from publicly observable external signals only — it does not involve unauthorised access to anyone's systems.

6. Intellectual property

All content on the Website — text, graphics, logos, product names, page layout, design, software code, illustrations, and underlying analytics descriptions — is owned by BitScore or its licensors (including Bitsight) and is protected under Indian and international intellectual property law.

“BitScore” and the BitScore logo are trademarks of BitScore CyberTech LLP.

“Bitsight” and Bitsight's product names are registered trademarks of Bitsight Technologies, Inc., used by BitScore under licence.

Subject to your compliance with these Terms, BitScore grants you a limited, non-exclusive, non-transferable, revocable licence to access and view the Website for your internal business evaluation. You may not copy, modify, distribute, publish, license, sell, or create derivative works of the Website's content without our prior written consent. Reports and analytics provided to you under an engagement are licensed to you on the terms of the corresponding MSA or order form and the Bitsight Security Ratings Access Terms.

You retain ownership of feedback you voluntarily provide to us, but you grant us a perpetual, worldwide, royalty-free licence to use that feedback to improve our offerings.

7. Third-party services and links

The Website links to, and the Services rely on, third-party platforms — most notably Bitsight. Your use of those third-party platforms is governed by their own terms and privacy policies, including Bitsight's Security Ratings Access Terms. We do not control and are not responsible for the content, policies, or practices of third-party sites or services.

8. Cyber Risk Rating Reports — important disclaimers

You understand and agree that:

A Bitsight rating is a statistical, externally observable measure of cyber risk exposure. A higher rating correlates with a lower likelihood of breach in independently published research, but it is not a guarantee that you, your vendors, or any rated organisation will not suffer a cyber incident.

The complimentary Cyber Risk Rating Report is provided for your internal informational use. It is not a substitute for an information security audit, penetration test, regulatory examination, or legal advice.

Ratings reflect the state of external signals at the time of measurement and may change. Decisions you make in reliance on a rating (including procurement, M&A, or insurance underwriting decisions) are your responsibility.

You must not redistribute a Cyber Risk Rating Report outside your organisation without our written consent. Where you wish to share a rating with a regulator, insurer, or counterparty, please contact us so that we can confirm the appropriate licensing position with Bitsight.

9. Disclaimer of warranties

To the maximum extent permitted by applicable law, the Website and the Services are provided on an “as is” and “as available” basis. We make no warranties or representations, express or implied, regarding (a) the uninterrupted or error-free operation of the Website; (b) the accuracy, completeness, or fitness for purpose of any rating, finding, or recommendation; or (c) the security of any communication transmitted over the Internet. All implied warranties of merchantability, fitness for a particular purpose, and non-infringement are excluded to the fullest extent permitted by law.

Nothing in these Terms excludes or limits any liability that cannot be excluded or limited under applicable law, including liability for fraud, fraudulent misrepresentation, or gross negligence.

10. Limitation of liability

To the maximum extent permitted by applicable law:

In no event will BitScore, its partners, officers, employees, or affiliates be liable to you for any indirect, consequential, incidental, special, exemplary, or punitive damages, including loss of profit, loss of revenue, loss of business opportunity, loss of goodwill, loss of data, or cost of substitute services, arising out of or in connection with your use of the Website or any complimentary Cyber Risk Rating Report.

For any paid Services, BitScore’s aggregate liability is governed by the limitation of liability set out in the applicable MSA or order form.

For the Website itself and any complimentary report, BitScore’s aggregate liability to you for all claims in the aggregate is capped at Rs. 5,000 (Rupees Five Thousand only).

You acknowledge that these limitations are an essential element of the bargain and that, but for these limitations, we would not provide the Website or any complimentary report.

11. Indemnity

You agree to indemnify and hold harmless BitScore, its Designated Partners, officers, employees, and affiliates from and against any claims, losses, liabilities, damages, costs, and expenses (including reasonable legal fees) arising out of (a) your breach of these Terms; (b) your misuse of the Website or any report; (c) your infringement of any third-party right; or (d) your violation of applicable law in connection with your use of the Website.

12. Confidentiality

Information that we exchange in the context of a pre-sales conversation, a delivered Cyber Risk Rating Report, or a paid engagement is confidential. Neither party may disclose the other’s confidential information to third parties except (i) to its employees, advisers, and sub-processors who need to know it and are bound by equivalent confidentiality obligations; (ii) as required by applicable law or by a competent authority; or (iii) where the information has independently become public through no fault of the recipient. Detailed confidentiality terms for paid engagements are contained in the MSA.

13. Data protection and security incidents

Our handling of personal data is governed by our Privacy Policy. If you become aware of a security incident affecting your interactions with BitScore — for example, a suspected unauthorised access to a Cyber Risk Rating Report or to a BitScore-issued credential — please notify us immediately at nimitt@bitscore.ai.in. We coordinate reportable cyber incidents with CERT-In in accordance with the CERT-In Directions.

14. Suspension and termination

We may suspend or terminate your access to the Website or to a complimentary Cyber Risk Rating Report at any time, without notice, if we reasonably believe that you have breached these Terms or applicable law, or that continued provision poses a security or legal risk. Termination

does not affect any provision that by its nature is intended to survive (including Sections 6, 8, 9, 10, 11, 12, 16, and 18).

15. Modifications to the Services and to these Terms

We may modify the Website, the Services, or these Terms from time to time. Material changes to these Terms will be notified by updating the “Last updated” date above and, where practical, by a prominent notice on the Website. Your continued use of the Website after such notice constitutes acceptance of the revised Terms.

16. Governing law and dispute resolution

These Terms are governed by, and construed in accordance with, the laws of India. Subject to Section 17 below, the courts at Ahmedabad, Gujarat, India shall have exclusive jurisdiction over any dispute arising out of or in connection with these Terms.

17. Arbitration (optional, for business users)

Any dispute, controversy, or claim arising out of or in connection with these Terms — including any question of breach, termination, validity, or enforceability — shall, at our election or yours by mutual agreement, be finally resolved by arbitration seated in Ahmedabad, Gujarat, India in accordance with the Arbitration and Conciliation Act, 1996, by a sole arbitrator appointed by mutual agreement (failing which, by the procedure under that Act). The language of the arbitration shall be English. Either party may seek interim relief from a competent court at the seat without waiving the arbitration agreement.

18. Force majeure

Neither party will be liable for any failure or delay in performance caused by events beyond its reasonable control, including acts of God, natural disasters, epidemics, war, civil unrest, governmental action, large-scale infrastructure outages, or cyberattacks of a national or supra-national nature.

19. Notices

Notices to BitScore should be sent to nimitt@bitscore.ai.in with a copy to our registered office (Satyam Corporate Square, Block-B, Behind Rajpath Club, Ahmedabad 380059 Gujarat India). Notices to you may be sent to the email address you provided when interacting with the Website.

20. Miscellaneous

Severability. If any provision of these Terms is held invalid or unenforceable, the remaining provisions will continue in full force.

No waiver. Our failure to enforce any provision is not a waiver of our right to do so later.

Assignment. You may not assign these Terms without our prior written consent. We may assign these Terms as part of a corporate transaction.

Entire agreement. These Terms, together with the Privacy Policy and any signed MSA or order form, constitute the entire agreement between you and us in respect of the Website and supersede all prior understandings.

Headings. Section headings are for convenience only and do not affect interpretation.

21. Grievance Officer

For complaints, grievances, or unlawful-content notices under the IT Act, 2000 and the Intermediary Rules, 2021, please contact:

Name: Nimitt (Designated Partner)

Entity: BitScore CyberTech LLP

Email: nimitt@bitscore.ai.in

Working hours: Monday to Friday, 10:00–18:00 IST (excluding public holidays)

We will acknowledge complaints within 48 hours and seek to resolve them within 15 days.

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