

# Legacy — Terms of Service

Last updated: 27 April 2026

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## 1. About these terms

These Terms of Service ("**Terms**") are a legal agreement between you and **Legacy Vault Technologies Ltd** (company number 16711135, registered at 167-169 Great Portland Street, London, England, W1W 5PF) ("**Legacy**", "**we**", "**us**", "**our**"). They govern your use of the Legacy app, our website at [legacyjournaling.com](https://legacyjournaling.com), and any related services (together, the "**Service**").

By creating an account or using the Service you agree to these Terms and our [Privacy Policy](#). If you do not agree, do not use the Service.

These Terms do not exclude or limit any rights you have as a consumer under the **Consumer Rights Act 2015** or other UK consumer law that cannot be excluded.

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## 2. Eligibility

You must be at least **16 years old** to use Legacy. By using the Service you confirm you meet this age requirement and that you have the legal capacity to enter into these Terms.

If you create a Legacy and invite others, you confirm the people you invite also meet the eligibility requirements.

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## 3. Your account

You are responsible for:

- providing accurate registration information;
- keeping your login credentials secure;
- all activity that takes place under your account.

If you suspect your account has been accessed without your permission, contact us immediately at [hello@legacyjournaling.com](mailto:hello@legacyjournaling.com).

We may suspend or close your account if you breach these Terms, if your account has been inactive for an extended period, or if we are required to do so by law.

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## 4. Subscriptions and free trials

Legacy offers two paid subscription tiers, billed annually:

Plan	Price (UK)	Free trial
Legacy Pro	£29.99 / year	7 days
Legacy Family	£79.99 / year	7 days

Prices in other regions are set in App Store Connect and shown to you at point of purchase.

#### 4.1 Auto-renewal (required Apple disclosure)

- Payment is charged to your Apple ID at confirmation of purchase.
- **Subscriptions automatically renew** at the same price for the same period (annually) unless you cancel auto-renewal at least 24 hours before the end of the current period.
- Your Apple ID will be charged for renewal within 24 hours prior to the end of the current period.
- You can manage subscriptions and turn off auto-renewal in your **Apple ID Account Settings** at any time after purchase.
- The free trial converts automatically to a paid subscription unless you cancel before it ends.
- No refund is provided for the unused portion of a subscription period when you cancel, except as required by law.

#### 4.2 Statutory cancellation right

For digital services purchased online, UK consumer law normally gives you a 14-day cancellation right. By starting to use Legacy during the free trial, you expressly request that we begin providing the digital service immediately and acknowledge that you lose your right to cancel under the Consumer Contracts Regulations 2013 once the service has been fully provided. This does **not** affect your statutory rights if the service is faulty or not as described.

#### 4.3 Free vs paid features

After your trial ends, if you do not subscribe, your account moves into a **read-only** state. You will retain access to view your existing memories but will not be able to create new ones until you subscribe. We will never delete your memories solely because you did not subscribe.

#### 4.4 Family Sharing

Legacy Family is operated through Legacy's own invite system, **not** Apple Family Sharing. The subscription holder can invite the agreed number of family members through the app. Each invitee must accept the invitation to gain access.

#### 4.5 Price changes

If we change the price of a subscription, we will notify you at least 30 days before the change takes effect. If you do not accept the new price, you can cancel before the next renewal.

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## 5. Licence to use Legacy

We grant you a **limited, non-exclusive, non-transferable, revocable** licence to install and use the Legacy app on devices you own or control, solely for your personal, non-commercial use, subject to these Terms.

You agree **not** to:

- copy, modify, reverse-engineer, decompile or disassemble any part of the Service except where permitted by law;
- circumvent any technical limitations or access controls;
- use the Service to send spam, harass others, infringe intellectual property, or break the law;
- use automated tools to access, scrape or mirror the Service without our written consent;
- resell, sublicense or commercially exploit any part of the Service;
- upload content that contains malware or that you have no right to upload.

Apple's Licensed Application End User License Agreement also applies to your use of the Legacy iOS app, alongside these Terms. Where there is a conflict, these Terms take precedence except where Apple's terms expressly require otherwise.

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## 6. Your content

### 6.1 Ownership

You own everything you record, write, photograph or upload to Legacy ("**Your Content**"). We claim no ownership of Your Content.

### 6.2 Licence to us

You grant us a worldwide, royalty-free, non-exclusive licence to host, store, transmit, transcribe, analyse with AI, display back to you, and (where you instruct us) share with members of your Legacies. This licence exists solely to operate and improve the Service for you. It ends when you delete the content or your account, subject to the retention periods in our Privacy Policy.

### 6.3 Responsibility

You are responsible for Your Content. You confirm that you have the right to record and upload it, and that doing so does not violate anyone's rights or any applicable law (including data protection law, where Your Content includes other people).

### 6.4 What we will not do

We do not use Your Content to train AI models. We do not show Your Content to advertisers. We do not sell Your Content. We do not access Your Content except where necessary to operate the

Service (for example, to investigate a technical fault you have reported, or where required by law).

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## 7. AI features ("Leo")

Legacy uses AI to transcribe your recordings, extract tags (people, places, themes, mood), generate connections and power semantic search. Read our [Privacy Policy](#) for full details on which sub-processors are involved and how data flows.

You acknowledge that:

- AI output can be **inaccurate or incomplete** — transcripts may misspell names, tags may misidentify subjects, and connections may be wrong.
  - You can edit any AI output inside the app.
  - AI output is provided "as is" and should not be relied on for any decision that has legal, medical, financial or otherwise significant consequences.
  - We do not make automated decisions that produce legal or similarly significant effects on you.
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## 8. Shared Legacies

A "**Legacy**" is a shared space where you can publish selected memories to a chosen group of people.

- The creator of a Legacy is its initial **admin**. Admins can rename the Legacy and manage members.
  - You decide which of your memories to add to a Legacy. By adding a memory you give other current members of that Legacy the right to view it within the app.
  - Removing a memory from a Legacy stops new viewers from seeing it but does not retract it from anyone who has already viewed or saved it.
  - Deleting a Legacy entirely requires the **unanimous consent of all current members**.
  - We are not responsible for what other members of a Legacy do with memories you have shared. Choose carefully.
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## 9. Time Capsules and future delivery

You can record Time Capsules to be unlocked at a future date or to be delivered to specific recipients on a specific date.

- Time Capsules are stored encrypted and are **not** accessible to you, recipients or our team before the unlock date.
  - We do not guarantee delivery if your account has been closed, the recipient's account has been closed, or there is a technical failure beyond our reasonable control. We will use reasonable efforts to honour scheduled deliveries.
  - We strongly recommend you do not use Time Capsules for content where late or non-delivery would cause serious harm.
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## 10. Death, incapacity and inheritance

Legacy is built for the long term. We will operate a **Legacy succession process** for accounts where the account holder has died or lost capacity. The current process is:

1. A nominated person (designated by you in app settings, where supported) or a person providing satisfactory documentary evidence (death certificate, grant of probate, or equivalent legal document) may contact us at [hello@legacyjournaling.com](mailto:hello@legacyjournaling.com).
2. We will verify the request.
3. Subject to verification, we may either:
  - transfer admin rights of the account holder's Legacies to the nominated person, or
  - export Your Content and provide it to the nominated person, or
  - close the account and delete Your Content, in line with the deceased's documented wishes where these have been recorded.

Where no instructions exist, we will exercise reasonable judgement, prioritising the privacy of the deceased.

We may charge a reasonable administrative fee for succession requests. We will publish detail of any fees if and when they apply.

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## 11. Our intellectual property

The Legacy name, logo, app, designs, code, marketing materials and all related materials are owned by us or our licensors and are protected by copyright, trade mark and other intellectual property laws. These Terms do not transfer any of our intellectual property to you.

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## 12. Termination

You can stop using Legacy and close your account at any time from within the app or by emailing [hello@legacyjournaling.com](mailto:hello@legacyjournaling.com). Closing your account triggers the deletion process described in

our [Privacy Policy](#).

We can suspend or terminate your access if:

- you breach these Terms;
- we are required to by law or by Apple;
- continued operation creates a security or safety risk;
- we discontinue the Service (we will give at least 60 days' notice and offer an export of Your Content).

If we terminate your account for breach, you remain liable for any outstanding amounts and we are not required to refund unused subscription time.

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### 13. Disclaimers

The Service is provided "as is" and "as available". To the fullest extent permitted by law, and without affecting your statutory rights as a consumer:

- we do not guarantee the Service will be uninterrupted, error-free or completely secure;
- we do not guarantee that AI output is accurate or fit for any specific purpose you have in mind;
- we are not responsible for the actions of other users, including members of your Legacies.

Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any liability that cannot lawfully be excluded.

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### 14. Liability

Subject to Section 13:

- We are responsible for **foreseeable** loss and damage caused by us. If we fail to comply with these Terms we are responsible for loss or damage you suffer that is a foreseeable result of our breach or our failing to use reasonable care and skill. Loss or damage is "foreseeable" if it is obvious it will happen, or if at the time you accepted these Terms both we and you knew it might happen.
- We are **not** responsible for any loss or damage that is not foreseeable; for any loss of profit, loss of business, business interruption or loss of business opportunity (consumer use only); or for failure to honour Time Capsule delivery in circumstances beyond our reasonable control.

- For paid users, our total liability under these Terms in any 12-month period is capped at the **greater of (a) the amount you paid us in that period, or (b) £100**. For free-tier users, our total liability is capped at **£100**.
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## 15. Changes to these Terms

We may update these Terms. If we make a material change, we will tell you in the app and by email at least 14 days before the change takes effect. If you continue to use the Service after the change takes effect, you accept the updated Terms. If you do not accept them, you can close your account.

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## 16. General

- **Governing law.** These Terms are governed by the laws of **England and Wales**.
  - **Jurisdiction.** Disputes will be heard by the courts of England and Wales, except that consumers may bring proceedings in the courts of the country in which they live.
  - **Assignment.** You may not assign these Terms. We may assign them to a successor in connection with a merger, acquisition or sale of assets, on prior notice to you.
  - **Severability.** If any provision is found unenforceable, the rest of the Terms remain in force.
  - **No waiver.** A failure or delay in enforcing any right is not a waiver of that right.
  - **Entire agreement.** These Terms and the Privacy Policy are the entire agreement between you and us about the Service.
  - **Apple-specific terms.** You acknowledge that these Terms are between you and Legacy, not Apple, and that Apple is not responsible for the Service. Apple is a third-party beneficiary of these Terms with the right to enforce them against you.
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## 17. Contact us

**Legacy Vault Technologies Ltd** 167-169 Great Portland Street London, England, W1W 5PF  
[hello@legacyjournaling.com](mailto:hello@legacyjournaling.com)