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Electronic Signature Terms

Version 1.0.0 — Effective 1 December 2026
Provider: [บริษัท สยามวอยซ์ เอไอ จำกัด / Siam Voice AI Co., Ltd.], address [ที่อยู่สำนักงานใหญ่ / Head office address], Bangkok; Tax ID [เลขประจำตัวผู้เสียภาษี 13 หลัก] (brand: Nexora AI Call), referred to as the "Platform" or "we".

1. Scope and acceptance

1.1 These terms apply when you use the **in-platform electronic signature feature** to sign, confirm or approve documents on the Nexora AI Call platform (such as quotations, sales contracts, purchase orders, delivery notes, confirmations and other business documents).

1.2 By clicking "Agree and sign", typing or drawing a signature, or entering a one-time password (OTP) to complete signing, you confirm you have read and accept these terms. The Platform records your acceptance (document key e-signature-terms, version, hash, IP, device identifier, time).

1.3 These terms supplement the Terms of Service. If they conflict, these terms prevail as regards electronic signatures.

2. Definitions

- **Document**: electronic data created, uploaded or edited on the Platform that requires signature.
- **Signer**: a natural person invited or required to sign a Document, including a person signing for a juristic person.
- **Initiator**: the Platform user who creates the Document and starts the signing process.
- **Electronic signature**: electronic data attached to an electronic Document to show who the signer is and that the signer approves the content.
- **OTP**: a one-time password sent to the signer's registered / verified mobile number, email or LINE account.
- **Evidence record**: the set of data the Platform keeps for each signing to prove the fact of signing (Section 7).
- **Hash**: a fixed-length digital fingerprint of the Document's content generated with the SHA-256 algorithm.

3. Legal basis

3.1 These terms are based on the principles of the Electronic Transactions Act B.E. 2544 (2001): information must not be denied legal effect solely because it is in electronic form; electronic form can satisfy a

requirement of writing; and an electronic signature that identifies the signer and shows the signer's intent to approve the information can satisfy a requirement of signature (the principles in sections 7, 8 and 9 of that Act); and they take into account the general rules of the Civil and Commercial Code on forming contracts and declaring intention.

3.2 What the Platform provides is a **general electronic signature** (typed signature, drawn signature and OTP confirmation). It differs from a signature made with a digital certificate issued by a recognised certification authority (CA), which is dealt with in Section 11.

3.3 The legal effect of a general electronic signature depends on meeting the conditions of those principles (the signer can be identified, intent to approve is shown, and the Document has not been altered since signing). The Platform's technical measures are meant to help you meet those conditions, but **the Platform does not warrant the legal effect or enforceability of any particular Document in any case**.

4. Consent to electronic records and signatures

4.1 You consent to: (a) receiving, viewing, signing and keeping the relevant Documents electronically; (b) your electronic signature having the same legal meaning as your handwritten signature (to the extent the law permits); (c) the Platform sending you signing invitations, verification codes and results electronically; and (d) you warrant that the contact channels used for notices are accurate and under your control.

4.2 **Paper alternative.** You have the right to ask to sign on paper. Please contact the Initiator or support. Choosing paper does not affect your use of other Platform features, but may take longer or cost more (to be agreed separately between the Initiator and you).

4.3 **Withdrawing consent.** You may withdraw your consent to electronic signing at any time by written notice to us. Withdrawal affects only Documents started after the withdrawal and does not affect Documents already validly signed.

4.4 You need basic equipment to access and store electronic Documents (an internet-connected device, a browser, a PDF reader).

5. Signing methods

5.1 **Typed signature.** You type your name (or the name you habitually sign with) and tick "I accept this name as my signature"; the system renders the name in a signature font at the signature position on the Document.

5.2 **Drawn signature.** You draw your signature on a touchscreen or with a mouse; the system saves the signature image and embeds it in the Document.

5.3 **OTP confirmation.** For important Documents, after you submit your signature the system sends a 6-digit OTP to your verified mobile number, email or LINE, which you must enter within **5 minutes**. Each code may be tried at most **3 times**, after which it becomes invalid and a new one must be requested; repeated requests in a short time are rate-limited. Signing is complete only after the OTP is confirmed.

5.4 **Never tell anyone your OTP.** We (including support staff) will never ask you for an OTP.

5.5 The Initiator chooses the signing methods required according to the importance of the Document (for example "drawn signature + OTP"), and you may first be required to complete the relevant identity-verification (KYC) level.

5.6 The Platform does not sign any Document for you. **The AI assistant has no authority to sign on your behalf or press the "Sign" button.** The AI assistant may draft, remind or notify, but signing must be done by you personally.

6. Signing process and states

6.1 A Document moves through these states: draft → internal review → pending signature → signed → pending send → sent → pending customer confirmation → completed (plus returned, cancelled, suspended).

6.2 Before signing you can preview the full Document; at signing the system displays the version number and a summary of the Document's hash. **After signing, the Document content is locked**; any change creates a new version that must be signed again.

6.3 For multiple parties, signing proceeds in the order or in parallel as the Initiator sets. When all Signers have signed, the Platform generates a sealed PDF (with a signature page and a "Certificate of Completion").

6.4 A signing link is valid for 7 days by default (adjustable by the Initiator); once expired it cannot be used and signing must be restarted.

6.5 The Initiator is responsible for the content, counterparties and purpose of Documents it starts on the Platform.

7. Evidence record

7.1 For every signing the Platform stores the following and writes it to a tamper-evident audit log (hash chain):

1. Document key, version number, **the SHA-256 hash of the Document** (before and after signing);
2. the Signer's name, account identifier and contact details (partly masked);
3. the signing method (typed / drawn / OTP) and the signature image or text;
4. the signing timestamp (shown in Bangkok time UTC+7 and in UTC);
5. IP address and device / browser identifier (UA);
6. OTP send and verification events (channel, send time, successful-verification time, number of failures);
7. the Signer's acceptance of these terms and of the Document (including the terms' version and hash);
8. the actor, time and note of every event in the process.

7.2 **Tamper detection.** Anyone who downloads the sealed Document can recompute its SHA-256 and compare it with the hash the Platform recorded; a mismatch shows that the Document has been altered.

7.3 **Retention.** Signed Documents and their evidence records are kept for at least **10 years** after signing is completed (consistent with accounting and contract-evidence retention), and the audit-log chain for at least 5 years; tenants may agree longer periods. We notify you before expiry and you can export the data.

7.4 **Exporting evidence.** The Signer and the Initiator can download the sealed Document and the "Certificate of Completion" at any time. When a court, arbitral tribunal or officer lawfully requests it, the Platform may provide the evidence record, after verifying the basis of the request and protecting third-party personal data under the PDPA.

7.5 Personal data in the evidence record is processed under the Privacy Policy and used only to prove the fact of signing, to resolve disputes and to comply with the law.

8. Signer identity and authority

8.1 You warrant that: (a) you sign under your true identity; (b) you are at least 20 years old, or have the consent of your legal representative, or otherwise have legal capacity to sign that Document (a minor needs the legal representative's consent); (c) the contact details you gave are accurate and under your control; (d) you will not let anyone else use your account or OTP to sign.

8.2 **Signing for a juristic person.** If you sign for a company or other juristic person, you warrant that: (a) you are its authorised representative (for example an authorised signing director shown in the company registration) or hold a valid power of attorney; (b) the signing is within its articles and the authority granted; (c) if the juristic person requires a company seal, you must see to it yourself. The Platform may ask for company documents (for example a Department of Business Development (DBD) company affidavit, power of attorney, director ID evidence) and review them at the relevant KYC level, but **the Platform does not warrant the genuineness of your authority**.

8.3 **Unauthorised signing.** A signing by someone other than you, or by someone without authority, may be ineffective or not binding. You are liable for loss caused by breach of this warranty.

8.4 **Account security.** You must keep your login credentials and OTP device safe. If you find the account has been stolen, a device lost or a number changed, tell us at once and change your password. Until you tell us, a signing confirmed with the correct OTP is treated as your own act, unless you can prove you took reasonable measures and the fault was not yours.

9. Withdrawal, refusal and correction

9.1 **Before signing.** You may decline to sign at any time (choose "Decline and give reason"); the Document returns to the Initiator.

9.2 **After signing but before all Signers have signed.** If the Document has not been sealed and the law permits, you may ask the Initiator to agree to withdraw your signature and restart the process. The Platform records the withdrawal event and keeps the original signing record.

9.3 **After all Signers have signed.** A signature **cannot be unilaterally withdrawn**. To change or terminate, the parties must sign an amendment or termination agreement, or start a new Document.

9.4 If you find an error in a Document, raise it before signing. Corrections after signing are made by a new version or a supplementary agreement signed afresh.

9.5 A claim to avoid a Document for fraud, duress, material mistake or another statutory ground is governed by the applicable law, and the evidence record may be used.

10. Limitations and excluded documents

10.1 The Platform's e-signature feature **does not apply** to documents that the law prohibits from being made electronically or requires to be made in a specific way, including but not limited to:

1. family and succession documents (for example marriage registration, divorce agreements, adoption, wills);
2. documents the law requires to be **registered** with an official authority in order to take effect or be complete (for example sales of immovable property and leases or mortgages that must be registered, registrable amendments with an authority, registration of certain security or rights);
3. documents the law requires to be **notarised, witnessed or executed in person** before an official;
4. other transactions or documents that the law or regulation expressly excludes from electronic form;
5. documents for which a court or government agency requires the original on paper.

10.2 Even if a Document is "signed" on the Platform, if the law imposes one of these special requirements the electronic signing may not satisfy the law. You must judge this yourself or consult a Thai lawyer.

10.3 Text generated by the AI document-drafting feature is a **draft** only and not legal advice. You and the counterparty must review it before signing and, where necessary, have a lawyer check it.

10.4 **The Platform's role.** The Platform is a technology service provider and is **not** a party, witness or guarantor of any Document you sign, and is not responsible for its content, each party's performance, the counterparty's creditworthiness or the Document's enforceability.

10.5 The Platform may temporarily be unable to provide signing because of maintenance, network or third-party reasons; allow enough time for important Documents.

10.6 The e-signature feature must not be used to sign documents that are unlawful, fraudulent or in breach of the Acceptable Use Policy.

11. Certificate-based signatures from a certification authority (future)

11.1 The Platform plans in future to offer signatures based on digital certificates issued by a recognised certification authority (CA) (including certificate signing of tax documents and higher-assurance signatures). When launched, we will announce it separately, and it may require additional identity verification, certificate application and fees.

11.2 The conditions and effect of such signatures follow the provisions of the Electronic Transactions Act on reliable electronic signatures and the requirements of the relevant authorities. Until launch, a general electronic signature under these terms must not be understood as a certificate-based signature.

11.3 Once available you may choose to use it; Documents already signed under these terms are not affected.

12. Fees

12.1 Fees for the e-signature feature follow the price list, plan or order (for example, whether the ฿49-per-document pack includes signing is as stated on the purchase page).

12.2 Value-added services such as evidence export, long-term retention and paper delivery, if charged, are published separately.

13. Personal data

13.1 We process personal data in the signing process under the Privacy Policy and the PDPA. Data necessary for signing (name, contact details, IP, device, time) is processed on the basis of contract performance and legitimate interests in proving the fact of signing.

13.2 You have rights under ss.30–36 of the PDPA such as access, rectification, erasure, restriction, objection and withdrawal of consent, but **the evidence record of a signed Document may be impossible to erase within the retention period** because it is needed to establish, exercise or defend legal claims and to comply with the law; we will explain this to you.

13.3 Contact the Data Protection Officer (DPO): [dpo@example.co.th].

14. Limitation of liability

14.1 To the maximum extent the law permits, the Platform is not liable for indirect loss, loss of profit or loss of goodwill arising from use of the e-signature feature.

14.2 The Platform's total liability for direct loss relating to electronic signatures is limited to the fees you paid us for the relevant service in the **12 months before the event giving rise to the claim**.

14.3 These limits do not apply to loss caused by our wilful misconduct, gross negligence or fraud, or to liability the law does not allow to be limited, and do not affect consumers' statutory rights.

14.4 You are liable for loss caused to the Platform or third parties by breach of the warranties in Section 8 (including impersonation and acting beyond authority).

15. Changes to these terms

We may amend these terms by giving **at least 30 days'** notice by in-app notice or email. A Document signed before an amendment takes effect is governed by the terms in force when it was signed. Continued use of the signing feature means acceptance of the amended terms.

16. Notices and contacts

Support [support@example.co.th]; legal [legal@example.co.th]; privacy [dpo@example.co.th]; telephone [เบอร์โทรศัพท์].

17. Governing law and dispute resolution

17.1 These terms are governed by the laws of the Kingdom of Thailand.

17.2 **Consumers.** Disputes fall under the Thai courts in Bangkok, without prejudice to a consumer's statutory right to sue in the courts of their domicile.

17.3 **Businesses (B2B).** Disputes are referred to the Thai Arbitration Institute (TAI), seat Bangkok, in Thai or English, before one arbitrator; where the amount in dispute exceeds THB 5,000,000, three arbitrators. Urgent injunctive relief may be sought from the Bangkok courts.

18. Entire agreement, severability and language

18.1 These terms, together with the Terms of Service and the Privacy Policy, are the entire agreement on electronic signatures.

18.2 If any provision of these terms is invalid or unenforceable, the remaining provisions are unaffected.

18.3 These terms are published in Chinese, Thai and English. **In case of conflict or ambiguity the Thai version governs (如有歧义以泰文版为准).**
