SMU-Provided AI Tools – General Terms and Conditions of Use

13 Oct 2026

Dear User,

To support SMU's transition into the AI era, Singapore Management University ("SMU" or the "University") is providing premium AI tools (each an "AI Tool" and a "Service," and collectively the "Services") to eligible faculty, staff, and students, including students enrolled in undergraduate, postgraduate, and full-qualification professional and continuing education programmes.

The provision of AI Tools is intended to support learning and skills development, strengthen responsible AI use, and meet the curricular requirements of SMU's AI in Education Strategy without replacing the development of essential competencies.

These Terms and Conditions of Use ("Terms") apply to all AI Tools provided by the University and are intended to help Users understand and use them appropriately. Please read them carefully before accessing any AI Tool or Service. **By accessing or continuing to use a Service, you confirm that you have read, understood, and agree to these Terms. If you do not agree, do not use the Services.**

General Conditions

The following general conditions apply.

1. Eligibility and Access

1.1 A Service is available to eligible faculty, staff, and students ("Users") who have been notified by SMU of their eligibility.

1.2 By agreeing to these Terms, SMU grants you a personal, non-exclusive, and non-transferable licence to access and use a Service at no additional cost.

1.3 External parties and persons who are not affiliated with the University are not eligible to use the Services unless expressly authorised by SMU.

2. Terms and Conditions of Use

2.1 A Service may remain available until the University decides to discontinue it, subject to the availability conditions in Section 3. Users will be notified of any discontinuation.

2.2 SMU may amend these Terms at its discretion and will notify Users of any material changes. Continued use of a Service after the changes take effect constitutes acceptance of the revised Terms.

2.3 SMU may suspend or terminate a Service, or a User's access to it, where reasonably necessary, including for a breach of these Terms, security or operational reasons, or compliance with legal or regulatory requirements. Where practicable, SMU will provide advance notice. Immediate action may be taken where necessary to address urgent security, legal, regulatory, or operational concerns. Any action will be taken in accordance with applicable University policies and procedures.

3. SMU Limitation of Liability

3.1 A Service is provided "as is" and "as available," without any warranties, express or implied. Its features, availability, and policies may change at any time without notice, including following the rollout of updated or newer models by providers of the AI Tools.

3.2 A Service may include hyperlinks to websites maintained or controlled by others or use third-party AI models to generate responses. Outputs may be inaccurate, incomplete, or biased.

3.3 SMU does not guarantee the accuracy or appropriateness of any output generated by a Service.

3.4 SMU is not liable for any direct, indirect, incidental, or consequential damages arising from your use of a Service or reliance on its outputs.

3.5 SMU is not responsible for and does not routinely screen, approve, review, or endorse the content, products, or services offered through third-party websites.

3.6 You agree to hold SMU harmless from claims arising from your use, configuration, integration, or implementation of a Service, where applicable; data breaches caused by User error; or your failure to comply with these Terms, including claims relating to service interruptions, delays, or data corruption.

3.7 You are solely responsible for maintaining backups of your data and content used within a Service.

3.8 You are solely responsible for reviewing and verifying all outputs before relying on them for any purpose.

4. Acceptable Use

4.1 You are responsible for any content you submit to a Service. You must ensure that you have the necessary rights, licences, permissions, and approvals for all inputs, including text, copyrighted materials, and images.

4.2 Use a Service for official SMU purposes, including teaching and learning, research, administration, and other lawful University-related activities. Reasonable incidental personal use is permitted.

4.3 Use any services, additional products, or third-party offerings accessible through your SMU account only for authorised educational or University-related purposes.

4.4 Comply with all applicable laws, University regulations, and SMU policies, including the SMU Acceptable Use Policy (IT051_AUP.pdf).

5. Unacceptable Use

5.1 You must not use a Service, or permit anyone else to use it, for any of the following purposes:

5.1.1 **Account sharing and identity misuse:** sharing your SMU User ID, allowing others to access a Service through your account, giving multiple individuals access to one End User account, or creating accounts for functions instead of named individuals.

5.1.2 **Illegal, harmful, or abusive conduct:** using a Service for unlawful, invasive, infringing, defamatory, fraudulent, discriminatory, harmful, or abusive purposes, including intellectual property infringement, data protection

breaches, phishing, pyramid schemes, non-consensual explicit imagery, or similar misconduct.

5.1.3 **Dangerous or prohibited content:** submitting, generating, promoting, or enabling content involving illegal acts, violence, terrorism, child sexual exploitation or abuse, serious harm to individuals or groups, or infringement of others' legal rights.

5.1.4 **Sensitive or high-risk data:** submitting, processing, or storing protected or sensitive information, including personal data, health records, financial information, confidential research data, or other high-risk data, unless expressly authorised under an approved SMU use case.

5.1.5 **Security misuse:** distributing malware, corrupted files, hoaxes, or other destructive or deceptive items; gaining unauthorised access; or disrupting, disabling, interfering with, or bypassing a Service, its software, security controls, usage limits, or supporting infrastructure.

5.1.6 **Spam or unauthorised communications:** creating, distributing, publishing, or enabling unsolicited mass emails, promotions, advertisements, solicitations, or other spam.

5.1.7 **Misuse of other services:** using a Service or its interfaces to access another AI product or service in a way that breaches that service's terms.

5.1.8 **Unauthorised recording:** recording audio or video communications without consent where consent is legally required. You are responsible for complying with all applicable legal and regulatory requirements.

5.1.9 **Service restrictions and competing services:** copying, modifying, reselling, distributing, testing, reverse engineering, decompiling, translating, disassembling, extracting source code from, or attempting to identify limitations or vulnerabilities in a Service, except where expressly permitted by law. You must also not use Service outputs to develop competing models, products, or services.

5.1.10 **Restricted use cases:** accessing or using a Service for high-risk activities, in breach of the Acceptable Use Policy, to avoid fees or usage limits, for cryptocurrency mining, or to place or receive emergency services calls.

5.2 Non-compliance with these requirements may result in suspension or termination of access to the applicable Services, or other action under these Terms and applicable University procedures, including the section on **Misuse and Governing Law** below.

6. AI Use for Coursework

6.1 Availability of a secure, approved AI platform does not automatically make every use of AI acceptable for coursework.

6.1.1 **Instructor guidance:** Instructors must clearly state whether and how AI may be used in each course. Course-level requirements must align with SMU's strategic direction and principles for responsible AI use in education.

6.1.2 **Student responsibility:** Students must check the applicable course instructions before using AI. If the requirements are not stated or a proposed

use is unclear, students must seek clarification from their instructor before proceeding.

7. Misuse and Governing Law

7.1 These Terms are governed by the laws of Singapore. Users must also comply with all applicable University policies and procedures.

7.2 Any allegation of User misconduct will be reviewed and handled in accordance with the University's established adjudication procedures, as set out below:

Issue or investigation involving:	Referred to:
Faculty (including adjunct and associate faculty) Staff members (including researchers and student employees)	Office of Human Resources
Undergraduate students	Dean of Students
Postgraduate and continuing professional education students (PGP, PGR, IGD and IPM)	Programme Directors, with escalation to the relevant postgraduate professional or research programme Dean where necessary.

8. Privacy and Data Protection

8.1 **Data environment:** User data, including Service data such as prompts, responses, and related account information, and system data such as logs, technical records, and usage metrics, will be processed within SMU-approved systems and in accordance with applicable SMU data protection and information security requirements.

8.2 **Applicable privacy requirements:** Data processed through a Service will be handled in accordance with SMU's Personal Data Protection Statement, the SMU Terms of Use, and other applicable University policies. In these Terms, "processing" includes the collection, use, disclosure, transmission, storage, retention, access, and deletion of data.

8.3 **Purpose of processing:** User data may be processed for service delivery, operational support, troubleshooting, security, usage assessment, administration, reporting, and service improvement. Aggregated or de-identified data may also be processed for research and analytics.

8.4 **Third-party processing:** Data may be processed by third-party service providers only where necessary to provide, secure, support, or improve a Service, and subject to applicable contractual, confidentiality, security, and data protection safeguards. Where data is transferred outside Singapore, SMU will apply safeguards required under applicable data protection law and University policy.

8.5 **Model training and improvement:** Whether prompts, inputs, or outputs may be used to train or improve AI models will depend on the applicable Service configuration and contractual terms. Before using a Service, Users must review the Service-specific notice or guidance issued or made available by SMU.

8.6 **Retention and deletion:** Data will be retained only for as long as required for the stated purposes, applicable legal or regulatory obligations, contractual requirements, and

SMU records-management policies. Subject to technical limitations and applicable retention requirements, data that is no longer required will be deleted or otherwise disposed of securely, including data held in active systems, backups, archives, security and audit logs, and by third-party service providers.

8.7 **Data terminology:** In these Terms, "User data" includes Service data and system data associated with a User. "Service data" includes prompts, inputs, outputs, chat content, and related account information. "System data" includes logs, technical records, and usage metrics generated through the operation of a Service. "Personal data" has the meaning given under applicable data protection law.

9. University Access to Service Data

9.1 SMU respects each User's privacy. Routine automated or administrative processing may occur where necessary to operate, support, secure, or improve a Service. Human access to identifiable Service data will not occur routinely and is permitted only where reasonably necessary and authorised in accordance with applicable University policies and procedures.

9.2 Permitted reasons for human access may include compliance with legal or regulatory requirements; investigation of suspected misconduct, security incidents, or criminal offences; protection of health and safety; response to court orders or other valid legal process; and technical support or security activities that cannot reasonably be completed through automated or non-identifiable means.

9.3 Access must be approved by an authorised University officer or responsible University function, limited to what is reasonably necessary, and documented in accordance with applicable approval, confidentiality, security, and audit requirements.

9.4 Where legally permitted and operationally appropriate, SMU will notify an affected User of material access to or disclosure of their Service data. Notification may be delayed or withheld where required by law, necessary to protect health or safety, or needed to avoid compromising an investigation or security response.

9.5 Where access is required in connection with alleged User misconduct, the applicable University adjudication procedure referred to in section 7.2 will apply.

10. Contact Information

For questions or concerns about a Service or these Terms, please contact:

IT Help Centre
Email: helpdesk@smu.edu.sg

11. Acknowledgement

Thank you for reading these Terms.

If you do not agree to these Terms, you must stop using the Services. Students who require clarification should consult their instructor; other Users should contact the IT Help Centre.

Thank you.
Office of the Integrated Information Technology Services (IITS)