

MELUMIYA

COMPLETE LAUNCH LEGAL PACK

Version 1.0 • Effective 12 August 2026

Commercial name	MELUMIYA
Legal operator	MARIANA DOS SANTOS RODRIGUES
NIF	263208311
Address	Rua Dr. Manuel de Arriaga, n.º 39, 2.º Esq., 2700-294 Amadora, Portugal
Support	melumiya.support@pm.me
Legal	melumiya.legal@pm.me
Privacy	melumiya.privacy@pm.me
Livro de Reclamações	https://www.livroreclamacoes.pt/

This pack consolidates all customer-facing MELUMIYA legal documents created for launch, updated with the final operator details, website-only purchase rule, email-support rule, Livro de Reclamações registration, Google advertising/CMP disclosures, 13+ rule, worldwide availability rule, 30-day account-recovery window and no-customer-content-training rule.

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Each document is versioned independently below. Canonical text hashes are included in the final document register for backend/legal-acceptance use.

1. Legal & Consumer Information Notice

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Canonical text SHA-256: d5c138e2bb461f87327958c9f214c6fdcf79725a035a5d79239aa7432c4a6576

1. Operator

MELUMIYA is the commercial name used for the digital service operated by MARIANA DOS SANTOS RODRIGUES, an independent trader established in Portugal.

NIF: 263208311.

Geographical/business address: Rua Dr. Manuel de Arriaga, n.º 39, 2.º Esq., 2700-294 Amadora, Portugal.

General email: melumiya.studio@pm.me. Customer support: melumiya.support@pm.me. Legal notices: melumiya.legal@pm.me. Privacy/data-rights requests: melumiya.privacy@pm.me. Billing: melumiya.billing@pm.me. Security reports: melumiya.security@pm.me.

Legal/pre-contract telephone contact: +351 925 991 184. MELUMIYA does not operate a telephone customer-support helpdesk; operational customer support is provided by email.

2. Service and purchase channel

MELUMIYA provides online AI-assisted 3D creation, editing, generation, project, download/licensing and related digital services, together with a downloadable Local Studio/Desktop application where offered.

All paid subscriptions, fixed-term prepaid access, credit packs, bundles, Desktop access and other paid entitlements are purchased through MELUMIYA's website checkout. The Desktop application does not sell subscriptions, collect card details or contain an independent payment checkout.

Before a paid order is submitted, the website must clearly show the product or plan, duration, whether it renews automatically, the amount charged today, applicable taxes/charges, and the essential functionality/compatibility information relevant to the purchase.

3. Customer support and complaints

Routine support is email-only at melumiya.support@pm.me. Billing questions may be sent to melumiya.billing@pm.me. Formal legal notices may be sent to melumiya.legal@pm.me.

MELUMIYA is registered with the Portuguese Livro de Reclamações Eletrónico. Consumers may submit a complaint, compliment or suggestion through the official platform at <https://www.livroreclamacoes.pt/>.

The public MELUMIYA website must keep a clearly visible 'Livro de Reclamações' link available without login. This official complaint route is additional to, and is never replaced by, MELUMIYA Support.

4. Alternative dispute resolution (Portugal)

Portuguese consumers may use legally authorised consumer alternative-dispute-resolution (RAL/ADR) entities when their dispute falls within the relevant centre's competence.

Under Portuguese consumer law, consumer disputes of reduced economic value (up to EUR 5,000) are subject to necessary arbitration or mediation when the consumer expressly chooses to submit the dispute to a legally authorised consumer arbitration centre.

For eligible contracts celebrated and executed in the Lisbon Metropolitan Area, the Centro de Arbitragem de Conflitos de Consumo de Lisboa (CACCL) may be competent: <https://www.centroarbitragemlisboa.pt/>.

Consumers whose dispute is outside that centre's territorial or sectoral competence should use the competent legally authorised centre. General Portuguese consumer-dispute information is available through the official government consumer-resolution information services.

MELUMIYA does not claim voluntary adhesion to a particular arbitration centre unless that is expressly stated in a later version.

5. Worldwide availability

MELUMIYA may be offered worldwide where it can lawfully and technically provide the relevant service. Availability of particular plans, AI providers, features, payment methods, local compute, exports or commercial permissions may

vary by country, age, provider terms, licensing, sanctions/export controls, privacy requirements or technical capability.

Mandatory consumer protections applicable in a consumer's country of habitual residence are not waived by this notice.

6. Version

Version 1.0. Effective date: 12 August 2026.

2. Terms of Service

Document key: terms_of_service | Version 1.0 | Effective date: 12 August 2026

Canonical text SHA-256: 2f1a2bb124b4f92418bec050d877385757b159c41357dd7a68e3b0a427308880

1. Who operates MELUMIYA

MELUMIYA is operated by MARIANA DOS SANTOS RODRIGUES, NIF 263208311, at Rua Dr. Manuel de Arriaga, n.º 39, 2.º Esq., 2700-294 Amadora, Portugal ('MELUMIYA', 'we', 'us').

Support: melumiya.support@pm.me. Legal notices: melumiya.legal@pm.me. Privacy: melumiya.privacy@pm.me.

These Terms govern accounts, projects, AI generation, editor functions, credits, subscriptions, fixed-term prepaid access, one-off entitlements, downloads, licences, Community features, the Desktop/Local Studio application and customer support. Mandatory rights that cannot lawfully be excluded remain unaffected.

2. Eligibility, age and local rules

MELUMIYA's general minimum service age is 13.

Users under 18 require parent or legal-guardian permission wherever applicable law requires it. Country-specific minimum-age, guardian-authorization, age-assurance and child-privacy requirements override the general 13+ rule.

A particular AI model, provider, payment method or feature may impose a higher minimum age or territorial restriction. MELUMIYA may block or reroute a feature where required for age, territory, privacy, licence or provider compliance.

3. Accounts and security

Account information must be accurate and kept reasonably current. Users are responsible for protecting their credentials and for activity carried out through their account unless applicable law provides otherwise.

Users must not share privileged or security credentials, bypass account controls or use another person's account without authorization.

MELUMIYA may require email verification, additional verification or security measures where reasonably necessary for account security, fraud prevention or legal compliance.

4. Service, AI models and compute routing

MELUMIYA may use approved AI models, private GPU workers, local/on-device compute and hosted compute providers. Routing may depend on requested operation, hardware capability, availability, age, location, licence, privacy, security, provider terms and cost class.

MELUMIYA does not guarantee that a particular underlying model or provider will always be used. Infrastructure may be replaced or rerouted where reasonably necessary, provided already-granted customer rights are not unlawfully reduced.

AI outputs can contain errors, artifacts, incomplete geometry, unexpected similarities or other limitations. Users should review outputs before relying on them for production, manufacturing, safety-critical or commercial purposes.

5. Plans, subscriptions and fixed-term access

Current plan features, credit allowances and prices are those shown on MELUMIYA's website immediately before purchase. The checkout amount and duration presented to the customer control for that order.

Monthly subscriptions renew automatically at the stated billing interval unless cancelled before the next renewal, subject to the checkout disclosure and mandatory law.

Where MELUMIYA offers 6-month or 12-month prepaid access, those products are a one-time charge for the stated fixed access period and do not automatically renew unless the checkout expressly and clearly states otherwise.

Desktop-only access and Web + Desktop bundles, where offered, are purchased on the MELUMIYA website. The Desktop app may show plan/entitlement status and may open the website to view plans or manage billing, but it does not sell or upgrade subscriptions itself.

Promotional or creator access passes may have separate fixed conditions. The launch Creator Desktop Pass, when issued, is a 30-day, no-card, non-renewing promotional Desktop/local-AI entitlement; it does not include cloud-generation credits unless the grant expressly says otherwise and expires automatically at the end of the grant period.

6. Credits

MELUMIYA credits are internal service-usage units, not money, electronic money or a transferable financial asset.

Subscription allowances refresh according to the applicable plan and do not roll over unless a product page expressly says otherwise. Separately purchased credits do not expire under the launch product rules, subject to mandatory law and fraud/refund corrections.

The credit cost of an AI operation may vary by tool, quality mode or route. The applicable cost must be shown or determinable before the user confirms the operation.

When MELUMIYA reliably detects that a charged generation failed, the applicable generation credits are restored. A credit restoration is not a cash refund and does not remove statutory remedies.

7. Payments, fiscal documents and billing

Payments are processed through the website by approved payment providers such as Stripe. MELUMIYA does not require the Desktop application to handle payment-card data.

Immediately before an online order that creates a payment obligation, the website must clearly identify that the action commits the customer to pay and must display the required pre-contract information.

MELUMIYA issues Portuguese fiscal documents as required by applicable law. A payment-processor receipt is not represented as replacing a Portuguese fiscal invoice where a separate fiscal document is legally required.

Refunds, chargebacks or reversals may result in correction or withdrawal of credits, access or entitlements that existed solely because of the refunded transaction, subject to mandatory law and any independently surviving rights.

8. Uploads, projects and outputs

Users retain the rights they hold in content they upload. Uploading content does not transfer ownership to MELUMIYA.

Projects are private from other users by default unless the user deliberately chooses a sharing or Community feature.

Subject to these Terms, third-party rights, applicable law and the entitlement attached to a creation, MELUMIYA does not claim ownership merely because an eligible output was generated using the service.

Users grant MELUMIYA a limited, non-exclusive licence to host, copy, transmit, transform and otherwise process their content only as reasonably necessary to provide, secure, maintain and support the service, carry out user-requested sharing/publication, comply with law and protect legal rights.

9. No customer-content AI training at launch

MELUMIYA does not use customer uploads, prompts, projects, generated outputs, private project content, support attachments or private diagnostics to train, fine-tune or create MELUMIYA/KYRA AI models at launch.

This rule applies to all launch plans and age groups. Publishing an asset to Community does not by itself grant AI-training permission.

If a future voluntary customer-contribution AI-development program is introduced, it will be separate, transparently described and subject to the applicable affirmative opt-in/eligibility controls.

10. Downloads and commercial permissions

Generating, downloading and receiving commercial-use permission are separate concepts. Download and commercial rights are determined by the entitlement recorded for the specific creation/order.

Permanent creation-specific rights validly granted to an eligible paid creation survive later cancellation, expiry or downgrade, subject to third-party rights and the Commercial & Export Licence.

A past paid plan does not automatically grant commercial rights to new creations made after the relevant commercial entitlement has ended.

11. Third-party rights and user responsibility

Users must have the rights, licences, permissions and lawful basis necessary for material they upload or instruct MELUMIYA to process.

MELUMIYA cannot grant rights owned by unrelated third parties. Users are responsible for assessing intended use of protected characters, brands, designs, confidential material, real-person likenesses and other third-party material.

MELUMIYA does not guarantee that an AI-generated output is exclusive, registrable or protected by copyright, design, trade mark, patent or other intellectual-property law in every jurisdiction.

12. Acceptable use, Community and AI transparency

The Acceptable Use & AI Policy forms part of these Terms.

MELUMIYA may provide AI notices, provenance information or machine-readable marking where required by law. Users must not deceptively remove legally required provenance or disclosures.

If Community/public-sharing functionality is enabled, users remain responsible for what they publish and for respecting applicable law, third-party rights and MELUMIYA's moderation rules.

13. Advertising

At launch, third-party advertising may be displayed to guests and Free web users. Paid web users while signed in and the Desktop application are ad-free under the launch product rules.

Advertising on the web must not be used to override mandatory consent choices. Where Google advertising or other non-essential advertising technologies require prior consent, they are handled under the Cookie & Local Storage Policy and the applicable consent-management interface.

14. Cancellation, withdrawal, refunds and conformity

Monthly subscription cancellation stops future renewal and ordinarily leaves access active until the end of the paid billing period, unless mandatory law or a specific remedy requires otherwise.

Fixed-term prepaid access expires at the end of the purchased term and does not renew automatically unless checkout clearly states otherwise.

Consumers retain mandatory distance-contract, withdrawal and digital-content/service conformity rights. The separate Refund, Cancellation & Withdrawal Policy applies and is incorporated into these Terms.

Nothing in these Terms removes mandatory remedies for digital content or services that are not supplied or are non-conforming.

15. Desktop and Local Compute

The Desktop Software Licence & Local Compute Terms supplement these Terms.

All Desktop purchases are made through the website. Local compute does not create a right to bypass account, plan, credits, age, provider, licence, safety, provenance or security controls.

Material compatibility and interoperability requirements known to MELUMIYA must be disclosed before purchase/use of a Desktop entitlement.

16. Availability and queues

Generation may be queued, limited or temporarily unavailable. MELUMIYA does not guarantee uninterrupted service or a particular processing time unless it expressly commits to one.

If a route or provider is unavailable or not legally eligible, MELUMIYA may queue the job, offer another eligible route or decline the operation rather than route it to a non-compliant provider.

17. Support

Operational customer support is provided by email at melumiya.support@pm.me. Billing: melumiya.billing@pm.me. Security: melumiya.security@pm.me.

MELUMIYA does not promise a particular first-response or resolution time unless a specific service-level commitment is expressly published.

Support communications are service communications, not marketing merely because they are sent by email.

18. Account deletion

Ordinary account closure follows a 30-day recovery window: request -> deactivation/freeze -> recovery period -> permanent deletion of ordinary active-service data, subject to legally required records and normal backup/provider deletion cycles.

A valid statutory erasure request is assessed separately and is not intentionally delayed by the product recovery window where applicable law requires different handling.

Tax, accounting, payment, legal-acceptance, fraud/security, dispute and other records may be retained where required or permitted by law.

19. Suspension and termination

MELUMIYA may restrict or suspend access where reasonably necessary for security, fraud prevention, non-payment, serious or repeated breach, legal/provider compliance or protection of users and the service, subject to applicable notice, appeal and consumer-remedy requirements.

Termination does not retroactively revoke permanent creation-specific rights that were validly granted and remain in force under the Commercial & Export Licence.

20. Changes

MELUMIYA may update features, models, providers, future credit costs and these Terms. Material changes affecting an ongoing paid contract will be handled with the notice, consent or remedies required by applicable law.

Accepted historical legal versions are not silently rewritten; material legal versions should be versioned and acceptance records retained where required.

21. Liability and mandatory rights

Nothing excludes or limits liability that cannot legally be excluded or limited. Any limitation applies only to the maximum extent permitted by applicable law.

Mandatory consumer remedies and rights prevail over conflicting contractual wording.

22. Governing law and disputes

Portuguese law governs these Terms, without depriving consumers of mandatory protections applicable in their country of habitual residence.

MELUMIYA is registered with the Portuguese Livro de Reclamações Eletrónico: <https://www.livroreclamacoes.pt/>.

Portuguese consumers may use legally authorised RAL/ADR mechanisms as described in the Legal & Consumer Information Notice, including mandatory arbitration/mediation for eligible reduced-value consumer disputes when chosen by the consumer.

23. Contact and version

Operator: MARIANA DOS SANTOS RODRIGUES | NIF 263208311 | Rua Dr. Manuel de Arriaga, n.º 39, 2.º Esq., 2700-294 Amadora, Portugal.

Support: melumiya.support@pm.me | Legal: melumiya.legal@pm.me | Privacy: melumiya.privacy@pm.me.

Legal/pre-contract telephone contact: +351 925 991 184. No telephone customer-support helpdesk is offered.

Version 1.0. Effective date: 12 August 2026.

3. Privacy Policy

Document key: privacy_policy | Version 1.0 | Effective date: 12 August 2026

Canonical text SHA-256: 75dbbddaf3110ee8da37a880987cef64137afc9b79e771a2443652b34f0fc165

1. Controller

Data Controller: MARIANA DOS SANTOS RODRIGUES, trading as MELUMIYA, NIF 263208311, Rua Dr. Manuel de Arriaga, n.º 39, 2.º Esq., 2700-294 Amadora, Portugal.

Privacy contact: melumiya.privacy@pm.me. General legal contact: melumiya.legal@pm.me.

2. Scope

This Privacy Policy explains how MELUMIYA processes personal data in the website, accounts, cloud services, generation workflows, Community features, customer support, payment/entitlement systems and Desktop/Local Studio application.

3. Information we process

- Account and authentication data, such as email address, account identifiers, verification state and security information.
- Age/eligibility information reasonably needed to apply service, local-law and provider restrictions, including guardian-authorization status where legally required.
- Billing, subscription, payment reference, credit-ledger, fiscal-invoice and entitlement information. Full payment-card details are handled by the payment provider and are not intended to be stored by MELUMIYA.
- Prompts, images, 3D files, textures, project files, uploads and other content submitted to the service.
- Generated outputs, generation parameters, project metadata, job state and download/licence records.
- Device, IP/browser, application version, operating-system, GPU/runtime compatibility, security, fraud/abuse-prevention, performance and diagnostic information where needed or enabled.
- Support tickets and communications, including attachments, linked account/project/job references, support history and limited technical diagnostics where supplied or necessary for the requested support function.
- Cookie, local-storage, consent, advertising and analytics information where those technologies are enabled and lawful.
- Referral/affiliate attribution data where a user follows an attributed link, enters a creator/referral code, or a transaction lawfully records an applicable attribution.

4. Purposes and legal bases

- Contract performance: account creation, authentication, projects, generation/editing, storage, credits, plan/entitlement verification, downloads, licensing, billing, customer support and requested sharing/publication.
- Legal obligations: tax, accounting, invoicing, consumer-protection, regulatory, security-incident and lawful-request obligations.
- Legitimate interests where appropriate: security, fraud/abuse prevention, service reliability, debugging, support quality, incident response, defence of legal claims and proportionate operational analytics, subject to applicable balancing and user rights.
- Consent where required: non-essential cookies, advertising/personalization, optional analytics/diagnostics, optional marketing, and any future voluntary customer-content AI-development program.

5. Age and child privacy

MELUMIYA's general service minimum is 13, but local minimum-age, guardian-authorization, age-assurance and child-privacy rules may require additional steps or restrict features.

MELUMIYA aims to collect only the age/eligibility information reasonably necessary for those controls.

Advertising and consent choices for users known to be minors are handled using the stricter rules applicable to that user and jurisdiction.

6. AI models, routing and GPU processing

MELUMIYA may route an eligible operation among approved AI models, a private GPU worker operated by the Controller, on-device Local Compute and hosted compute providers.

Routing can depend on operation, capability, availability, location, age, licence, privacy, security and provider requirements.

The private GPU worker is not a public customer endpoint. It receives only the scoped job inputs/parameters needed for the requested work and should not receive payment-card data, customer passwords or unrelated account records.

Temporary processing files are removed or expire according to the operational storage lifecycle applicable to the route.

7. No customer-content AI training at launch

MELUMIYA does not use customer uploads, prompts, projects, generated outputs, private project content, support attachments or private diagnostics to train, fine-tune or create MELUMIYA/KYRA AI models at launch.

Processing content to perform the requested service, store a project, secure the platform, troubleshoot a user-requested support case or publish/share content at the user's request is service processing and is not AI-training permission.

A future voluntary AI-development contribution program, if introduced, will be separate and will use the disclosures/consents required by applicable law.

8. Operational data and analytics

MELUMIYA may process operational data such as job success/failure, processing time, model/provider identifier, compute/VRAM class, error codes, retry events, credit restoration and feature interactions where lawful.

Where appropriate, MELUMIYA aims to minimize, aggregate or pseudonymize operational analytics and to avoid using customer creative content as analytics merely because it is available.

9. Core service providers

- Supabase - authentication, database and backend infrastructure. MELUMIYA's launch project uses an EU-central database region.
- Cloudflare - public website/CDN/security functions, private object storage (R2), queue/routing infrastructure and related network processing.
- Stripe - payment processing, billing and transaction services.
- Proton - MELUMIYA operational email mailboxes and support/legal/privacy communications.
- Google - Google AdSense and Google's consent-management/advertising services where web advertising is enabled.
- Modal - hosted compute/GPU execution when that production route is enabled for an eligible job.
- Other approved technical providers may be added or replaced where necessary. MELUMIYA will update disclosures when a provider change materially affects personal-data processing.

10. International transfers

Some providers may process personal data outside Portugal or the European Economic Area. Where GDPR transfer rules apply, MELUMIYA relies on an applicable lawful transfer mechanism, such as an adequacy decision, Standard Contractual Clauses or another legally available safeguard, together with supplementary measures where required.

Users may contact the Privacy address for further information about applicable transfer safeguards.

11. Payments and fiscal records

Stripe or another approved payment provider processes payment credentials and transaction data under its applicable terms and privacy role.

MELUMIYA retains the transaction, entitlement, fiscal-invoice and accounting information reasonably required to perform the contract and comply with law.

Account deletion does not require deletion of records MELUMIYA is legally required to retain.

12. Advertising and consent

At launch, third-party web advertising may be shown to guests and Free web users. Paid web users while signed in and the Desktop application are ad-free under the launch product rules.

Where Google AdSense is enabled for users in the EEA, UK or Switzerland, MELUMIYA uses a Google-certified consent-management platform integrated with the applicable IAB Transparency and Consent Framework for personalized advertising, and obtains consent for cookies/local storage or personal-data uses where required.

Users must be offered a genuine way to consent, decline and manage non-essential advertising choices. Refusing optional advertising/analytics consent does not remove core MELUMIYA account functionality.

See the Cookie & Local Storage Policy for more detail.

13. Marketing communications

Essential account, security, billing, support and service communications may be sent where necessary for the account or contract.

Optional promotional/newsletter marketing is not bundled into required account acceptance. Where consent is the applicable basis, marketing requires a separate optional choice and can be withdrawn.

14. Retention

Active account and project data are retained while reasonably needed to provide the service, subject to deletion choices and legal obligations.

Ordinary account closure includes a 30-day recovery window before ordinary active-service data is permanently deleted or de-identified, subject to legal retention and provider/backup deletion cycles.

Temporary generation files and worker files are retained only as long as reasonably needed for the requested processing, retry/download lifecycle or security, and are deleted/expired according to the relevant storage route.

Tax, accounting, invoice, legal-acceptance, payment, fraud/security and dispute records are retained for the periods required or permitted by applicable law.

Support records are retained for a proportionate period based on support, security, fraud, dispute and legal needs.

Backups are removed through normal secure rotation and are not used to restore an account merely to defeat a completed lawful deletion request.

15. Your rights

Depending on applicable law, rights may include access, correction, erasure, restriction, objection, data portability and withdrawal of consent.

Privacy requests may be sent to melumiya.privacy@pm.me. MELUMIYA may request proportionate verification before acting on a request.

Users in Portugal may complain to the Comissão Nacional de Proteção de Dados (CNPd): <https://www.cnpd.pt/>.

16. Account deletion and statutory erasure

The ordinary product deletion flow has a 30-day recovery period. A statutory erasure request is assessed separately under the applicable legal conditions and deadlines.

Data that must be retained for tax, accounting, fraud/security, legal claims or other legal obligations may be retained or restricted as permitted by law.

17. Automated operations

Automated systems may route jobs, enforce entitlements/age/provider rules, reserve or restore credits, detect failures and identify security/fraud events.

MELUMIYA does not intend at launch to make solely automated decisions that produce legal or similarly significant effects about individuals. If that changes, this Policy will be updated with required safeguards.

18. Security

MELUMIYA uses measures appropriate to the service and risk, including server-side authorization, scoped credentials, protected storage, private-worker boundaries, job locking/leasing, least-privilege access, logging and separation between public services and privileged infrastructure.

No online system can be guaranteed absolutely secure. Security concerns should be sent to melumiya.security@pm.me.

19. Desktop/on-device processing

For genuinely local Desktop operations, the creative input can remain on the user's device for the computation instead of being uploaded for cloud GPU processing.

The Desktop may inspect local technical characteristics needed for compatibility, such as operating-system, GPU/vendor/model, VRAM/runtime capability, application version and available storage. MELUMIYA aims to keep these checks local where possible and transmit only what is needed for authentication, entitlement, compatibility, security, updates, diagnostics or routing.

If the user deliberately enables cloud sync, cloud generation/fallback, sharing or Community publication, the files needed for that chosen function may be transmitted to MELUMIYA or an approved provider.

20. Changes and contact

Material privacy changes will be communicated where required by law.

Controller: MARIANA DOS SANTOS RODRIGUES | Rua Dr. Manuel de Arriaga, n.º 39, 2.º Esq., 2700-294 Amadora, Portugal | Privacy: melumiya.privacy@pm.me.

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4. Acceptable Use & AI Policy

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Canonical text SHA-256: bf486814466cab17cb3802a6225cef48f7e3e5106f13a8a25a81d4d5f1b381a

1. Scope and general rule

This Policy applies to prompts, uploads, generated content, exports, Community use, support uploads, Desktop/Local Compute and other MELUMIYA AI-powered functions.

Use MELUMIYA lawfully and responsibly. Users are responsible for having the rights and permissions needed for their inputs and intended uses.

2. Age and provider restrictions

MELUMIYA is generally 13+, subject to stricter local law, guardian requirements and provider/model restrictions.

Users must not bypass age, territory, guardian, provider, licence or eligibility controls.

3. No customer-content training at launch

MELUMIYA does not use customer uploads, prompts, projects, generated outputs, private support content or private diagnostics to train, fine-tune or create MELUMIYA/KYRA AI models at launch.

Public Community sharing does not by itself create AI-training permission.

4. Prohibited activity

- Illegal activity or content, or use designed to facilitate unlawful conduct.
- Malware, credential theft, phishing, unauthorized access, fraud, payment abuse, denial-of-service abuse, deliberate overload, destructive scraping or circumvention of MELUMIYA security/rate-limit/account controls.
- Evasion of billing, credits, entitlements, licence, age, territory, provider, provenance or security controls.
- Knowing infringement of copyright, trade mark, design, privacy, publicity, confidentiality or other third-party rights.
- Non-consensual intimate or sexualized depictions of real people.
- Sexual or exploitative content involving minors.
- Deceptive impersonation, fraud or misleading manipulation/deepfake use.
- Deceptive removal of legally required AI provenance, marking or disclosure.
- Using support tickets, Community uploads or attachments to deliver malware, exploits, credential theft, harassment or spam.

5. Real people and likenesses

If a workflow uses a real person's image, likeness, voice or other identifying material, the user must have a lawful basis and permissions appropriate to the intended use.

Additional restrictions may apply to minors, intimate content, public figures, advertising, identity deception and biometric uses.

6. Intellectual property

Generating a protected character, brand, product design or other third-party material does not give the user rights owned by another person or company.

MELUMIYA's commercial permission cannot grant rights that MELUMIYA does not own or have authority to license.

7. AI transparency and provenance

MELUMIYA may display AI notices and attach machine-readable provenance or other marking where required by law.

Users must preserve legally required disclosures and must make any additional disclosures required by their own downstream use.

8. Community/public sharing

Projects are private from other users by default. Publishing to a Community/public feature authorizes MELUMIYA to host, display and technically distribute that content for the chosen sharing feature.

Public sharing does not grant MELUMIYA AI-training permission.

Users must not publish unlawful content, material they are not allowed to share, malware or content designed to expose another user's private information.

9. Enforcement and appeals

MELUMIYA may block a generation, restrict a feature, remove unlawful/prohibited content, suspend an account or preserve/report information where reasonably necessary for law, security, fraud prevention or enforcement, subject to applicable procedures and rights.

To contest an enforcement decision or ask a legal/safety question, contact melumiya.legal@pm.me.

10. Desktop / Local Compute

Local Compute does not create a right to bypass MELUMIYA account, entitlement, age, provider, licence, provenance, safety, metering or security controls.

Users must not extract service secrets or redistribute MELUMIYA proprietary model packages, binaries or protected components except where an applicable licence expressly permits it.

These restrictions do not limit mandatory software-law rights that cannot lawfully be excluded.

11. Illegal-content notices and Community process

Where MELUMIYA hosts and publicly disseminates user content and the Digital Services Act or similar law applies, MELUMIYA provides an electronic route for sufficiently precise notices of alleged illegal content.

Notices may be sent to melumiya.legal@pm.me with the content URL/reference, explanation of alleged illegality, supporting information and the notifier's contact details where required.

Where legally required, affected users receive a statement of reasons and information about available redress for moderation restrictions.

12. Security reports

Good-faith vulnerability reports should be sent to melumiya.security@pm.me.

Researchers must not exploit a vulnerability to access data or systems beyond what is reasonably necessary to demonstrate the issue, disrupt service, retain unrelated personal data or demand payment through coercive threats.

Nothing in this Policy removes good-faith security-research rights that applicable law makes non-waivable.

13. Version

Version 1.0. Effective date: 12 August 2026.

5. Commercial & Export Licence

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Canonical text SHA-256: f936326ac17c98ecd637933f740033bc6515838f224b52e86f31ba332b132a44

1. What this Licence covers

This Licence applies to a creation for which MELUMIYA's trusted account/order records show an applicable download/export or commercial-use entitlement.

Creating a model, downloading it and receiving commercial-use permission are separate concepts.

2. Personal-use export

Where MELUMIYA offers a Single Export or another personal-use export entitlement, it permanently unlocks ordinary download of the specific eligible creation for personal-use purposes under the entitlement shown at checkout.

A personal-use export does not grant MELUMIYA commercial-use permission and does not unlock unrelated creations.

3. Commercial-use permission

For a creation carrying an eligible paid commercial entitlement, MELUMIYA grants the entitled user a perpetual, worldwide, royalty-free, non-exclusive contractual permission, under rights MELUMIYA is legally able to license, to use and modify the creation; incorporate it into games, apps, films, renders, illustrations, websites and other projects; use it in client work; and sell physical prints, objects or products made from it.

Digital resale or redistribution of the standalone 3D creation is permitted only where the specific entitlement expressly includes that right. A commercial-use right does not automatically authorize resale of MELUMIYA proprietary software, model weights, runtimes, templates or third-party components.

4. Paid-plan creation rights

Where the applicable paid plan includes commercial/download rights for an eligible creation, those rights attach to the specific successful creation/order recorded while the entitlement is active.

Once validly granted, the creation-specific commercial permission survives later subscription cancellation, expiry or downgrade.

A previous paid subscription does not grant commercial permission to new creations made after the relevant entitlement has ended.

5. One-off commercial export

Where MELUMIYA offers a creation-specific Single Commercial Export, the checkout states the price and exact rights for that creation before purchase.

The entitlement is creation-specific and does not become an account-wide commercial licence for unrelated creations.

6. Downstream clients and purchasers

The user's MELUMIYA account/subscription entitlement is not transferred when a licensed creation is supplied to a client or downstream purchaser.

A permitted recipient receives the rights needed for the authorized copy/use under the user's licensed project, not the original user's MELUMIYA account, subscription, credits or unrelated creation entitlements.

7. No guarantee of copyright, exclusivity or registrability

This Licence is a contractual permission. It does not guarantee that a creation or every AI-generated element qualifies for copyright, design, patent, trade mark or other protection; is exclusive; or is registrable in every jurisdiction.

Similar or identical elements may be generated for other users.

8. Third-party rights

This Licence cannot grant rights in third-party copyrighted works, brands, characters, protected designs, likenesses, confidential material or other protected content.

The user must obtain any separate permissions required for the intended use. Third-party asset/model/runtime terms incorporated into a creation may impose additional restrictions that MELUMIYA cannot override.

9. Refunds and reversed transactions

If the payment that created a one-off or paid commercial entitlement is validly refunded, reversed or charged back, MELUMIYA may revoke rights that existed solely because of that transaction, except to the extent mandatory law or another independently valid entitlement requires otherwise.

Ordinary subscription cancellation without a refund does not retroactively revoke permanent creation-specific rights validly granted before cancellation.

10. Local compute does not change output rights

Whether an eligible creation is computed on MELUMIYA-hosted infrastructure or on the user's compatible device does not by itself change the creation-specific export/commercial entitlement.

The trusted backend/order record remains controlling for MELUMIYA contractual permissions.

11. Restrictions and governing terms

This Licence does not authorize unlawful activity or conduct prohibited by the Acceptable Use & AI Policy.

Legally required AI provenance/markings must not be deceptively removed.

This Licence is incorporated into the Terms of Service. Mandatory local law prevails where it cannot be varied by contract.

12. Proof and contact

Users should retain purchase/licence records for commercially important projects. MELUMIYA may provide a creation/order entitlement record or downloadable licence proof.

Licensing questions: melumiya.licensing@pm.me.

Version 1.0. Effective date: 12 August 2026.

6. Refund, Cancellation & Withdrawal Policy

Document key: refund_cancellation_withdrawal_policy | Version 1.0 | Effective date: 12 August 2026

Canonical text SHA-256: 476e74a0f71ee4b58576a2362697aeac07487cde13dbce9bd22b19e1894cbad2

1. Scope

This Policy applies to MELUMIYA monthly subscriptions, fixed-term prepaid access, credit packs, creation-specific exports/commercial entitlements, Desktop access and eligible bundles purchased through the MELUMIYA website.

Nothing in this Policy reduces mandatory consumer rights.

2. Monthly subscription cancellation

Monthly subscriptions renew automatically at the billing interval displayed at checkout unless cancelled before the next renewal.

Cancellation prevents the next renewal and ordinarily leaves paid access active until the end of the already-paid billing period, unless mandatory law or a specific remedy requires otherwise.

Cancellation does not retroactively revoke permanent creation-specific download/commercial rights already validly granted.

3. Six- and twelve-month prepaid access

Where offered, 6-month and 12-month access products are one-time prepaid charges for the stated fixed period. They are not monthly instalment plans and do not automatically renew unless checkout expressly says otherwise.

The full amount charged today and the access duration must be shown before payment.

4. Desktop purchases

Desktop access is purchased on the MELUMIYA website. The Desktop application itself does not sell, upgrade or collect payment for subscriptions.

Known material operating-system, hardware/GPU, storage, runtime and internet requirements must be disclosed before a consumer obtains a paid Desktop/local-compute entitlement.

5. Failed generations

Where MELUMIYA reliably detects a charged generation failure, the exact applicable generation credits are restored through the credit ledger.

Credit restoration is not a cash refund and does not replace a consumer's separate statutory remedy if the service is not supplied or is non-conforming.

6. Duplicate, unauthorized or erroneous charges

Contact melumiya.billing@pm.me or melumiya.support@pm.me promptly with the account email and transaction reference. Do not send full payment-card details by email.

MELUMIYA will investigate and provide the refund/correction required by applicable law and payment-network rules.

7. Portugal/EU right of withdrawal

Consumers in Portugal/EU generally have a 14-day statutory right of withdrawal for qualifying distance contracts, subject to the legal rules and exceptions applicable to the type of digital service/content purchased.

For services that the consumer asks MELUMIYA to begin during the withdrawal period, MELUMIYA obtains the legally required express request/acknowledgement before immediate performance. If the consumer then withdraws before the service is fully performed, the consumer may owe a proportionate amount for the service already supplied where the legal conditions are met.

For digital content not supplied on a tangible medium, the withdrawal right may be lost after supply begins only where the legal requirements are met, including prior express consent to begin during the withdrawal period, acknowledgement of loss of the right, and the required confirmation on a durable medium.

MELUMIYA will not rely on a withdrawal waiver or exception where the required consent, acknowledgement or confirmation was not validly obtained.

8. Credit packs and one-off entitlements

Credit packs and creation-specific export/commercial entitlements are digital purchases. Their withdrawal/refund treatment depends on applicable law, whether supply/performance has begun and whether any legally required consent/acknowledgement was obtained.

Checkout must disclose the applicable immediate-performance treatment before purchase.

If a refunded purchase granted unused credits or a one-off entitlement, MELUMIYA may remove the unused/refunded entitlement as part of the refund reconciliation, subject to mandatory law.

9. Non-conforming digital content/services

Consumers retain mandatory rights if purchased digital content or services are not supplied or do not conform to the contract.

Depending on applicable law and circumstances, remedies can include bringing the content/service into conformity, price reduction, contract termination and refund.

A credit refund alone is not used to replace a mandatory legal remedy.

10. Compatibility and updates

MELUMIYA provides material known compatibility/interoperability information before paid Desktop/local-compute access and provides/communicates updates, including security updates, required to maintain conformity for the legally applicable period.

If a user's device does not meet clearly disclosed requirements, that fact may be relevant to whether a reported problem is a lack of conformity; it does not remove rights that mandatory consumer law provides.

11. Refund method and timing

Where a statutory withdrawal/refund is due, MELUMIYA uses the same payment method used for the original transaction unless the consumer expressly agrees otherwise and no additional cost is imposed, subject to the applicable legal/payment-provider process.

Refunds are processed without undue delay and within the time limit required by applicable law once the entitlement/transaction has been verified.

12. Other countries

Consumers outside Portugal/EU may have local cooling-off, renewal, cancellation, chargeback, refund or digital-service rights. This Policy does not reduce mandatory local rights.

13. How to request cancellation, withdrawal or a refund

Use the website Account/Billing area where the relevant action is available, or email melumiya.billing@pm.me / melumiya.support@pm.me with the account email, transaction reference, purchase date and the action requested.

A consumer may exercise a statutory withdrawal right by any unequivocal statement within the applicable period. The model withdrawal form included in this Legal Pack may be used but is not mandatory.

14. Version

Version 1.0. Effective date: 12 August 2026.

7. Cookie & Local Storage Policy

Document key: cookie_local_storage_policy | Version 1.0 | Effective date: 12 August 2026

Canonical text SHA-256: 61b34b60cd2eb1d134b00f7cb7ef5ad56a35157929d9e40ffc87ccfdb92b70a3

1. Scope

This Policy explains cookies, browser storage, consent signals, advertising identifiers and similar technologies used by MELUMIYA's website and the relevant local storage/device access used by the Desktop application.

2. Core rule

MELUMIYA uses storage/access necessary to provide requested functions and applies the consent mechanism required by law to non-essential analytics, advertising, personalization or similar tracking.

Optional tracking consent is separate from acceptance of the Terms and Privacy Policy.

3. Strictly necessary technologies

Necessary technologies may support authentication/session continuity, account security, fraud prevention, CSRF/security controls, load balancing/network security, checkout integrity, consent-choice storage and other functions required to deliver a service explicitly requested by the user.

Where applicable law permits, these technologies operate without optional consent because they are necessary for the requested service.

4. Preference storage

MELUMIYA may store user-selected language, theme, interface preferences, tutorial/hint state, workspace preferences and other choices needed to remember the experience requested by the user.

Where a preference technology is not strictly necessary and applicable law requires consent, it is handled through the consent interface.

5. Google advertising

Where web advertising is enabled, MELUMIYA uses Google AdSense and related Google advertising technologies for eligible guests and Free web users.

Paid web users while signed in and the Desktop application are ad-free under the launch product rules.

For users in the EEA, UK and Switzerland, personalized Google ads are not served unless the applicable Google-certified CMP/IAB TCF consent requirements are satisfied. MELUMIYA also obtains consent for cookies/local storage or personal-data uses where required by applicable law.

The consent interface must provide a genuine way to consent, decline and manage choices. Users may change their choice later through Cookie/Privacy Settings.

The Google consent message identifies the advertising technology providers selected for the site at the time the message is shown.

6. Non-personalized ads

Choosing not to consent to personalized advertising does not necessarily mean that no advertisement can ever be shown. Where legally permitted, contextual/non-personalized advertising may be shown using only the data/storage permitted by the user's consent state and applicable law.

MELUMIYA does not treat refusal of optional ad personalization as consent.

7. Analytics and diagnostics

Optional web analytics or non-essential diagnostics are activated only under the legal basis/consent required for the user's jurisdiction.

Refusing optional analytics does not prevent core account functionality.

8. Referral and affiliate attribution

Link-based creator/referral/advertising attribution may use cookies or similar storage where legally permitted and subject to required consent.

When a user manually enters a referral, creator or promotional code during a transaction, the resulting attribution may be stored as part of the account/order record without requiring a tracking cookie merely to remember that transaction.

9. Stripe and external checkout

When a user opens Stripe-hosted checkout or another approved payment page, the payment provider may use its own necessary/security/payment technologies under its own privacy/cookie terms.

MELUMIYA does not use the Desktop application as a payment checkout.

10. Cloudflare and security technologies

Cloudflare may process network/security information and use technologies necessary to deliver, protect or route the website/service. Such processing is handled according to the service configuration and applicable law.

11. Minors

Where local law requires guardian authorization, stricter consent or age-appropriate defaults for cookies/advertising, MELUMIYA applies the stricter requirement.

The general 13+ service rule does not override child-privacy or advertising law.

12. Desktop application storage and device access

The Desktop application may store authentication/session material, settings, model/runtime files, update metadata, cached assets and user-selected local project data on the user's device.

Local storage/access strictly necessary for a feature explicitly requested by the user may operate without optional consent where applicable law permits.

Optional analytics/diagnostic telemetry is not bundled into mandatory account acceptance and uses the applicable consent/legal mechanism.

13. Retention and controls

Cookie/storage duration depends on purpose: session technologies may expire when the session ends; preference/security/consent records may persist long enough to remember the relevant choice or protect the service; advertising/analytics durations are disclosed by the CMP/provider interface where applicable.

Users can clear browser/device storage through their browser or operating system, but clearing necessary session data may sign them out or reset preferences.

Consent choices can be changed through the website's Cookie/Privacy Settings when the relevant technologies are enabled.

14. Contact and version

Privacy/cookie questions: melumiya.privacy@pm.me.

Version 1.0. Effective date: 12 August 2026.

8. Desktop Software Licence & Local Compute Terms

Document key: desktop_software_licence | Version 1.0 | Effective date: 12 August 2026

Canonical text SHA-256: c77e6e3ab08c6b45b679f5ba2209b8d42e04792ef82f8a9a9143375dac8466ce

1. Licence to the Desktop application

Subject to the Terms of Service and the user's applicable plan/entitlements, MARIANA DOS SANTOS RODRIGUES grants the user a limited, non-exclusive, non-transferable licence to install and use the MELUMIYA Desktop/Local Studio application on compatible devices the user controls for its intended purposes.

The application is licensed, not sold. This software licence is separate from rights in user-created outputs, which are governed by the Commercial & Export Licence.

2. Website-only purchases

Subscriptions, prepaid access, credit packs, Desktop access and bundles are purchased only through the MELUMIYA website checkout.

The Desktop may display plan/entitlement status and link to the website to view plans or manage billing, but it does not collect payment-card details, create an independent Stripe checkout or decide payment success.

3. Local Compute

The Desktop may execute eligible AI/3D operations using the user's compatible CPU/GPU and may download approved runtimes, models or supporting components.

AI/local-compute features may require internet connectivity for authentication, plan/device/entitlement verification, model/runtime authorization, security/update checks and limited operational status communication.

Where a job is expressly designated local-only, MELUMIYA will not intentionally upload the creative input for cloud GPU processing unless the user chooses a cloud/sync/share function or expressly approves a fallback that requires upload.

A local failure must not silently become a higher-cost cloud job without showing the applicable cloud option/cost and obtaining the user's choice.

4. System requirements

Supported operating systems, GPU/VRAM, storage, drivers/runtimes, network requirements and known material limitations are published on the relevant Desktop/download/plan page and may evolve with the application.

Some features may be unavailable on unsupported hardware and may offer an eligible cloud route instead.

5. Updates and security

MELUMIYA may supply application, runtime, model and security updates.

Updates required by mandatory consumer or cybersecurity law are supplied and communicated for the legally required period. Users should install required security/conformity updates after being informed of their purpose and consequences.

Update packages should be delivered through the trusted MELUMIYA update mechanism and protected against unauthorized modification.

6. Restrictions

- Do not use the Desktop to gain unauthorized access to MELUMIYA systems or other users' data.
- Do not extract service credentials, defeat account/credit/licence/age/provider controls, tamper with entitlement records or defeat required security/provenance mechanisms.
- Do not redistribute MELUMIYA proprietary binaries, model packages or protected components except where their accompanying licence expressly permits it.
- Do not use the application in violation of the Acceptable Use & AI Policy.
- These restrictions do not limit non-waivable lawful-acquirer rights under applicable software law.

7. Third-party and open-source components

The Desktop may include or download third-party/open-source components. Applicable notices and licences are supplied as required.

If a third-party licence grants rights that conflict with these Desktop Terms for that component, the third-party licence controls for that component.

8. Privacy

Desktop and Local Compute processing is described in the Privacy Policy and Cookie & Local Storage Policy.

Local processing is designed to minimize unnecessary transmission of creative content. Optional analytics/diagnostics are handled separately where consent is required.

9. AI transparency

Local execution does not remove legally applicable AI transparency, provenance or marking requirements. MELUMIYA may preserve or add required technical marking for covered AI-generated/manipulated content.

10. Consumer rights and conformity

Nothing in these Desktop Terms excludes mandatory rights concerning digital-content/service conformity, functionality, compatibility, interoperability, updates, remedies, withdrawal or unfair contract terms.

Where these Desktop Terms conflict with non-waivable consumer law, that law prevails.

11. Termination

This software licence ends if the user's right to use the Desktop application ends under the Terms of Service or if the user materially breaches these Desktop Terms, subject to mandatory consumer rights.

Termination of the software licence does not retroactively revoke permanent creation-specific output permissions that remain valid under the Commercial & Export Licence.

12. Offline/local files

Locally saved project files remain on the user's device unless the user deletes them or chooses a cloud function. Expiry of an entitlement or loss of connectivity does not by itself delete local project files.

Some editor functions may be available offline where the application indicates this; AI operations and subscription-gated features may require reconnection for entitlement/security verification.

13. Support and diagnostics

Desktop support is provided by email at melumiya.support@pm.me.

If the user chooses to include technical diagnostics, the application may send limited app/OS/runtime compatibility information, job/model/route data, error identifiers and sanitized logs as described in the Privacy Policy.

Users should never send passwords, authentication secrets or full payment-card details in support diagnostics.

14. Operator and version

Operator: MARIANA DOS SANTOS RODRIGUES | NIF 263208311 | Rua Dr. Manuel de Arriaga, n.º 39, 2.º Esq., 2700-294 Amadora, Portugal.

Support: melumiya.support@pm.me | Legal: melumiya.legal@pm.me.

Version 1.0. Effective date: 12 August 2026.

9. Model Withdrawal Form (Portugal / EU Consumers)

Document key: model_withdrawal_form | Version 1.0 | Effective date: 12 August 2026

Canonical text SHA-256: 53797a5465fdbb1b5a1807c30d76f19e3037e76e3e83246913bc9728e4202364

How to use this form

This model form may be used where a statutory right of withdrawal applies. Use of this exact form is not mandatory; an unequivocal statement exercising the right within the applicable deadline is sufficient where the law so provides.

Send by email to melumiya.billing@pm.me or melumiya.support@pm.me, or by post to Rua Dr. Manuel de Arriaga, n.º 39, 2.º Esq., 2700-294 Amadora, Portugal.

Withdrawal statement

To: MARIANA DOS SANTOS RODRIGUES (MELUMIYA), Rua Dr. Manuel de Arriaga, n.º 39, 2.º Esq., 2700-294 Amadora, Portugal. Email: melumiya.billing@pm.me.

I hereby give notice that I withdraw from my contract for the following MELUMIYA digital service/content:

Product/plan/entitlement: _____

Order or transaction reference: _____

Date of contract/purchase: _____

Consumer name: _____

Consumer address: _____

Account email: _____

Date: _____

Signature (only if this form is sent on paper): _____

Important note

The right of withdrawal and any loss/limitation of that right depend on the type of digital service/content and the circumstances of supply/performance. See the Refund, Cancellation & Withdrawal Policy.

Where MELUMIYA has begun a service during the withdrawal period at the consumer's express request, a proportionate amount for service already supplied may be payable where the legal conditions are met. For qualifying digital content supplied immediately, the right may be lost only where the legally required prior consent, acknowledgement and confirmation were validly obtained.

Version

Form version 1.0. Effective date: 12 August 2026.

Document Register

Use these immutable version/hash pairs when registering the published documents in MELUMIYA's legal-document registry. If customer-facing wording changes materially, create a new version and hash rather than editing an accepted historical version in place.

Key	Version	Effective	Canonical SHA-256
legal_consumer_information	1.0	12 August 2026	d5c138e2bb461f87327958c9f214c6fdcf79725a035a5d79239aa7432c4a6576
terms_of_service	1.0	12 August 2026	2f1a2bb124b4f92418bec050d877385757b159c41357dd7a68e3b0a427308880
privacy_policy	1.0	12 August 2026	75dbbddaf3110ee8da37a880987cef64137afc9b79e771a2443652b34f0fc165
acceptable_use_ai_policy	1.0	12 August 2026	bf486814466cab317cb3802a6225cef48f7e3e5106f13a8a25a81d4d5f1b381a
commercial_export_licence	1.0	12 August 2026	f936326ac17c98ecd637933f740033bc6515838f224b52e86f31ba332b132a44
refund_cancellation_withdrawal_policy	1.0	12 August 2026	476e74a0f71ee4b58576a2362697aeac07487cde13dbce9bd22b19e1894cbad2
cookie_local_storage_policy	1.0	12 August 2026	61b34b60cd2eb1d134b00f7cb7ef5ad56a35157929d9e40ffc87ccfd b92b70a3
desktop_software_licence	1.0	12 August 2026	c77e6e3ab08c6b45b679f5ba2209b8d42e04792ef82f8a9a9143375dac8466ce
model_withdrawal_form	1.0	12 August 2026	53797a5465fdbb1b5a1807c30d76f19e3037e76e3e83246913bc9728e4202364

Important implementation note: the PDF is a durable, downloadable master copy. The public website should also keep the legal information easily accessible on the existing dedicated legal routes, and the Web/Desktop apps should link to the active version. Google advertising that requires consent must not be activated before the applicable CMP/consent flow is live.