

# Terms of Service

**Last updated: May 3, 2025**

Welcome to MockTalk! These Terms of Service ("Terms") govern your access to and use of our platform, services, and products. By accessing or using MockTalk, you agree to be bound by these Terms.

## 1. Overview

MockTalk is a platform designed to simulate job interviews through AI, offering feedback and resume enhancement tools. All services are automatically generated by artificial intelligence with no human intervention.

## 2. Eligibility

MockTalk is intended for individuals aged 18 and older. While we do not verify age at registration, the platform is not designed for use by minors. Only individual users may create accounts—organizational or bulk accounts are not supported.

## 3. Services Provided

- AI-generated interview simulations
- Automated, comprehensive feedback
- Resume enhancement suggestions
- Learning resources and tips to improve interview skills

All services are provided by generative AI. Results may vary and are not guaranteed to be accurate or complete.

## 4. Payments & Refunds

MockTalk offers one-time purchases only. Payments are processed through Stripe. We do not offer refunds except in cases of **accidental duplicate purchases**.

## 5. Free Plan Policy

New accounts may receive limited free usage:

- 3 AI-generated questions
- 1 resume enhancer

If this plan is discontinued, users who signed up **before** its removal will retain their credits. Users who sign up **after** will not receive free access.

## 6. User Responsibilities

- You are responsible for the decisions made following AI-generated feedback.
- You acknowledge that the feedback is produced by a generative AI model, which may contain errors.
- You agree not to attempt to reverse engineer, extract, or replicate MockTalk's AI systems.
- Sharing AI outputs (e.g., screenshots) is at your own discretion.

## 7. Account Termination

MockTalk reserves the right to suspend or terminate accounts found engaging in:

- Fraudulent or suspicious activity
- Violations of these Terms
- Abuse of the platform (e.g., automation, scraping)

## 8. Data Collection & Privacy

We collect and store the following data:

- Text transcripts of your interviews

- Name and email
- Login activity
- Enhanced resume files

Data is retained for as long as your account is active. You can delete your account and all associated data at any time.

We do **not** use your data to train AI models.

## 9. Ownership

You retain ownership of your input data, including resumes. By using the service, you grant MockTalk a license to store and display that content as needed to provide services to you.

## 10. Service Availability

MockTalk aims to provide continuous access to its services. However, we do not guarantee uninterrupted operation. Temporary service outages, delays, or errors may occur due to:

- Third-party API issues (e.g., AI providers)
- Infrastructure downtimes
- System maintenance

## 11. Support

Support is limited. You can reach us at **info@mocktalk.dev** for important matters only. We aim to respond to critical issues in a timely manner but do not offer real-time support.