



Case Management System Terms of Service

The Falls Gaming, LLC d/b/a Solvora Studios | Effective October 17, 2026

These terms govern access to and use of CMS, CMSO, and the official Case Management System Discord application, including responsibilities for users, administrators, and independently operated deployments.

Effective date: October 17, 2026

Last updated: October 24, 2026

These Terms of Service (**Terms**) govern access to and use of Case Management System and Case Management System Online, including the official Case Management System Discord application, websites, hosted services, and related interfaces (collectively, the **Service**). The Service is developed and licensed by **The Falls Gaming, LLC, doing business as Solvora Studios** (Solvora Studios, we, us, or our).

By installing, authorizing, accessing, or using the Service, you agree to these Terms. If you use the Service for an organization or Discord community, you represent that you have authority to bind that organization to these Terms. If you do not agree, do not install, authorize, access, or use the Service.

1 Relationship to the Software License and Privacy Policy

These Terms govern use of the Service. The separate Proprietary Software License governs possession, installation, copying, modification, distribution, and other use of the software and source code. The Privacy Policy explains how information is processed.

If the documents conflict, the Proprietary Software License controls software and source-code rights, the Privacy Policy controls privacy disclosures, and these Terms control use of the Service. Third-party terms control the applicable third-party platform or service.

2 Eligibility

You must be at least 13 years old and meet the minimum age required by Discord and the law of your jurisdiction. A Community Operator may impose a higher minimum age. If you use the Service on behalf of an organization, you must have authority to do so.

The Service is not available to anyone prohibited from using it under applicable law, sanctions, export controls, Discord rules, or a Community Operator's rules.

3 Community Operators and Independent Deployments

CMS and CMSO may be self-hosted, hosted for one organization, or operated through infrastructure selected by a customer or community. The organization or Discord community that configures a deployment (the **Community Operator**) controls its users, permissions, records, integrations, and operating decisions.

Unless a deployment is expressly identified as being controlled by The Falls Gaming, LLC, the Community Operator - not The Falls Gaming, LLC - is responsible for that deployment's administration, content, moderation, retention,

security configuration, and user support. The Community Operator may publish additional rules. Those rules apply in addition to these Terms but may not grant rights in the software that conflict with the Proprietary Software License.

4 Accounts Authorization and Access

The Service may use Discord OAuth, Discord roles, passwords, sessions, or other configured authentication methods. You agree to:

- provide accurate authorization information;
- use only accounts and communities you are authorized to access;
- protect passwords, recovery codes, session tokens, and administrator credentials;
- promptly report suspected compromise or unauthorized access; and
- comply with role, classification, record, and community access restrictions.

You are responsible for activity performed through your account unless caused by our breach of an applicable legal duty. You may not share an account or evade an access restriction.

5 Limited Right to Use the Service

Subject to these Terms, the Proprietary Software License, applicable Community Operator rules, and all required fees or agreements, you may use the Service only for its intended case-management, records, intake, ticketing, evidence, workflow, administrative, and community functions.

These Terms do not transfer ownership of the Service or grant any right to copy, modify, redistribute, resell, host, white-label, or create derivatives of the software. Any such rights arise only under the Proprietary Software License or a separate written agreement with The Falls Gaming, LLC.

6 User Content and Community Records

User Content means information, text, forms, records, files, images, video, links, and other material submitted to the Service by or for a user or Community Operator.

You retain any ownership rights you lawfully hold in your User Content. You grant us and the applicable Community Operator a non-exclusive, worldwide, royalty-free license to host, copy, process, transmit, display, format, and create technical derivatives of User Content only as reasonably necessary to operate, secure, support, and improve the Service; comply with configured workflows; and meet legal obligations. This license ends when the content is deleted from active systems, except for temporary backups, audit records, lawful retention, and rights that must survive by their nature.

You represent that you have the rights and authority necessary to submit User Content and direct its processing. You are responsible for its accuracy, legality, classification, and appropriateness. The Service does not independently verify that a community record is true, complete, lawfully obtained, or suitable for an official purpose.

7 Administrative and Community Responsibilities

Community Operators and administrators agree to:

- obtain all permissions and provide all notices required for their deployment;
- configure roles, permissions, classifications, retention, integrations, and backups responsibly;
- restrict administrative and sensitive-record access to authorized users;
- respond to access, correction, deletion, and support requests concerning records they control;
- avoid collecting unnecessary real-world sensitive information;

- maintain the security of their servers, domains, databases, credentials, and connected services;
- comply with Discord's terms and policies and all applicable laws; and
- ensure their users understand that community or roleplay records are not automatically verified real-world records.

Administrators may take actions that affect users and records within their deployment. We are not responsible for an independent Community Operator's moderation, employment, gaming, disciplinary, adjudicative, or recordkeeping decisions.

8 Acceptable Use

You may use the Service only lawfully, within your authorization, and consistently with its intended functions. You must respect the privacy, intellectual property, safety, and access rights of others.

When a feature performs an external action, you must clearly understand and intend that action. You may not use automation, integrations, or permissions to act on another user's or community's behalf without authorization.

9 Prohibited Conduct

You may not use or attempt to use the Service to:

- violate law, court order, Discord's terms or policies, or another binding agreement;
- access, alter, delete, disclose, or export a record without authorization;
- impersonate another person or misrepresent authority, identity, evidence, or record status;
- harass, threaten, exploit, defraud, discriminate against, or endanger another person;
- submit malware, malicious code, stolen credentials, or content designed to disrupt or compromise a system;
- bypass authentication, permissions, classifications, rate limits, logging, retention, or security controls;
- scrape, mine, bulk-export, profile, or monitor users except as expressly authorized for the Service's stated function;
- sell, license, disclose, or commercialize Discord API data;
- use Discord message content to train an artificial-intelligence or machine-learning model without Discord's express permission;
- submit real-world financial information, protected health information, government credentials, passwords, or other highly sensitive information unless lawfully required and appropriately safeguarded by the Community Operator;
- infringe intellectual-property, privacy, publicity, contractual, or other rights;
- create false evidence, falsify an audit trail, conceal unauthorized activity, or interfere with an investigation of misuse; or
- use the Service in a manner that creates an unreasonable security, legal, or operational risk.

10 Discord and Other Third Party Services

The Service may interoperate with Discord and optional third parties. Your use of a third-party service remains subject to that provider's terms and policies. Discord is not a party to these Terms, does not sponsor or endorse the Service, and is not responsible for it.

You must comply with Discord's Terms of Service, Community Guidelines, Developer Terms of Service, and Developer Policy when applicable. We may modify, suspend, or remove an integration when necessary to comply with a third party's requirements or technical changes.

Third-party services may become unavailable, change features, impose limits, or discontinue access. We do not control and are not responsible for those events.

11 Privacy

The [Case Management System Privacy Policy](#) is incorporated into these Terms by reference. Community Operators may provide additional privacy notices for their deployments. If you submit information about another person, you are responsible for having a lawful basis and giving any required notice.

12 Service Changes Availability and Support

We may add, change, limit, suspend, or discontinue features. We may deploy security updates and take emergency action without advance notice. We do not guarantee that every feature or integration will always be available, uninterrupted, compatible, or error-free.

Support, service levels, hosting, backups, upgrades, and restoration obligations exist only when stated in a separate written agreement. Community Operators are responsible for maintaining independent copies of information they cannot afford to lose.

13 Suspension and Termination

We or a Community Operator may suspend or terminate access when reasonably necessary to:

- address a violation of these Terms, the Proprietary Software License, Community Operator rules, or third-party requirements;
- protect users, records, the Service, Discord, or another system;
- respond to legal process or a security incident;
- prevent fraud, abuse, or unauthorized access;
- address nonpayment under a separate agreement; or
- discontinue the Service or a deployment.

When these Terms end, your right to use the Service ends. Provisions concerning ownership, User Content already processed, disclaimers, liability, indemnity, disputes, and other provisions that should survive will remain effective. Termination of Service access does not expand or preserve software-license rights.

14 Intellectual Property

The Service, software, design, documentation, trademarks, and related intellectual property are owned by The Falls Gaming, LLC or its licensors. Except for the limited right to use the Service, no right is granted by implication, estoppel, or otherwise.

If you provide a suggestion, correction, or feedback, you grant us a perpetual, irrevocable, worldwide, royalty-free right to use it without restriction or compensation, unless a separate written agreement states otherwise.

15 Copyright and Rights Complaints

If you believe content processed through a deployment infringes your rights, contact the applicable Community Operator. For content controlled by us, use the support contact published in the official Case Management System Discord application profile or installation page and provide enough information to identify the work, the challenged material, your authority, and a reliable method of contact.

We may remove or restrict content when reasonably necessary to address a credible complaint or legal obligation.

16 Disclaimers

THE SERVICE IS PROVIDED **AS IS** AND **AS AVAILABLE**. TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE FALLS GAMING, LLC AND ITS LICENSORS DISCLAIM ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, ACCURACY, SECURITY, AVAILABILITY, AND RESULTS.

THE SERVICE DOES NOT PROVIDE LEGAL ADVICE, LAW-ENFORCEMENT AUTHORITY, EMERGENCY SERVICES, OR A GUARANTEE THAT A RECORD OR EVIDENCE ITEM IS TRUE OR ADMISSIBLE. IT IS NOT WARRANTED FOR ANY PARTICULAR LEGAL, REGULATORY, EVIDENTIARY, PUBLIC-SAFETY, OR RECORD-RETENTION REQUIREMENT. USERS AND COMMUNITY OPERATORS MUST INDEPENDENTLY DETERMINE WHETHER THEIR USE IS APPROPRIATE AND LAWFUL.

Some jurisdictions do not allow certain warranty exclusions, so some exclusions may not apply to you.

17 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE FALLS GAMING, LLC, ITS AFFILIATES, LICENSORS, SERVICE PROVIDERS, OFFICERS, MEMBERS, EMPLOYEES, AND AGENTS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, CONSEQUENTIAL, OR PUNITIVE DAMAGES; LOSS OF DATA, RECORDS, EVIDENCE, PROFITS, REVENUE, GOODWILL, OR BUSINESS; OR COST OF SUBSTITUTE SERVICES, ARISING FROM OR RELATED TO THE SERVICE OR THESE TERMS, EVEN IF ADVISED OF THE POSSIBILITY.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THEIR TOTAL AGGREGATE LIABILITY ARISING FROM OR RELATED TO THE SERVICE OR THESE TERMS WILL NOT EXCEED THE GREATER OF THE AMOUNT YOU PAID DIRECTLY TO THE FALLS GAMING, LLC FOR THE SERVICE DURING THE TWELVE MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM OR ONE HUNDRED UNITED STATES DOLLARS (USD 100).

The limitations do not apply to liability that cannot lawfully be limited.

18 Indemnification

To the extent permitted by law, you and any organization you represent will defend, indemnify, and hold harmless The Falls Gaming, LLC and its affiliates, licensors, service providers, officers, members, employees, and agents from claims, liabilities, damages, judgments, losses, costs, and reasonable legal fees arising from your User Content, your deployment or administration of the Service, your violation of these Terms or law, or your infringement of another person's rights.

This section does not require an individual consumer to indemnify a party where prohibited by applicable law.

19 Governing Law and Disputes

These Terms are governed by the laws of the jurisdiction in which The Falls Gaming, LLC is established, without regard to conflict-of-law rules. The courts of that jurisdiction have exclusive venue, except where applicable consumer law requires another forum or governing law.

Before filing a claim, the parties will attempt in good faith to resolve the dispute through the official support contact. Either party may seek urgent injunctive relief when necessary to protect security, confidentiality, access controls, or intellectual-property rights.

20 General Terms

If a provision is unenforceable, it will be modified only to the minimum extent necessary and the remaining provisions will continue. A failure to enforce a provision is not a waiver. You may not assign these Terms without our written consent. We may assign them as part of a merger, reorganization, asset transfer, or by operation of law.

These Terms, the Privacy Policy, the Proprietary Software License when applicable, and any separate written service agreement constitute the applicable agreement concerning the Service. A purchase order or other user-supplied term does not modify them unless expressly accepted in a signed writing.

21 Changes to These Terms

We may update these Terms to reflect changes in the Service, law, security practices, or third-party requirements. The effective date will be updated. Material changes may also be announced through the Service, official support server, repository release notes, or another reasonable channel. Continued use after the effective date constitutes acceptance where permitted by law.

22 Contact

For deployment-specific questions, contact the relevant Community Operator. For the official Case Management System Discord application or a service controlled by The Falls Gaming, LLC, use the support contact or support server published in the application's official Discord profile or installation page.