

Terms of Service ("~~Terms~~")

Effective date: 9 February 2026

Please read these Terms of Service ("**Terms**", "~~Terms of Service~~") carefully before using the [Meetric platform, including our ~~https://meetric.com~~ website, applications, and related services \(collectively \(the "**Services**"\) operated by Meetric Nordic AB \("**us**", "**we**", or "**our**"\).](#)

Your access to and use of the [Services](#) is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users, and others who access or use the [Services](#).

By accessing or using the [Services](#) you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the [Services](#).

1. Content

Our [Services allow](#)~~Service allows~~ you to [upload](#)~~post, link~~, store, share and otherwise make available certain information, text, graphics, videos, or other material ("**Content**"). You are responsible for the Content that you [submit](#)~~post~~ to the [Services](#), including its legality, reliability, and appropriateness.

By ~~po~~[submitting](#) Content to the [Services](#), you grant us [a limited, non-exclusive, revocable](#)~~the right and~~ license to use, [process, store and modify, publicly perform, publicly display, reproduce, and distribute](#) such Content [solely to the extent necessary to provide and operate the Services. For](#)~~on and through the Service. You retain any and all of your rights to any Content you submit, post or display on or through the purposes of Service and you are responsible for protecting those rights. You agree that this license includes the right for us to make your Content available to other users of the Service, who may also use your Content subject to these Terms, "**Content**" refers to materials actively :-~~

~~****Captured interactions and *****interaction data are not considered content. This clause is designated to assets such as~~ uploaded by users (such as ~~logos~~~~logotypes~~, images, presentations ~~and documents~~) and does not ~~etc where the platform will naturally include~~ "**Interaction Data**" (i.e. information derived from captured interactions, including summaries, transcripts, or extracted content from recorded communications as ~~defined~~~~these uploaded assets~~ in [our Data Processing Agreement](#)). ~~emails and customer interactions.~~

[This license terminates automatically upon deletion of the Content or termination of your account.](#)

[All processing of personal data, including the collection, processing and any use of Interaction Data, is governed exclusively by our Data Processing Agreement and Privacy Policy.](#)

You represent and warrant that: (i) the Content is yours (you own it) or you have the right to use it and grant us the rights and license as provided in these Terms, and (ii) the [submission](#) [posting](#) of your Content [to](#) or through the [Services](#) does not violate the privacy rights, publicity rights, copyrights, contract rights or any other rights of any person.

[2. Accounts](#)

When you create an account with us, you must provide us with information that is accurate, complete, and current at all times. Failure to do so constitutes a breach of the Terms, which may result in immediate termination of your account on our [Services](#).

You are responsible for safeguarding the password that you use to access the [Services](#) and for any activities or actions under your password, whether your password is with our [Services](#) or a third-party service.

You agree not to disclose your password to any third party. You must notify us immediately upon becoming aware of any breach of security or unauthorized use of your account.

You may not use as a username the name of another person or entity or that is not lawfully available for use, a name or trademark that is subject to any rights of another person or entity other than you without appropriate authorization, or a name that is otherwise offensive, vulgar or obscene.

[3. Use on behalf of an organisation](#)

[If you access or use the Services on behalf of an organisation \(such as your employer or a client\), that organisation is the contracting party with us and is responsible for your access to and use of the Services. By accessing or using the Services, you represent and warrant that you are authorised by the organisation to do so, and you agree that your use of the Services is subject to these Terms and the organisation's agreement with us.](#)

[4. Intellectual Property](#)

The [Services](#) and its original content (excluding Content provided by users), features, and functionality are and will remain the exclusive property of Meetric Nordic AB and its licensors. The [Services](#) ~~are~~ [Service is](#) protected by copyright, trademark, and other laws of both Sweden and foreign countries. Our trademarks and trade dress may not be used in connection with any product or service without the prior written consent of Meetric Nordic AB.

5. Fees and Subscription

Access to and use of the Services may be subject to fees, as agreed between you (or the organisation you represent) and Meetric Nordic AB. All fees, billing terms, subscription periods, renewal terms and payment obligations are governed by the applicable order form, subscription agreement or other written agreement entered into with us.

Unless otherwise agreed, fees are non-refundable. Failure to pay applicable fees when due may result in suspension or termination of access to the Services, following reasonable notice.

6. User generated data

The collection, processing, anonymisation and use of data derived from your use of the Services (including for analytics, service improvement or artificial intelligence purposes) are governed by our Data Processing Agreement and Privacy Policy. Please refer to those documents for complete information on data handling practices.

7. Data Protection

Meetric Nordic AB acts as a data processor, or where you act as a processor on behalf of a third party, as a sub-processor, when providing the Services. All processing of personal data is governed by:

- Our Data Processing Agreement ("**DPA**"), which forms part of your contract with us
- Our Privacy Policy, which provides information to data subjects
- Applicable data protection laws, including the General Data Protection Regulation ("**GDPR**")

The roles of the parties (including where a third party acts as data controller and you act as its data processor) and their respective responsibilities in relation to personal data are set out in the DPA.

We will process personal data only in accordance with your documented instructions as set out in the DPA. For questions about data processing, please refer to our DPA or contact our Data Protection Officer using the contact details in our Privacy Policy.

By using Meetric Nordic AB's services, you agree that anonymized and aggregated data from ****captured interactions may be used to train AI models, with all *personal data, **sensitive data and ***business data (as defined by GDPR and applicable laws) strictly excluded from such use. Meetric Nordic AB ensures that all data used for AI training is anonymized to prevent any link to individuals or entities. Strong security measures;

~~including encryption, access controls, and regular audits, are in place to protect data privacy. Meetric Nordic AB complies with relevant data protection regulations, and users may inquire about data handling or request cessation of data use for AI training at any time.~~

8. Links To Other Web Sites

Our Services [s](#) may contain links to third-party websites or services that are not owned or controlled by Meetric Nordic AB.

Meetric Nordic AB has no control over and assumes no responsibility for, the content, privacy policies, or practices of any third-party websites or services. You further acknowledge and agree that Meetric Nordic AB shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web sites or services.

We strongly advise you to read the terms and conditions and privacy policies of any third-party websites or services that you visit.

9. Service Rules

You agree not to engage in any of the following prohibited activities: (i) copying, distributing, or disclosing any part of the Services [s](#) in any medium, including without limitation by any automated or non-automated "scraping"; (ii) using any automated system, including without limitation "robots," "spiders," "offline readers," etc., to access the Services [s](#) in a manner that sends more request messages to ~~the~~ Meetric Nordic AB's servers than a human can reasonably produce in the same period of time by using a conventional on-line web browser; (iii) transmitting spam, chain letters, or other unsolicited email; (iv) attempting to interfere with, compromise the system integrity or security or decipher any transmissions to or from the servers running the Services [s](#); (v) taking any action that imposes, or may impose at our sole discretion an unreasonable or disproportionately large load on our infrastructure; (vi) uploading invalid data, viruses, worms, or other software agents through the Services [s](#); (vii) collecting or harvesting any personally identifiable information, including account names, from the Services [s](#); (viii) using the Services [s](#) for any commercial solicitation purposes; (ix) impersonating another person or otherwise misrepresenting your affiliation with a person or entity, conducting fraud, hiding or attempting to hide your identity; (x) interfering with the proper working of the Services [s](#); (xi) accessing any content on the Services [s](#) through any technology or means other than those provided or authori[s](#)ed by the Services [s](#); or (xii) bypassing the measures we may use to prevent or restrict access to the Services [s](#), including without limitation features that prevent or restrict use or copying of any content or enforce limitations on use of the Services [s](#) or the content therein.

10. Termination

We may terminate or suspend your account immediately, without prior notice or liability, if you breach any of the [se](#) terms.

Upon termination, your right to use the Services [s](#) will immediately cease. [The handling and deletion of all your data upon termination will be carried out in accordance with our Data Processing Agreement and applicable data protection laws. You may request confirmation of data deletion in writing.](#)

11. Availability, Changes and Support

~~We aim~~[deleted according to make the Services available on a continuous basis, but do not guarantee uninterrupted or error-free operation. The Services may be temporarily unavailable due to maintenance, updates, technical issues or circumstances beyond our reasonable control.](#)

[We may update, modify or discontinue parts of the Services from time to time to improve functionality, security or compliance. We will not materially reduce core functionality of the Services without prior notice, except where required for legal, security or technical reasons.](#)

[Any support services are provided in accordance with the applicable agreement or support policy, if any.](#)

12. Force majeure

[Neither party shall be liable for any failure or delay in performance of its obligations under these Terms \(other than payment obligations\) if such failure or delay results from events beyond its reasonable control, including but not limited to acts of God, war, terrorism, labour disputes, government actions, failures of utilities or networks, or widespread internet disruptionsGDPR within 14 days.](#)

13. Limitation Of Liability

In no event shall Meetric Nordic AB, nor its directors, employees, partners, agents, suppliers, or affiliates, be liable for any indirect, incidental, special, consequential or punitive damages, including without limitation, loss of profits, data, use, goodwill, or other intangible losses, resulting from (i) your access to or use of or inability to access or use the Services [s](#); (ii) any conduct or content of any third party on the Services [s](#); (iii) any content obtained from the Services [s](#); and (iv) unauthorized [sized](#) access, use or alteration of your transmissions or content, whether based on warranty, contract, tort (including negligence) or any other legal theory, whether or not we have been informed of the possibility of such damage, and even if

a remedy set forth herein is found to have failed of its essential purpose. [Nothing in these Terms shall limit or exclude liability that cannot be limited or excluded under applicable law.](#)

[14. Disclaimer](#)

Your use of the Services [s](#) is at your sole risk. The [Services areService is](#) provided on an "AS IS" and "AS AVAILABLE" basis. The [Services areService is](#) provided without warranties of any kind, whether express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, non-infringement or course of performance.

[15. Governing Law](#)

These Terms shall be governed and construed in accordance with the laws of Sweden, without regard to its conflict of law provisions.

Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. These Terms constitute the entire agreement between us regarding our Services [s](#), and supersede and replace any prior agreements we might have between us regarding the Services [s](#).

[16. Definitions](#)

[For definitions related to *Personal data processing, refers to any information that relates to an identified or identifiable individual. An identifiable individual is one who can be identified, directly or indirectly, by reference to one or more identifiers. Examples of personal data include:](#)

- [Name](#)
- [Email address, interaction](#)
- [Identification numbers \(e.g., social security number\)](#)
- [Online identifiers \(e.g., IP address, cookies\)](#)
- [Physical address](#)
- [Phone number](#)
- [Geolocation data](#)
- [Job titles and professional contact details](#)

~~*Personal data is any information that can, on its own or in combination with other data, be used to identify an individual.~~

~~**Sensitive data, also known as "special category data" under GDPR, refers to specific categories of information that require higher protection terms, please due to their nature or potential impact if disclosed. In addition to traditional categories, this definition also covers business-related details that may be deemed sensitive in a business context. Examples include:~~

- ~~• Racial or ethnic origin~~
- ~~• Political opinions~~
- ~~• Religious or philosophical beliefs~~
- ~~• Trade union membership~~
- ~~• Genetic data~~
- ~~• Biometric data (when used for identification purposes)~~
- ~~• Health data~~
- ~~• Sexual orientation or sex life~~
- ~~• Criminal convictions and offenses (under certain regulations)~~

~~***Business-related data, such as:~~

- ~~• Company names~~
- ~~• Department or team names~~
- ~~• Brand names~~
- ~~• Product names~~
- ~~• Business strategies or internal company information~~
- ~~• Non-public financial or operational data~~
- ~~• Any other sensitive business information that could negatively impact an organization if disclosed~~

~~****Captured interactions refer to our any recorded or stored communication between individuals or groups, typically in a business or organizational context. These interactions~~

are documented using various technologies and formats, and may include audio, video, or textual data. Examples of captured interactions include:

- ~~Recorded Calls: Telephone or VoIP calls that are captured and stored in audio format for later review or analysis.~~
- ~~Video Meetings: Online or in-person meetings that are recorded using video conferencing platforms, capturing both audio and visual content.~~
- ~~In-Person Meetings: Physical meetings or discussions that are recorded using audio, video, or other means for documentation purposes.~~
- ~~Textual Communications: Chats, emails, or messaging threads captured as part of business communications.~~

~~***** Interaction data refers to any information derived from captured interactions, including summaries, transcripts, or extracted content from recorded communications. This data is typically generated through automated or manual processes and may include a range of formats. Examples of interaction data include:~~

- ~~Summaries: Condensed descriptions or key points extracted from calls, video meetings, or in-person discussions.~~
- ~~Transcripts: Written or text-based versions of recorded audio or video communications, either fully transcribed or selectively.~~
- ~~Extracted Data Processing Agreement: Specific information or insights pulled from captured interactions, such as action items, decisions made, participant information, or any other relevant data points.~~
- ~~Metadata: Information about the interaction itself, such as time, date, duration, participants, and platform used, without revealing the content of the communication.~~

17. Changes

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. ~~For~~If a revision is material changes (including changes to pricing, core functionality, data processing practices, liability provisions or termination rights), we will ~~try to~~ provide at least 30 days~~15 days~~ notice prior to the~~any~~ new terms taking effect. ~~Notice~~What constitutes a material change will be provided via email to your registered account determined at our sole discretionEmail address and/or through a prominent notice on the Services.

By continuing to access or use our Services s after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, you have the right to

terminate your account in accordance with Section (Termination), and such termination will be treated as termination for convenience without penalty~~please stop using the Service.~~

18. Contact Us

If you have any questions about these Terms, please contact us at info@meetric.com.

Additional terms governing specific integrations (including calendar integrations and CRM integrations) are available upon request and will be provided during the onboarding process for those features.

~~Also see our terms for service for the Calendar Integrations as well as CRM Integrations.~~