

# Terms of Service

**Last updated:** June 2026

## 1. Acceptance of Terms

These Terms of Service ("Terms") govern your access to and use of SyntezCRM ("Service", "Platform", "we", "our", or "us").

By accessing or using SyntezCRM, you agree to be bound by these Terms.

If you do not agree to these Terms, you may not use the Service.

## 2. Service Provider

SyntezCRM is operated by:

**Oleksii Husarov (NIE Z1908705D)**

Calle Norte 3, P01

Torre de la Horadada, Alicante, Spain

support@syntezcrm.com

## 3. Eligibility

You must be at least 18 years old to use the Service.

By creating an account, you represent and warrant that:

- You are at least 18 years old.
- You have the legal authority to enter into these Terms.
- The information you provide is accurate and current.

## 4. Description of Service

SyntezCRM provides customer relationship management and business workflow tools, including but not limited to:

- Customer management
- Deal and sales tracking
- Task management
- Product management
- Service management
- Warehouse management
- Invoice management
- Delivery note management
- Communication integrations
- Team collaboration tools

We may modify, improve, or discontinue features at any time.

## **5. User Accounts**

You are responsible for:

- Maintaining the confidentiality of your account credentials
- All activities occurring under your account
- Keeping your account information accurate and up to date

You must notify us immediately if you become aware of unauthorized access to your account.

## **6. User Data**

You retain ownership of all data submitted to the Service.

By using the Service, you grant us the rights necessary to:

- Store your data
- Process your data
- Display your data within the Service
- Provide requested functionality

We do not claim ownership of your business data.

## **7. Acceptable Use**

You agree not to:

- Violate any applicable laws
- Infringe intellectual property rights
- Upload malicious software
- Attempt unauthorized access to systems or data
- Interfere with Service operation
- Use the Service for spam or fraudulent activities
- Store unlawful content

We reserve the right to suspend or terminate accounts that violate these rules.

## **8. Third-Party Integrations**

The Service may integrate with third-party platforms, including:

- Google Workspace
- Gmail
- Microsoft 365
- Outlook
- WhatsApp
- Telegram
- Facebook Messenger

- Instagram

Your use of third-party services is governed by the terms and policies of those providers.

We are not responsible for the availability, content, or actions of third-party services.

## **9. Subscription and Payments**

Certain features may require a paid subscription.

Pricing, billing periods, and available plans will be displayed within the Service.

Failure to pay applicable fees may result in suspension or termination of access to paid features.

Unless otherwise required by law, subscription fees are non-refundable.

## **10. Service Availability**

We strive to maintain reliable service availability but do not guarantee uninterrupted operation.

The Service may be temporarily unavailable due to:

- Maintenance
- Infrastructure failures
- Security incidents
- Third-party service outages

## **11. Intellectual Property**

All rights, title, and interest in the Service, including software, branding, design, and content provided by SyntezCRM, remain our exclusive property.

Nothing in these Terms grants you ownership of the Service or its intellectual property.

## **12. Data Processing**

When using SyntezCRM:

- You act as the Data Controller for your customer data.
- SyntezCRM acts as a Data Processor on your behalf where applicable under GDPR.

You are responsible for ensuring that your collection and use of personal data complies with applicable laws.

## **13. Account Termination**

You may stop using the Service at any time.

We may suspend or terminate accounts if:

- These Terms are violated
- Payment obligations are not met
- Continued use presents legal, security, or operational risks

## **14. Limitation of Liability**

To the maximum extent permitted by law:

SyntezCRM shall not be liable for:

- Indirect damages
- Incidental damages
- Consequential damages
- Loss of profits
- Loss of business opportunities
- Loss of data

Our total liability shall not exceed the amount paid by you to SyntezCRM during the twelve (12) months preceding the claim.

## **15. Disclaimer**

The Service is provided on an "as is" and "as available" basis.

We make no warranties regarding:

- Continuous availability
- Error-free operation
- Suitability for a particular purpose

## **16. Force Majeure**

We are not responsible for delays or failures caused by events beyond our reasonable control, including:

- Natural disasters
- Government actions
- Internet disruptions
- Cybersecurity incidents
- Infrastructure outages

## **17. Governing Law**

These Terms shall be governed by and interpreted in accordance with the laws of Spain.

Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the competent courts of Spain.

## **18. Changes to Terms**

We may update these Terms from time to time.

Updated versions will be published on:

<https://syntezcrm.com>

Continued use of the Service after updates constitutes acceptance of the revised Terms.

## **19. Contact**

Questions regarding these Terms may be directed to:

[support@syntezcrm.com](mailto:support@syntezcrm.com)

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