General Terms and Conditions

effective from: September 1, 2025

1.) Introduction

These General Terms and Conditions (hereinafter: GTC) contain the terms of use for the **IntrApp** software service (hereinafter: **IntrApp**), developed and operated by IntrAgile Ltd. (hereinafter: IntrAgile), as well as the rights and obligations of the clients. Compliance with the terms set out in the GTC is mandatory for both the Service Provider and the client. By using the **IntrApp** service, the client accepts the terms below. If the client does not agree with these terms, the **IntrApp** service cannot be used.

1.1.) Service Provider Information

Name: IntrAgile Ltd.

Registered Office: 101 Kossuth Lajos Street, Ground Floor, Door 5, 7700 Mohács, Hungary

Mailing Address: 101 Kossuth Lajos Street, Ground Floor, Door 5, 7700 Mohács, Hungary

Registering Authority: Pécs Regional Court

Company Registration Number: 02-09-082461

Tax Number: HU24172518

2.) Definitions

Service Provider: The owner and operator of the software named **IntrApp**, IntrAgile Ltd., which makes the software available to clients.

Client: Any legal entity that enters into a contract with the Service Provider for the use of the **IntrApp** service.

User: Natural persons designated by the Client (e.g., the Client's employees) who use **IntrApp** on behalf of the Client.

Service: The software available under the name **IntrApp**, provided by the Service Provider as a cloud-based solution to Clients.

Software: The **IntrApp** application, encompassing all software functionalities provided by the Service Provider.

Trial Period: A 30-day free period during which the Client may use the Service without charge.

Subscription: The recurring payment arrangement required for the use of the **IntrApp** service, which takes effect after the expiration of the Trial Period.

Agreement: These General Terms and Conditions, which govern the legal relationship between the Service Provider and the Client during the use of the **IntrApp** service.

3.) Description of the Service

IntrApp is a cloud-based software solution developed and provided by IntrAgile Ltd., designed to support clients in the efficient management of various business processes and tasks. **IntrApp** is primarily intended for small and medium-sized enterprises (SMEs), enabling Users designated by the Client to use the software for the integrated and efficient management of the Client's internal systems and workflows.

The main features and functionalities offered by **IntrApp** are detailed on the official website at https://intrapp.io.

The Service is available through a monthly subscription model, which includes a 30-day free Trial Period for Clients. During the Trial Period, the Client is granted full access to the software's functionalities and may cancel the Service at any time without any obligations. After the Trial Period ends, a Subscription is required to continue using the Service. The Subscription entails a monthly fee payable under the Agreement concluded between the Client and the Service Provider.

4.) Requesting a Demo

Registration for the **IntrApp** service is available through the https://partner.intrapp.io website. By registering, the Client declares that they are at least 18 years of age, are a legally competent individual, and are using the service within the scope of their business activity or as a representative of a legal entity. Furthermore, the Client acknowledges that they are registering on behalf of themselves or the represented legal entity using accurate and truthful data and contact information.

The Client may not use the **IntrApp** service to support any business engaged in illegal activities or for any activity that IntrAgile Ltd. deems immoral or otherwise objectionable.

If IntrAgile Ltd. becomes aware that the information provided by the Client contains false or misleading elements, it reserves the right to reject the registration, partially or fully restrict the Client's access, or exclude the Client from using the **IntrApp** service altogether.

5.) Trial Period and Subscription Terms

5.1.) Trial Period

The **IntrApp** service is provided with a 30-day free trial period for new Clients. During the trial period, the Client is granted full access to the features of **IntrApp**, allowing comprehensive testing and evaluation of the service.

The Client is entitled to cancel the service at any time during the trial period free of charge. Upon cancellation, the Client's access is immediately terminated, and no further obligations arise towards the Service Provider.

5.2.) Subscription Obligation After the Trial Period

If the Client does not cancel the service before the end of the 30-day trial period, the service will automatically convert into a monthly subscription. In such cases, the Client is obligated to pay the prevailing subscription fee. The current subscription fee and related details are available on the official **IntrApp** website or through the Service Provider's designated communication channels upon request.

5.3.) Billing and Payment Terms

The subscription fee becomes due on the first day of each subscription period, defined as a 30-day cycle starting from the Client's registration date. After the initial 30-day period, the Client will receive an invoice containing the subscription fee and payment deadline. Subsequently, the subscription fee will be due on the first day of each new 30-day cycle, and the Client is required to pay the invoice by the specified due date.

5.4.) Cancellation and Termination of the Agreement

The Client may cancel the subscription at any time. Cancellation can be initiated via the [IntrApp Partner Admin](#) interface or by contacting info@intrapp.io. The cancellation takes effect at the end of the current billing cycle, meaning the Client will retain access to the service until the end of the current cycle but will not be charged for the next cycle.

5.5.) Refund Policy

There is no possibility for refund of already due or paid subscription fees. After cancellation, the Client remains liable for settling any outstanding fees, including charges for the current billing cycle.

5.6.) Service Suspension, Deactivation, and Payment Default

The Service Provider reserves the right to suspend or deactivate the Client's subscription if the Client fails to fulfill their payment obligations or otherwise violates the provisions of these Terms and Conditions. During suspension, access to **IntrApp** may be limited, and subscription fees remain due even during such periods.

Payment Default and Data Retention

In the event of payment delay, the Service Provider will maintain full access to the service and retain the Client's data for an additional 15 days after the payment due date, during which the Client may settle the outstanding amount.

If the debt remains unpaid after this 15-day grace period, the Service Provider will restrict the Client's access, although the data will continue to be retained.

If the outstanding amount is not settled within 60 days, the Service Provider reserves the right to permanently delete the Client's account and all associated data.

Upon such deletion, all data related to the Client will be irreversibly removed from the system, and the Service Provider accepts no responsibility for the recovery of the deleted data.

5.7.) Subscription Fee Modifications

The Service Provider reserves the right to modify the subscription fee. Clients will be notified of such changes at least 30 days before they take effect. If the Client does not accept the fee change, they may cancel the service after receiving the notice but before the modification becomes effective. In such cases, the Client may continue using the service until the end of the subscription period at the existing rate.

5.8.) Development and Custom Feature Requests

During the use of the **IntrApp** service, the Client may request further development or the implementation of custom features. Such developments are subject to a separate agreement, and the Service Provider will provide a custom quote for the requested modules or functionalities. Requests can be submitted by email to info@intrapp.io or via the designated feature within **IntrApp**.

6.) Terms of Use and Restrictions

6.1.) Purpose and Use of the Service

The **IntrApp** service is intended solely for lawful, business-related use and may only be used in accordance with the provisions set forth in these Terms and Conditions. The Client

declares that they are using the service to support the internal operations of their own business or of the legal entity they represent.

6.2.) Prohibition of Illegal and Immoral Activities

The Client is not permitted to use the **IntrApp** service for any purpose that is unlawful, including but not limited to illegal activities, fraud, data theft, unauthorized use of data, or any other activity deemed immoral or otherwise objectionable by the Service Provider.

It is also strictly prohibited to upload any pornographic or otherwise illegal content into the **IntrApp** system. The Service Provider reserves the right to suspend or terminate the Client's access if it becomes aware of any such activity or any activity that violates these terms.

6.3.) Data Security and Data Protection

The Client is obligated to take all necessary measures to ensure the security and protection of data stored through **IntrApp** during their use of the service. The Client is responsible for keeping login credentials and access information to **IntrApp** confidential and must take appropriate precautions to prevent data breaches and unauthorized access.

6.4.) Prohibition of Abusive Use of the Service

The **IntrApp** service may not be used in any abusive manner that threatens or interferes with the functioning of the system. The Client must refrain from any actions that could disrupt the smooth operation of the service, including overloading the system or engaging in activities that could damage or interfere with **IntrApp**'s infrastructure. The Service Provider reserves the right to suspend or terminate access if abusive usage is detected.

6.5.) Unauthorized Access and Software Modification Prohibited

The Client is not authorized to modify, reverse engineer, or otherwise interfere with the operation, structure, or code of the service. **IntrApp** may only be used as expressly permitted in these Terms and Conditions, and the Client may not use the service for any purpose or in any manner not authorized herein.

6.6.) Responsibility for User Accounts and Activities

The Client assumes full responsibility for all activities conducted through their own user account or the user accounts of the entity they represent. If the Client becomes aware of any unauthorized use of their account, they must notify the Service Provider without delay.

6.7.) Limitation or Termination of Service Access

The Service Provider reserves the right to limit or terminate the Client's access if the Client violates any provision of these Terms and Conditions, or engages in any activity that compromises the security, functionality, or integrity of the **IntrApp** service.

7.) Data Protection and Data Processing

7.1.) Privacy Policy

The Service Provider is committed to protecting the personal data of the Client and its Users and fully complies with the applicable data protection laws, including the GDPR (General Data Protection Regulation of the European Union).

7.2.) Scope of Collected Data

To provide access to the **IntrApp** service, the Service Provider collects only the data necessary for delivering, operating, and securing the service from the Client and its Users. This may include contact information (such as name, email address, phone number) and technical data generated during the use of the service (such as IP address, login timestamps, activity logs).

7.3.) Purpose of Data Processing

The Service Provider uses the data of the Client and its Users solely for the following purposes:

- To provide and operate the service;
- To offer customer support and communication;
- To maintain the security and stability of the service;
- To fulfill legal obligations.

7.4.) Data Retention

The Service Provider stores the Client's data only for the duration necessary to provide the service or for the retention periods specified by applicable laws. If the Client terminates their subscription or the service is suspended, the associated data will be deleted within the timeframe defined in the applicable data processing policy.

7.5.) Data Security

The Service Provider applies all reasonable technical and organizational measures to protect the data of the Client and its Users during processing. The **IntrApp** infrastructure implements

security protocols designed to prevent unauthorized access, alteration, destruction, or disclosure of data.

7.6.) Rights of the Client

The Client and its Users are entitled to exercise their rights as provided under the GDPR and relevant data protection laws, including the following:

- **Right of access**: The Client may request information about the personal data processed by the Service Provider.
- **Right to rectification**: The Client may request correction of inaccurate or incomplete data.
- **Right to erasure**: The Client may request the deletion of personal data, except where the Service Provider is legally required to retain it.
- **Right to restriction of processing**: The Client may request limited processing of data under certain conditions.

7.7.) Contact and Data Protection Information

For any privacy-related inquiries or data processing requests, the Client may contact the Service Provider via email at info@intrapp.io. A detailed privacy policy for **IntrApp** is available on the official service website.

8.) Liability and Warranties

8.1.) Service Quality and Availability

The Service Provider strives to ensure that the **IntrApp** service is continuously available and maintained at a high standard for the Client. However, the Service Provider assumes no responsibility for any interruptions, slowdowns, or other operational issues resulting from technical failures, internet connectivity problems, or other causes beyond the Service Provider's control.

8.2.) Disclaimer of Warranties

The **IntrApp** service is provided by the Service Provider on an "as is" basis, without any express or implied warranties regarding the error-free nature, fitness for a particular purpose, or suitability of the service. The Service Provider does not guarantee that the service will meet all requirements or that any defects in the service will be corrected.

8.3.) Limitation of Liability

The Service Provider disclaims all liability for any damages incurred by the Client or third parties in connection with the use, operation, or malfunction of **IntrApp**. This includes,

without limitation, any direct, indirect, incidental, punitive, or consequential damages, such as data loss, loss of revenue, damage to business reputation, operational disruptions, or financial losses.

8.4.) Client Responsibility

The Client is fully responsible for all activities conducted through their **IntrApp** account, including any data processing and data security actions carried out while using the service. The Client is also responsible for lawful use of the service and must refrain from any activities that violate applicable laws or infringe on the rights of others.

8.5.) Force Majeure

The Service Provider shall not be held liable for any failure or delay in the provision of the service due to unforeseeable, unavoidable external circumstances (force majeure). Such circumstances may include, but are not limited to, natural disasters, acts of war, terrorism, strikes, cyberattacks, or any other events beyond the Service Provider's control.

8.6.) Damages Caused by Third Parties

The Service Provider is not liable for damages caused to the Client by third parties in connection with the use of **IntrApp**. The Client is solely responsible for complying with all applicable laws during their use of **IntrApp**, and for ensuring that the rights of their own users are not violated.

8.7.) Error Reporting and Support

The Client is entitled to report any errors or technical issues encountered during use of the service to the Service Provider. The Service Provider will make reasonable efforts to resolve such issues. However, the Service Provider does not guarantee the resolution time or success of error correction.

9.) Modification and Termination of the Agreement

9.1.) Modification of the Agreement

The Service Provider reserves the right to modify the provisions of these Terms and Conditions at any time. The Service Provider shall notify the Client of any changes prior to the effective date. The amended Terms and Conditions shall be deemed accepted if the Client continues to use the **IntrApp** service after the changes take effect.

9.2.) Termination of the Agreement

The Client may terminate the Agreement at any time by cancelling the service in accordance with the conditions set out in these Terms and Conditions. The Agreement shall be considered terminated upon payment of the final invoice following the cancellation.

The Service Provider is entitled to terminate the Agreement or restrict access to the service if the Client violates any provision of these Terms and Conditions, or engages in any activity that endangers the operation or security of **IntrApp**. In such cases, the Service Provider shall notify the Client in advance and offer the opportunity to remedy the breach, unless the violation is so serious that it requires immediate action.

10.) Dispute Resolution

These Terms and Conditions and the Agreement concluded between the Service Provider and the Client shall be governed by the laws of Hungary. The Parties agree to attempt to resolve any disputes primarily through mutual consultation. If the dispute cannot be resolved amicably, the Parties submit to the exclusive jurisdiction of the competent Hungarian court having jurisdiction at the seat of the Service Provider.

11.) Contact and Customer Support

The Client may contact the Service Provider's customer support with any questions, requests, or issues related to the service via the following contact details:

Email: info@intrapp.io

Support Hours: Monday to Friday, 9:00–17:00 (CET)

The Service Provider undertakes to respond to incoming inquiries as soon as reasonably possible and will make every effort to resolve the Client's questions, complaints, or problems promptly.

12.) Final Provisions

For any matters not regulated in this Agreement, the applicable laws of Hungary shall apply, in particular Act V of 2013 on the Civil Code.

Mohács, September 1, 2025