

Terms and Conditions — Zeemage

Version: 1.0

Published: 2026-08-06

Language: Only the English version of this document is official and legally binding. Versions in other languages are unofficial convenience translations; in case of any discrepancy, the English version prevails.

These Terms and Conditions ("Agreement") govern use of the cloud-based content management service **Zeemage**, provided by **Resolutio Nova Ltd** (business ID Y-3215435-4, Kirkkonummi, Finland) ("Provider"). By accessing or using the Service, you ("User") agree to be bound by this Agreement.

1. Eligibility

You must be at least **16 years old** to create an account or use the Service.

2. Service description

The Service allows Users to receive, store, organize, and view images and video sent from email-capable cameras, including automated motion and object detection to help organize content. **No facial recognition or biometric functionality is used or active anywhere in the analysis pipeline.** The Service is provided on an "as-is" basis; the Provider does not guarantee uninterrupted availability, performance, or functionality.

3. Account registration

Accounts are created through Google or Apple sign-in, or via email and password. The Provider may discontinue email-and-password sign-in in favor of Google/Apple sign-in only, with advance notice to affected Users. You are responsible for keeping your login credentials secure and for all activity under your account. By registering, you accept this Agreement and the Privacy Policy — and, if you use the Service as a business processing personal data as a controller, the Data Processing Agreement, which then forms part of this Agreement. Your account is intended for your own use — or, for business customers, use by your organization's authorized personnel. You must provide accurate account information, and you may not share your login credentials or allow unauthorized third parties to access the Service through your account. Violations of this Agreement may lead to suspension or termination of the account as described in Section 11.

4. User responsibilities

- **Content ownership:** You retain ownership of all content you upload. The Provider claims no ownership over it.

- **Generated data:** Data that the Provider creates by analyzing your uploaded content — including motion/object detection results, tags, and similar derived data ("Generated Data") — is created by, and is the property of, the Provider. For as long as your subscription is active, you may access and use Generated Data within the Service. The Provider does not share Generated Data with third parties. This clause governs commercial ownership of Generated Data only; it does not limit any data protection rights you may have under the Privacy Policy over any personal data contained within it.
- **Compliance:** You are solely responsible for ensuring the content you capture and upload complies with all applicable laws, including any laws relating to other people who may appear in your footage (for example, notice, consent, or workplace-monitoring requirements in your jurisdiction). **The Provider is not responsible for, and disclaims all liability arising from, the content of images or video you upload, including footage of third parties.**
- **Account security:** You are responsible for safeguarding your account credentials. The Provider is not liable for unauthorized access resulting from your failure to do so.
- **Fair use:** The Service is intended for normal personal or organizational use. Automated bulk access, scraping, systematic mass-downloading, and use of the Service as a general-purpose storage or relay system are not permitted. The Provider may throttle or limit technically excessive use to protect the Service. Share links are created at your own responsibility; the Provider may disable a share link that is being misused or used excessively.

5. Provider responsibilities

The Provider will make reasonable efforts to keep the Service available, secure, and functional, and will apply reasonable technical measures to protect stored content — but cloud services can experience interruptions, downtime, or technical issues, and the Provider does not guarantee against these.

6. Subscriptions, billing, and cancellation

- New accounts start with a **free trial period**. After the trial, unless you upgrade to a paid subscription, the Service continues on a **limited free tier**: a fair-use cap applies to usage, and some functionality is deactivated.
- If your usage exceeds your subscription's or the free tier's limits, Zeemage stops receiving new content; existing content already stored remains accessible, but no new content is accepted until you upgrade or usage falls back within the limits.
- **Paid subscriptions automatically renew** at the end of each billing period unless cancelled beforehand. You may cancel at any time, effective at the end of the current billing period.
- Payments and billing are processed by Stripe. Prices are net prices inclusive of applicable VAT.

- **If you stop using the Service or cancel your subscription, no refund is given for any remaining time already paid for in the current billing period**, except where you validly exercise the right of withdrawal described in Section 7.

7. Right of withdrawal (EU/EEA consumers)

If you are a consumer in the EU/EEA, you have a 14-day right to withdraw from an online purchase without giving a reason. As of 19 June 2026, EU law (Directive (EU) 2023/2673) requires that this right be exercisable through a dedicated, continuously available electronic withdrawal function on our website — not only through a request by email. Accordingly:

- A **withdrawal button** is available in your account area throughout the 14-day withdrawal period following any upgrade to a paid subscription, allowing you to withdraw with a single action.
- Separately, a **cancellation function** allows you to cancel your ongoing subscription at any time (see Section 6) — this ends future auto-renewal but is not the same as withdrawal, which unwinds the contract from the start.
- **By upgrading to a paid subscription, you will be asked to expressly confirm that you want paid service to begin immediately**, acknowledging that if you use the Service substantially during the 14-day period, you may lose entitlement to a full refund for that period once withdrawal is exercised, to the extent permitted by law. If you do not give this confirmation, paid functionality will not begin until the 14-day period has elapsed.

7a. Dispute resolution (EU/EEA consumers)

The EU Online Dispute Resolution platform was discontinued by the European Commission on 20 July 2025 and is no longer available or required to be referenced. If you are an EU/EEA consumer and have an unresolved complaint, you may contact the consumer dispute resolution body in your country of residence; a list is maintained by the European Commission.

8. Content retention and account deletion

- Content is automatically deleted according to the retention period configured in your account settings; a file's deletion time is fixed when it arrives. Content marked as a "favorite" is exempt from automatic deletion.
- **Your account is deleted automatically 13 months after your paid subscription expires, or 13 months after your last login to a free or trial account.** All remaining content — including favorites — is deleted with the account.

9. Data loss and backups

Data loss can occur for various reasons, including technical failure, human error, or maintenance. You are responsible for maintaining your own backups of content you wish to preserve independently of the Service.

10. Limitation of liability

To the maximum extent permitted by applicable law, the Provider is not liable for any direct, indirect, incidental, consequential, or special damages arising from use of the Service, including but not limited to loss of content or liability arising from third parties depicted in User-uploaded footage.

11. Termination

You may stop using the Service at any time. The Provider may suspend or terminate accounts, or limit access, for violation of this Agreement or at its reasonable discretion, with notice where practicable.

12. Changes to the Service and this Agreement

The Provider may modify, suspend, or discontinue the Service, and may update this Agreement. Material changes will be communicated to the email address on your account, and where required by law, with reasonable advance notice before they take effect.

13. Governing law and jurisdiction

This Agreement is governed by the laws of Finland. If you are a consumer resident in the EU/EEA, this does not deprive you of protections you are entitled to under the mandatory consumer-protection laws of your country of residence.

14. Acceptable use

Use of the Service is also subject to our Acceptable Use Policy, which sets out prohibited uses (for example, uploading unlawful content or using the Service to violate others' rights).

15. Related documents

This Agreement should be read together with our Privacy Policy, Legal Notice, Cookie Policy, and (for business customers) Data Processing Agreement, each available on our website.

16. Contact

For questions about this Agreement, contact **support@zeemage.com**, or Resolutio Nova Ltd, Kirkkonummi, Finland.

By using the Service, you acknowledge you have read, understood, and agree to this Agreement.

Resolutio Nova Ltd, business ID Y-3215435-4, Kirkkonummi, Finland. © 2023-2026 Zeemage.