LEGAL

Terms of use

Last updated 8 November 2026

§1 Definitions

In these terms of use, the following terms, indicated with a capital, whether single or plural, will have the following meaning:

Agreement	the agreement between VoiceHubs and Customer regarding the access to and use of the Service;
VoiceHubs platform	VoiceHubs is a cloud-based platform that enables asynchronous voice-driven collaboration within organizations. The platform allows users to create structured voice-based hubs (“VoiceHubs”) where participants answer questions using their voice. VoiceHubs facilitates the collection, transcription, and analysis of the audio input, providing actionable insights to support group decision-making, employee engagement, and qualitative feedback processes.
Content	VoiceHubs Content and User Content;
VoiceHubs	the private company with limited liability VoiceHubs B.V., incorporated and existing under the laws of the Netherlands, having its registered office at Zeestraat 61A, 2042 LB Zandvoort, registered with the Dutch Chamber of Commerce under number 83680578;
VoiceHubs Content	all information, data or material in the form of images, videos, text and audio-visual material or any other content made available by VoiceHubs and/or its licensor(s) through the Service whether or not on a customized basis;
Intellectual Property Rights	all intellectual property rights and associated rights, including copyrights, trade mark rights, patent rights, design rights, trade name rights, database rights, and neighboring rights, as well as rights to knowhow;
Service	the access to and use of the VoiceHubs Platform or other services VoiceHubs provides Customer (and its Users), as set out in the Agreement;
Terms of Use	the underlying terms and conditions of VoiceHubs pertaining to the use of the Service, which form an integral part of the Agreement;
User	a natural or legal person who uses the Service, such as Customer’s e mployees. Includes both Brief Owners and Contributors;

Brief Owner	a User who owns the brief for a specific meeting: by default the meeting's organiser, or another User to whom the organiser hands t he brief. The Brief Owner sets up the brief before the deadline set i n Customer's meeting policy, answers each Contribution (merging it into the brief, declining it with a note, or keeping it as an open qu estion for the meeting) and finalises the brief. A User becomes the Br ief Owner of the qualifying meetings they organise by connecting th eir calendar;
Connected Calendar	a calendar a User connects to the Service. Connected Calendars are the billing basis under Article 6.1. Contributors do not need to connect a calendar;
Contributor	a User invited to a meeting that has a brief. Contributors read the brief and may react to it by voice or text, including answering follow-up questions VoiceHubs asks about their reaction. Contributors are not billed;
Contribution	one reaction by a Contributor to a brief, including any follow-up questions VoiceHubs asks that same Contributor about it. Contributions are not billed and are not limited;
VoiceHub	one instance of the VoiceHubs Platform attached to a specific qualifying meeting, comprising the brief, the invitations sent to Contributors, the Contributions collected, and the final brief;
User Content	all information, data or material in the form of images, videos, text and audio-visual material or any other content submitted by a User through the Service.

§2 General

2.1 These Terms of Use apply to all Agreements between Customer and VoiceHubs and every use made of the Service by Customer and/or User. The applicability of any general-, purchase-, delivery- and/or other conditions of Customer are explicitly and expressly excluded and shall thus not apply, unless set out differently by VoiceHubs expressly and in writing.

2.2 If at any time any provision of these Terms of Use is or becomes illegal, void or invalid for any reason whatsoever, such invalidity shall not affect the validity of the remainder of these Terms of Use and such invalid provision shall be replaced by another provision which, being valid in all respects, shall have an effect as close as possible to that of the replaced provision.

§3 Service availability & modifications

3.1 VoiceHubs shall grant Customer access to the Service and shall use reasonable commercial endeavors to keep the Service operational in accordance with the Agreement.

3.2 If Customer complies in full with all obligations pursuant to this Agreement, VoiceHubs will grant Customer and Users a limited, personal, revocable, non-exclusive, non-sublicensable and non-transferable right to use the Service and the VoiceHubs Content.

3.3 Each and every use of the Service is at Customer's own risk and responsibility. VoiceHubs h as no knowledge of and/or interference with the User Content that is made available by C ustomer and/or User through use of the Service and/or the Dashboard. Customer is solely r esponsible and liable for User Content Customer and/or User provides. VoiceHubs accepts no l iability/responsibility whatsoever for any decisions made by Customer based on the Content in t he Service. Customer acknowledges and agrees that VoiceHubs does not have any influence o ver the User Content uploaded/processed by means of the Service.

3.4 VoiceHubs may modify the Service or temporarily suspend it for maintenance. If unplanned downtime exceeds 48 hours, Customers may request a pro-rated refund for the affected period.

3.5 For the use of third party services Customer and User are bound by the conditions for use of these services. VoiceHubs has no control over, and assumes no responsibility for the data, content, information, privacy policies, terms and conditions, and/or practices of any of these third party services. For Google integrations (including Google Calendar), the access to and use of Google user data is further described in Article 5.5 (Google User Data).

§4 Intellectual property rights

4.1 The Intellectual Property Rights relating to the Service, including but not limited to the software code, algorithms, UX/UI design, and backend infrastructure, are owned by VoiceHubs and/or its licensors. Nothing in the Agreement constitutes the transfer of any Intellectual Property Rights from VoiceHubs to Customer. Customer solely granted a license as described in Article 3.2.

4.2 Customer and User retain the Intellectual Property Rights relating to the User Content they make available through the Service. For the avoidance of doubt, this article 4 will survive termination of the Agreement.

4.3 Customer represents and warrants that it has all rights to grant the licenses as laid down in article 4.2 of these Terms of Use, without infringing or violating any third party rights, including but limited to, any privacy rights, publicity rights, Intellectual Property Rights or any other proprietary rights. Customer indemnifies VoiceHubs against any and all third party claims, based upon any alleged infringement of such third party rights in relation to the User Content.

4.4 VoiceHubs does not claim any ownership rights of the User Content, has no obligation to review the User Content and can in no way be held responsible for the User Content uploaded through the Service.

§5 Privacy & data processing

5.1 In case VoiceHubs has access to personal data when performing the Agreement, and performing the Agreement requires VoiceHubs to process personal data, VoiceHubs will solely be acting as processor ("verwerker") within the meaning of the the General Data Protection Regulation (EU) 2016/679 (GDPR). In that case, VoiceHubs and Customer will conclude a data processing agreement within the meaning of article 28(3) GDPR.

5.2 Customer will ensure that the use of the Service is compliant with all applicable data privacy and data security laws and regulations within Customer's region and that it is consistent with g enerally accepted and commercially reasonable industry standards.

5.3 Customer agrees to indemnify, defend and hold harmless VoiceHubs from any damages and losses resulting from third party claims arising from Customer's non-compliance with its o bligations under the data privacy and security laws. Customer will adjust or initiate that locally d elivered services comply with local privacy laws and regulations.

5.4 Processing of personal data is subject to the Processing Agreement, which governs data security, rights, and compliance. Customers may request a copy via info@voicehubs.io.

5.5 When a User connects their Google account to the Service, VoiceHubs may access and process Google Calendar data (including event titles, times, descriptions, and attendee information) solely to enable the creation and management of VoiceHubs based on scheduled meetings. This data is used:

- to create VoiceHubs based on calendar events;
- to identify meeting participants for invitations; and
- to sync meeting updates (such as time changes or cancellations) with the relevant VoiceHubs.

VoiceHubs does not sell, rent, or trade Google user data to any third parties. VoiceHubs may share Google user data only in the following limited circumstances and only to the extent necessary to provide the Service as described above:

- AI processing services: calendar data may be processed by third-party AI service providers (including transcription and question-generation providers) solely to provide VoiceHub functionality. Such providers process the data transiently for this purpose and are not permitted to retain or use the data for other purposes; and
- legal requirements: VoiceHubs may disclose Google user data if required by law, legal process, or a governmental request.

VoiceHubs does not transfer or disclose Google user data to third parties for purposes other than those described in this Article 5.5.

5.6 **Retention and deletion of Google Calendar data.** Google Calendar data is stored only for as long as needed for the VoiceHub functionality described in Article 5.5. Users may disconnect their Google account at any time. Users and/or Customers may request deletion of Google Calendar data by contacting info@voicehubs.io.

§6 Fees and payment

6.1 Customer is billed monthly per Connected Calendar, whether or not that calendar had a qualifying meeting in the month. Connected Calendars are billed at a graduated rate: each rate applies only to the Connected Calendars within its band, so connecting another calendar never lowers the total. Contributors and Contributions are not billed. The applicable bands and rates are those shown on the VoiceHubs website at the time of purchase. For more than 1,000 Connected Calendars, or for additional terms such as SSO/SCIM, custom data-processing terms or dedicated onboarding, fees and features are agreed in writing in an order form. All fees quoted and payable are in euro and exclusive of turnover tax (VAT) and other government levies/taxes. Payments by Customer need to be done no later than 30 days after invoice date.

6.2 After the initial term of the Agreement, VoiceHubs may increase the fees.

6.3 If VoiceHubs has carried out work or performed other services that fall outside of the content or scope of the agreed work and/or services at request or with the prior consent of Customer, such work or services shall be paid for by Client in accordance with the agreed rates. If no rates have been agreed, VoiceHubs's standard rates (€100,- per hour) shall apply. VoiceHubs s hall under no circumstances be obliged to comply with such a request, and where it does c omply, it may require Customer to enter into separate written agreement for this purpose.

6.4 Complaints regarding the Service and/or Support under this Agreement and/or the invoice do not suspend the payment obligation of Customer.

6.5 VoiceHubs may suspend access without further notice if payment is more than 14 days overdue and reminders have been issued.

§7 Liability

7.1 VoiceHubs's total, aggregate, cumulative liability for attributable failing ("toerekenbare t ekortkoming") to correctly perform the Agreement (which includes a breach of any warranty), a ny unlawful act ("onrechtmatige daad") will be limited to direct damages only and shall never e xceed the total amounts paid for the services in the twelve (12) preceding months of that p articular calendar year.

7.2 Direct damages shall solely mean:

- property damages ("zaakschade");
- reasonable expenses which Customer would have to incur to make VoiceHubs's p erformance conform to the Agreement;
- this alternative damage shall not be compensated, however, if the Agreement is rescinded by or at the suit of Customer;
- reasonable expenses incurred to determine the cause and scope of the damage, insofar as the determination relates to direct damage within the meaning of this Agreement;
- reasonable expenses incurred to prevent or mitigate damage, insofar as Customer demonstrates that these expenses resulted in mitigation of direct damage within the meaning of this Agreement.

7.3 VoiceHubs's liability for damages other than direct damages, arising out of, or in connection w ith the Agreement, such as, but not limited to indirect loss, consequential loss, loss of, loss of u se and/or damage of any data, Content or software, loss of profit and loss of revenue, loss of b usiness, loss of anticipated savings, or any other similar financial loss or loss of goodwill or r eputation, damage as a result of claims from third parties or other incidental, indirect, punitive o r exemplary damages of any kind, is excluded.

7.4 The limitations mentioned in the preceding paragraphs of this article 7 shall not apply if and insofar as the damage or injury is the result of intentional acts or omissions or wilful negligence by VoiceHubs or its managers ("own actions").

7.5 No right to damages shall exist unless Customer notifies VoiceHubs in writing of the damage promptly after it has arisen. Any claim for damages against VoiceHubs shall become extinguished by the mere lapse of six (6) months after the claim has come into being.

§8 Force majeure

8.1 In the event of force majeure, there will be no attributable failure in the performance of the Agreement by VoiceHubs.

8.2 Force majeure includes, among other things, employees on sick leave and/or absence of employees who are crucial to the supply of the services, interruptions in the supply of electricity, strikes, riots, government measures, fire, natural disasters, floods, failure on the part of VoiceHubs's suppliers, failure on the part of third parties engaged by VoiceHubs, i nterruptions in connection to the internet (whether or not due to a DDoS attack), hardware m alfunctions, malfunctions in networks, including telecommunication networks, and other u nforeseen circumstances.

8.3 If the force majeure continues for at least thirty (30) days, VoiceHubs is entitled to terminate the Agreement without being obliged to pay any compensation for this termination.

§9 Warranties and indemnities

9.1 As far as possible in the light of mandatory statutory provisions, VoiceHubs expressly disclaims any and all explicit and implied guarantees, undertakings and warranties of any nature, including but not limited to guarantees, undertakings and warranties with respect to the quality, security, lawfulness, integrity and accuracy of the Service.

9.2 VoiceHubs does not warrant that the Service will be accessible at all times and without interruptions or failures. Failures of the Service may be caused in part, but not exclusively, by failures in the internet or telephone connection or by viruses or errors/defects. VoiceHubs will not be liable to Customer in any way for damage ensuing from or caused by the unavailability of the Service.

9.3 VoiceHubs does not guarantee that the Service shall be effective, the use of the Service shall lead to certain results or that the Content provided through the Service shall be accurate, up to date and complete.

9.4 VoiceHubs is not responsible for:

- the purchase and/or the proper operation of Customer's infrastructure;

- loss, damage, inaccuracy and/or incompleteness of any Content provided through the Service;
- transmission errors, malfunctions or non-availability of computer, Content, data or telecom facilities, including the internet;
- any unauthorized use or attempted use of the Service;
- making backup copies of any Content; or
- the management, including checking the settings, the use of the Service and the manner in which the Content is used.

9.5 VoiceHubs shall never be liable for any of the aforementioned acts or circumstances. Customer indemnifies VoiceHubs against all damage and costs, including, but not limited to, damage resulting from (alleged) infringements of Intellectual Property Rights, claims by third parties, including Users, collection costs, the statutory commercial interest, loss of profits, penalties incurred and legal fees, which VoiceHubs incurs or which result from a breach of the Agreement by Customer or an unlawful act.

§10 Termination & data retention

10.1 This Agreement shall enter into force upon signing by both Parties and shall remain in force for the term as specified in the Agreement. In case the Agreement remains in force for an indefinite period of time, either Party may terminate the Agreement by providing the other Party written notice of termination of the Agreement, taking into account a notice period of no less than one (1) month. In case the Agreement remains in force for a definite period of time, the Agreement shall be automatically extended for the same term on the same terms and conditions, unless terminated by either Party by providing the other Party written notice of termination of the Agreement, taking into account a notice period of no less than one (1) month.

10.2 VoiceHubs may immediately terminate the Agreement, without becoming liable, upon written notification to Customer in case:

- Customer applies for a moratorium of payments, is declared bankrupt or otherwise ceases to meet its (financial) obligations;
- Customer suspends or discontinues its business activities; or
- of any change of control in Customer, its affiliates and/or shareholders.

10.3 VoiceHubs may immediately (temporarily or permanently) suspend its service at any time, and without notice to Customer if Customer breaches this Agreement or otherwise engages in (unlawful) activities that are likely to cause liability to VoiceHubs. VoiceHubs will not be liable for any costs, expenses, or damages as a result of its termination of the Agreement.

10.4 Upon termination, Customers have 30 days to export their data before deletion. VoiceHubs is not responsible for retained data beyond this period. Data will be made available in a commonly used, machine-readable format upon request during the 30-day post-termination window.

10.5 In the event of termination, any performance already delivered and the payment obligations related to it will not be the subject of reversal, unless VoiceHubs is in default in relation to such performance. Amounts invoiced by VoiceHubs before the termination in connection with anything that it has already performed or delivered in implementing the Agreement will continue to be owed and will become immediately due and payable at the time of the termination.

10.6 Provisions that by their nature are destined to survive termination of the Agreement will remain in full force after termination.

§11 Miscellaneous

11.1 VoiceHubs may sell, lease, assign, or otherwise transfer in whole or in part the Agreement or any rights or obligations granted hereunder without the advance consent of Customer.

11.2 Customer hereby grants VoiceHubs a non-exclusive, royalty-free, worldwide, revocable license to use Customer's name, logo, and brand marks solely for promotional and marketing p urposes, including but not limited to use on VoiceHubs' website, pitch decks, and other co mmercial materials. Customer may withdraw this consent at any time by notifying VoiceHubs in writing, upon which VoiceHubs will remove such materials within a reasonable time frame.

11.3 The Agreement shall be governed by the laws of the Netherlands.

11.4 Any disputes arising from this Agreement shall be exclusively settled by the competent civil court in Amsterdam, Netherlands, under Dutch law.