

Terms of Service

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These terms explain the practical rules for using Orgonaut: who is responsible for what, what rights you keep, and what happens if something goes wrong.

Quick read

- You keep ownership of the data, content, and materials you put into Orgonaut.
- We need a limited license to host, secure, back up, and display that content for the people you authorize.
- Do not misuse the service, bypass security controls, or upload data you do not have the right to use.
- If you buy a paid plan, pricing, renewals, and feature limits follow your checkout flow or signed order form.
- If there is a separate signed agreement with us, it overrides this page where the two conflict.

Plain-language version

These terms are meant to be readable by normal humans. They cover the usual SaaS ground without trying to hide surprises in dense legal copy.

Questions or paperwork

If you need help, an enterprise agreement, or a data-processing addendum, contact us and we can route it properly.

- Email hello@orgonaut.co: <mailto:hello@orgonaut.co>
- Read the Privacy Policy: <https://app.orgonaut.co/privacy>

1. Who these terms cover

Using Orgonaut means you agree to these terms.

Orgonaut is software for mapping teams, understanding org structure, and planning changes. By using the service, you agree to these terms and to any posted policies that apply to your use.

If you are using Orgonaut for a company, client, or employer, you confirm that you have authority to bind that organisation. If you have a separate signed order form, master services agreement, or similar contract with us, that agreement takes priority where it says something different.

2. Accounts, admins, and security

You are responsible for the accounts and access you control.

Keep account information reasonably accurate, protect your credentials, and use appropriate security for your team, including separate user accounts where that matters for permissions or audit history.

Workspace admins are responsible for who gets invited, what roles they receive, and how integrations, SSO, API tokens, and exports are managed inside their organisation.

- Tell us promptly if you believe an account, token, or integration has been compromised.
- Do not share credentials in ways that defeat access controls or audit trails.
- You remain responsible for activity under your accounts until access is removed or the incident is reported.

3. Your content, your rights, and our service rights

You keep ownership of your content. We keep ownership of Orgonaut itself.

You retain ownership of the data and content you submit to Orgonaut, including org structures, scenarios, notes, files, imports, prompts, and similar workspace material.

You grant us a limited right to host, copy, process, transmit, back up, and display that content only as needed to run the service for you, secure it, support it, and improve reliability.

Orgonaut and its underlying software, design, and documentation remain our property. If you send feedback or product ideas, we may use them without restriction and without owing compensation.

- Only upload or connect data you have the right to use.
- Make your own judgment about whether Orgonaut is appropriate for especially sensitive or regulated data.
- You are responsible for decisions your team makes using your data, reports, or AI-assisted outputs.

4. Acceptable use

Use the service lawfully and do not attack it, abuse it, or turn it into someone else's problem.

We want people to use Orgonaut in practical ways, not adversarial ones. That means no illegal use, no infringement of third-party rights, and no attempts to break, overload, or bypass the service.

- Do not attempt unauthorised access, privilege escalation, scraping beyond normal use, or interference with rate limits or security controls.
- Do not reverse engineer the service except where applicable law clearly allows it despite this clause.
- Do not use Orgonaut to distribute malware, spam, fraudulent content, or material that is unlawful, harmful, or abusive.
- Do not use automated extraction to build a competing dataset, model, or service from Orgonaut without written permission.

5. Service changes, availability, and previews

We will keep improving the product, but no online service is perfect.

We aim to keep Orgonaut reliable, secure, and useful. That said, the service may change over time. We may add, remove, or redesign features, and sometimes we may need maintenance windows, urgent fixes, or temporary restrictions.

Preview, beta, and early-access features may be incomplete, less stable, or subject to different limits. Please treat them as experimental unless we say otherwise.

- Material pricing or plan changes for paying customers will be communicated before they take effect.
- Back up or export anything you consider business-critical rather than assuming every version of every feature will remain unchanged forever.
- Your feedback on previews is welcome and helps shape what becomes permanent.

6. Fees, renewals, and cancellation

If you buy a paid plan, the commercial terms sit on top of this page.

Some features may require a paid subscription or separate commercial agreement. When that applies, the price, billing cycle, seat or usage limits, and renewal terms are the ones shown at checkout or in your signed order form.

Unless your order form says otherwise, subscriptions renew automatically at the end of the current term until canceled. Canceling stops future renewal; it does not usually refund amounts already paid unless the law or your written agreement says otherwise.

- We may suspend paid features for overdue invoices after reasonable notice.
- You are responsible for applicable taxes, excluding taxes on our income.
- Changing plans may change available features, limits, or support levels.

7. Suspension and termination

We may step in if there is a serious breach, security risk, or non-payment issue.

You can stop using Orgonaut at any time. We may suspend or terminate access if these terms are materially breached, if payment remains overdue, if the service is being used in a way that creates risk for others, or if we need to protect the platform, our customers, or the public.

Where it is practical and safe to do so, we will try to give notice and a chance to fix the problem first. Some obligations, like payment, confidentiality, liability limits, and ownership provisions, survive termination.

- Export data you need before closing an account or workspace.
- After termination, we may delete data according to our normal retention and backup windows unless the law or a written agreement requires something different.

8. Warranties, liability, and updates to these terms

This is standard SaaS risk allocation, written plainly.

To the maximum extent allowed by law, Orgonaut is provided on an "as is" and "as available" basis unless a separate written agreement says otherwise. We do not promise that the service will be uninterrupted, error-free, or fit for every possible use case.

To the maximum extent allowed by law, neither side is liable for indirect, incidental, special, consequential, or punitive damages. Our total liability arising out of these terms is limited to the amount you paid us for Orgonaut in the twelve months before the claim, or EUR 100 if you only used a free plan.

We may update these terms from time to time. If we make a material change, we will post the updated version here and change the date at the top. Continuing to use the service after the updated terms take effect means you accept the revision.