

# Terms of Service

Last updated: August 25, 2026

These Terms of Service ("Terms") govern your access to and use of Hitmeet, a software-as-a-service platform available at [hitmeet.com](https://hitmeet.com) (the "Service").

By creating an account, accessing, or using the Service, you agree to be bound by these Terms. If you do not agree to these Terms, you must not use the Service.

## 1. Service Description

Hitmeet is a cloud-based SaaS platform designed to help individuals and teams organize work, collaborate, conduct retrospectives, manage boards, and create and share content within teams.

The Service may include features such as teams, boards, notes, comments, votes, action items, feedback, AI-powered features, and integrations with third-party services.

We may add, modify, improve, or remove features from the Service from time to time.

## 2. Account and Authentication

You may create and access your Hitmeet account using a secure Magic Link sent to your email address or through Google Sign-In.

Hitmeet does not require or store an account password for these authentication methods.

You are responsible for providing an email address that you control and for maintaining the security of access to your email account.

You are responsible for all activity performed through your Hitmeet account.

## 3. Teams, Boards, and User Content

Hitmeet allows users to create or join teams and create boards and other content within those teams.

You retain your rights to content that you create and submit to the Service, subject to the rights necessary for Hitmeet to provide and operate the Service.

By submitting content to Hitmeet, you grant Hitmeet a limited, non-exclusive right to store, process, display, and transmit that content only as necessary to provide the Service and its functionality.

Content created within a shared team or board may be visible to other members of that team, depending on the functionality and permissions of the Service.

You are responsible for ensuring that you have the necessary rights to submit and share any content through the Service.

## **4. Third-Party Integrations**

Hitmeet may provide optional integrations with third-party services, including Jira, Trello, and Slack.

These integrations are activated only when you choose to connect the relevant third-party service.

When you connect an integration, Hitmeet may securely store encrypted authentication tokens required to communicate with that service.

You control when these integrations are used and what information you choose to send to the connected service.

Hitmeet does not automatically import information from third-party services unless such functionality is explicitly requested or required for the feature you are using.

Third-party services are governed by their own terms, policies, and agreements. Hitmeet is not responsible for the availability, functionality, security, or policies of third-party services.

You may disconnect an integration at any time. Disconnecting an integration may prevent related features from functioning.

## **5. AI Features and Third-Party AI Services**

Hitmeet may provide optional features that use artificial intelligence technologies, including large language models and other AI services, to assist users with generating, summarizing, analyzing, or transforming content.

AI features are optional and are used only when you choose to use a feature that requires AI processing.

By using an AI-powered feature, you instruct Hitmeet to process the relevant content through the applicable AI service provider for the purpose of providing the requested AI functionality.

To provide these features, information submitted by you or generated through your use of the relevant AI feature may be processed by third-party AI service providers acting on our behalf.

The information processed by an AI provider may include content from your teams, boards, retrospectives, notes, comments, or other information that you choose to submit to an AI-powered feature.

AI-generated results may be inaccurate, incomplete, outdated, or unsuitable for a particular purpose. AI-generated content is provided as an assistive tool and should be reviewed by you before you rely on it or use it for decisions.

Hitmeet does not guarantee the accuracy, completeness, reliability, or availability of AI-generated results.

You remain responsible for reviewing AI-generated content and for any decisions or actions you take based on such content.

You must not use AI features to generate, process, or submit content that violates these Terms, applicable law, or the rights of third parties.

Third-party AI providers may process information in accordance with their applicable terms, privacy policies, and data-processing practices. The use of an AI feature may therefore involve processing of information by a third party outside Hitmeet.

Where required by applicable law, Hitmeet will provide appropriate information about such processing and apply applicable data protection safeguards.

You should not submit confidential, sensitive, or personal information to an AI-powered feature unless you are authorized to do so and the processing is appropriate for the intended use of the feature.

## **6. Subscriptions and Paid Plans**

Hitmeet may offer free and paid subscription plans. The features, limits, and prices of each plan may be described on the Service at the time of purchase.

Paid subscriptions are billed according to the billing interval selected at the time of purchase.

Prices may be changed from time to time. Any changes to the price of your subscription will be communicated or applied in accordance with applicable law and the policies of the payment provider.

## **7. Paddle and Payment Processing**

Payments for Hitmeet subscriptions are processed through Paddle. Paddle.com is the Merchant of Record for transactions made through Paddle Checkout.

Paddle handles payment processing, billing, applicable taxes, and related transaction matters in accordance with its applicable terms, policies, and legal requirements.

Hitmeet does not store complete payment card numbers or full payment card details on its own servers.

Payment-related information may be processed and stored by Paddle in accordance with Paddle's applicable terms and privacy policy.

Paddle may provide customer support for order-related inquiries and may process refunds in accordance with its applicable policies and applicable law.

## **8. Automatic Renewal**

Unless you cancel your subscription before the end of the current billing period, your paid subscription will automatically renew for another billing period.

The applicable subscription fee will be charged through Paddle using the payment method associated with your subscription.

You can cancel automatic renewal through the subscription management functionality provided by Hitmeet or Paddle, as applicable.

## **9. Cancellation**

You may cancel your subscription at any time.

Canceling a subscription stops automatic renewal. It does not immediately terminate the current paid subscription period.

After cancellation, you may continue using paid features until the end of the current paid billing period because that period has already been paid for.

No additional subscription charge will be made for the next billing period after a successful cancellation.

## **10. Plan Upgrades**

You may upgrade your subscription to a higher-priced plan during an active billing period, subject to the plans and upgrade options available through the Service.

When an upgrade is made during an active billing period, the upgrade price is prorated based on the remaining portion of the current billing period. Paddle calculates the applicable amount and processes the additional payment.

The upgraded plan becomes available after the upgrade has been successfully processed.

## **11. Plan Downgrades**

Downgrading to a lower-priced plan is not available during an active paid subscription period.

If you wish to use a lower-priced plan, you may cancel the current subscription and select a lower-priced plan after the current paid subscription period has ended.

## **12. Refunds**

Subscription payments are generally non-refundable. Canceling a subscription does not result in a refund for the unused portion of the current paid subscription period. After cancellation, you may continue using the paid features until the end of the period that has already been paid for.

Refunds may be issued where required by applicable law or where authorized by Paddle in accordance with its applicable policies and procedures.

Any refund issued through Paddle may be subject to Paddle's refund policies and procedures.

Nothing in these Terms limits any refund or other rights that cannot legally be excluded under applicable law.

### **13. Account Deletion**

You may delete your Hitmeet account after your active paid subscription period has ended.

If you have an active paid subscription period, you must first cancel the subscription and wait until the current paid period has ended before deleting your account.

Canceling your subscription does not immediately remove your account or paid access. You may continue using the paid features until the end of the current paid period.

After the paid period has ended, you may delete your account from the available account settings.

When you delete your account, Hitmeet will delete the data associated with your account that is stored by Hitmeet, including your account information, teams, boards, board content, team membership, and stored third-party integration credentials, subject to information that we are legally required to retain.

Deleting your account may also remove teams, boards, memberships, and other content associated with the account. You are responsible for ensuring that any information you wish to retain is exported or otherwise preserved before deleting your account.

Account deletion may be irreversible and deleted data may not be recoverable.

### **14. Acceptable Use**

You agree to use the Service only for lawful purposes and in accordance with these Terms.

You must not:

- use the Service for unlawful, fraudulent, abusive, or harmful activities;
- attempt to gain unauthorized access to the Service, another account, or Hitmeet infrastructure;
- interfere with or disrupt the operation or security of the Service;
- introduce malware, viruses, or other malicious code;
- attempt to bypass security measures, access controls, or usage limitations;
- use automated systems to abuse or overload the Service;
- use the Service to violate the rights of other individuals or organizations;
- upload or distribute content that you do not have the right to use or distribute.

## **15. Intellectual Property**

The Hitmeet Service, including its software, source code, design, interface, branding, logos, documentation, and other materials provided by Hitmeet, is owned by or licensed to the Service Provider and is protected by applicable intellectual property laws.

These Terms do not transfer ownership of Hitmeet intellectual property to you.

Subject to these Terms and your payment of applicable fees, Hitmeet grants you a limited, non-exclusive, non-transferable right to access and use the Service for its intended purpose.

You retain ownership of content that you create and submit to the Service, subject to the limited rights granted to Hitmeet to operate the Service.

## **16. Third-Party Services**

The Service may rely on or integrate with third-party services, including Google, Resend, Paddle, Fly.io, third-party AI service providers, Jira, Trello, and Slack.

These third-party services may have their own terms, privacy policies, pricing, availability, and technical requirements.

Hitmeet is not responsible for changes, interruptions, failures, or actions of third-party services outside our reasonable control.

## **17. Service Availability**

We aim to keep Hitmeet available and reliable, but we do not guarantee that the Service will always be available, uninterrupted, secure, or error-free.

The Service may occasionally be unavailable due to maintenance, updates, technical problems, infrastructure failures, security incidents, or circumstances outside our reasonable control.

We may temporarily suspend access to parts of the Service when reasonably necessary to protect the Service, users, or infrastructure.

## **18. Disclaimer**

To the maximum extent permitted by applicable law, the Service is provided on an "as is" and "as available" basis.

We do not guarantee that the Service will meet every particular requirement, operate without interruption, or be completely free of errors.

## **19. Limitation of Liability**

To the maximum extent permitted by applicable law, Hitmeet and its owner shall not be liable for indirect, incidental, special, consequential, or punitive damages, or for loss of profits, revenue,

business opportunities, data, or goodwill arising from or related to your use of the Service.

To the extent permitted by applicable law, our total liability arising from or relating to the Service shall be limited to the amount you paid to Hitmeet for the Service during the twelve months immediately preceding the event giving rise to the claim.

Nothing in these Terms excludes or limits liability that cannot legally be excluded or limited under applicable law.

## **20. Termination and Suspension**

You may stop using the Service at any time, subject to the subscription and cancellation terms described above.

We may suspend or terminate an account if we reasonably believe that the user has violated these Terms, engaged in abusive or unlawful activity, attempted to compromise the security of the Service, or created a significant risk to the Service or other users.

Where reasonably possible, we may provide notice before suspension or termination. Immediate action may be taken where necessary to protect the Service, users, or infrastructure.

## **21. Changes to the Service or Terms**

We may modify the Service, its features, pricing, or functionality from time to time.

We may also update these Terms from time to time. Material changes will be communicated by updating the "Last updated" date and, where appropriate, providing additional notice.

Your continued use of the Service after updated Terms become effective constitutes acceptance of the updated Terms, to the extent permitted by applicable law.

## **22. Governing Law**

These Terms are governed by the laws of Ukraine, without regard to its conflict-of-law principles, except where mandatory provisions of applicable law provide otherwise.

Any disputes arising from or relating to the Service or these Terms shall be handled by the competent courts or other authorities as provided by applicable law.

## **23. Contact Information**

Hitmeet is operated by its owner, registered as a sole proprietor (FOP) under the laws of Ukraine.

If you have any questions about these Terms, subscriptions, account deletion, or the Service, please contact us:

Hitmeet

Website: [hitmeet.com](https://hitmeet.com)

**Service Provider:** Viktor Fesenko, Individual Entrepreneur (FOP)

**Country:** Ukraine

**Email:** [legal@hitmeet.com](mailto:legal@hitmeet.com)