

Convo Terms of Service

Last updated and effective date: 10 March 2026

BY ACCESSING OR USING CONVO'S SERVICE, YOU AGREE TO ABIDE BY THESE TERMS OF USE AND PRIVACY POLICY. PLEASE READ THEM CAREFULLY.

1. Acceptance of Terms

By accessing, downloading, or using the Convo application and services ("Service"), you confirm that:

- You are at least 18 years old and have the legal capacity to enter into this agreement
- You agree to be bound by these Terms of Service ("Terms") and our Privacy Policy

If you do not agree to these Terms, do not use our Service.

2. Service Description

Convo is an AI assistant that provides real-time assistance during calls and meetings. Our Service includes:

- **Real-time conversation analysis** using speech-to-text technology
- **AI-powered suggestions** based on conversation content and context
- **Screen content analysis** to provide contextual guidance
- **Conversation history storage** for performance tracking and improvement
- **Custom coaching frameworks** tailored to sales methodologies
- **Performance analytics** and insights

Important Notice About Recording and Privacy

Convo processes audio and screen content to provide its services. You are responsible for:

- Obtaining all necessary consents from other participants before using Convo in multi-party conversations
- Complying with all applicable recording laws in your jurisdiction
- Ensuring your use complies with your organization's policies

3. User Responsibilities and Acceptable Use

You agree to use Convo only for lawful purposes and in accordance with these Terms. You will NOT:

- Impersonate others or misrepresent your identity or authority
- Process confidential, proprietary, or sensitive information without authorization
- Attempt to reverse engineer, modify, or interfere with the Service
- Use the Service for any illegal activities or to violate others' rights
- Share your account credentials or allow unauthorized access
- Use automated systems to access the Service without permission
- Violate any applicable laws, regulations, or third-party rights

Professional Use Guidelines

- Convo provides AI suggestions during meetings, not legal or professional advice
- You remain solely responsible for your actions and decisions during conversations
- AI suggestions should be adapted to your specific context and judgment
- The Service is not a substitute for professional training or development programs

4. Subscription and Payments

Subscription Plans

- Convo offers various subscription tiers with different features and usage limits
- Subscription fees are billed in advance on a monthly or annual basis
- All fees are non-refundable. Due to the significant computational costs associated with real-time AI processing, speech-to-text transcription, and third-party AI services incurred upon use, all subscription fees are final and non-refundable once payment is processed

Payment Terms

- You authorize us to charge your payment method for all applicable fees
- If payment fails, we may suspend or terminate your access to the Service
- You're responsible for all taxes associated with your subscription
- Price changes will be communicated with at least 30 days' notice

No Refund Policy

- All payments are final and non-refundable. The Service relies on computationally intensive AI models, real-time speech-to-text processing, and third-party AI services (such as OpenAI, Anthropic, and Google Gemini), which incur substantial costs upon each use. These costs are incurred immediately and cannot be recovered once the Service has been accessed.
- By subscribing, you acknowledge and agree that no refunds, credits, or reimbursements will be issued for any reason, including but not limited to: partial use of a billing period, dissatisfaction with the Service, failure to cancel before a renewal date, or downgrading to a lower-tier plan
- You are encouraged to evaluate the Service thoroughly before subscribing. If you have questions about features or suitability, please contact our support team before purchasing

5. Data and Privacy

Your Data

- You retain ownership of your conversation data and content
- We use your data solely to provide and improve our own services
- You grant us a license to process your data as described in our Privacy Policy
- You can request data deletion anytime

AI Processing

- Your conversations may be processed by third-party AI services (OpenAI/Anthropic/Google Gemini) for analysis
- All AI processing is conducted in accordance with our Privacy Policy
- We implement appropriate safeguards for data protection during AI processing
- You consent to AI analysis of your conversation content

Confidentiality

- We maintain strict confidentiality standards for all user data
- Our employees and contractors are bound by confidentiality agreements
- We do not sell, rent, or share your personal data with third parties for marketing purposes

6. Intellectual Property

Convo Property

- The Convo application, algorithms, and backend architecture are our intellectual property
- You receive a limited, non-exclusive license to use the Service during your subscription
- All trademarks, logos, and brand elements remain our property

Your Content

- You retain ownership of your original conversation content
- Convo-generated insights and suggestions are created collaboratively
- You may not use our proprietary methodologies to create competing services

7. Service Availability and Modifications

Availability

- We strive for high availability but do not guarantee uninterrupted service
- Scheduled maintenance will be communicated in advance when possible
- We are not liable for service interruptions beyond our reasonable control

Modifications

- We may modify, update, or discontinue features with reasonable notice
- Continued use after changes constitutes acceptance of modifications

8. Termination

By You

- You may cancel your subscription at any time through your dashboard
- Cancellation takes effect at the end of your current billing period (monthly vs. yearly billing)
- You remain responsible for charges incurred before cancellation

By Convo

We may suspend or terminate your account if you:

- Violate these Terms or our Privacy Policy
- Use the Service in ways that harm other users or our systems
- Fail to pay subscription fees when due
- Provide false information or engage in fraudulent activity

Effect of Termination

- Your access to the Service will cease immediately
- We will retain your data according to our Privacy Policy and legal requirements
- Certain provisions of these Terms survive termination

9. Disclaimers and Limitations of Liability

Service Disclaimers

- Convo is provided "as is" without warranties of any kind
- We do not guarantee the accuracy of AI-generated suggestions
- Results from using our Service may vary based on individual circumstances
- The Service is not intended for emergency or crisis situations

Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW:

- Our liability is limited to the amount you paid for the Service in the 12 months preceding the claim
- We are not liable for indirect, incidental, consequential, or punitive damages
- This limitation applies regardless of the legal theory of liability

Professional Advice Disclaimer

- Convo provides AI suggestions during meetings, not professional advice
- Always use your own professional judgment
- For special situations, consult with appropriate professionals

10. Indemnification

You agree to indemnify and hold Convo harmless from claims arising from:

- Your use of the Service in violation of these Terms
- Your violation of applicable laws or third-party rights
- Unauthorized use of the Service under your account
- Your failure to obtain necessary consents for conversation recording

11. Dispute Resolution

Governing Law

These Terms are governed by the laws of Spain, without regard to conflict of law principles.

Dispute Resolution Process

1. **Direct Communication:** First, contact our support team to resolve issues
2. **Mediation:** If unresolved, disputes will be subject to mediation
3. **Arbitration:** Remaining disputes will be resolved through binding arbitration

4. **Class Action Waiver:** You waive the right to participate in class actions and YOU HEREBY IRREVOCABLY WAIVE ANY RIGHT TO A JURY TRIAL IN CONNECTION WITH ANY ACTION OR LITIGATION IN ANY WAY ARISING OUT OF OR RELATED TO YOUR USE OF THE SERVICE OR THESE TERMS

Jurisdiction

Any legal proceedings must be brought in the courts of Spain.

12. General Provisions

Entire Agreement

These Terms, together with our Privacy Policy, constitute the complete agreement between you and Convo.

Severability

If any provision is found unenforceable, the remaining provisions continue in full force.

No Waiver

Our failure to enforce any right does not constitute a waiver of that right.

Assignment

You may not assign your rights under these Terms. We may assign our rights with reasonable notice.

Force Majeure

We are not liable for delays or failures due to circumstances beyond our reasonable control.

Updates to Terms

We may update these Terms periodically. Material changes will be communicated via:

- Email notification to registered users
- In-app notifications
- Website announcements

Continued use after changes constitutes acceptance of updated Terms.

13. Team and Organization Accounts

When Convo is used by a team or organization ("Organization Account"), the following additional terms apply alongside all other provisions of these Terms.

Organization Accounts

- An Organization Account is created when a user subscribes to a team-eligible plan and invites team members to a shared workspace
- The individual who creates the Organization Account is designated as the **Owner** and accepts these Terms on behalf of the organization
- By accepting an invitation to join an Organization Account, team members agree to these Terms and acknowledge the administrator's access rights described herein

Roles and Responsibilities

- **Owner:** Full control over the Organization Account including billing, member management, workspace settings, and data governance. Responsible for ensuring the organization's use of Convo complies with applicable laws.
- **Admin:** May manage team members, configure workspace settings, and access team conversation data. Cannot manage billing.
- **Member:** Standard access to record meetings, use AI coaching features, and access shared knowledge base content within the team workspace.

Team Billing

- Organization Accounts are billed on a per-seat basis. The Owner is responsible for payment of all seats within the organization.

- Seats may be added or removed by the Owner or Admin. Adding seats will be billed at the current per-seat rate, prorated for the remaining billing period.
- A single invoice is issued to the organization for all active seats
- The Owner may cancel the Organization Account. Cancellation takes effect at the end of the current billing period and revokes access for all team members.

Shared Content and Knowledge Base

- Content uploaded to the team knowledge base (documents, playbooks, guidelines) is accessible to all team members and is owned by the organization
- The Owner and Admins are responsible for ensuring shared content does not violate third-party intellectual property rights or confidentiality obligations

Team Member Offboarding

- When a team member is removed from an Organization Account, their access to the workspace and all shared data is revoked immediately
- Conversation data and meeting notes created by the team member within the workspace remain the property of the organization
- The removed member's personal account (if any) will revert to an individual free-tier account

14. Contact Information

For questions about these Terms or to report violations:

- Email: ivan@itsconvo.com

BY USING CONVO, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE BOUND BY THESE TERMS OF SERVICE AND OUR PRIVACY POLICY.

These Terms of Service are effective as of 10 March 2026 and replace all previous versions.