

# ClientiApp

## GENERAL TERMS AND CONDITIONS OF SERVICE

### Art. 1 – General Provisions

1. These Terms and Conditions govern the use of the ClientiApp application, hereinafter the “Service”.
  2. The Service is available through the Android application on the Google Play Store and via the web portal at <https://www.clientiapp.com>.
  3. The application is operated by Gianluca Ghattini (VAT No. 03676330545), hereinafter the “Provider”. Contact email: [info@clientiapp.com](mailto:info@clientiapp.com).
  4. These Terms and Conditions are available within the application and on the web portal.
  5. The Provider may amend these Terms and Conditions at any time. The User is required to review updates before continuing to use the Service.
  6. The Provider may modify, suspend, or discontinue the Service at any time, even without prior notice.
  7. The Service may be used via Android devices and web browsers. To access the Service, the User must have an Internet connection and bear all related costs.
  8. By using the Service, the User agrees to:
    - fully accept and comply with these Terms and Conditions;
    - not infringe third-party rights or applicable laws;
    - not interfere with or compromise the proper functioning of the Service.
  9. Use of the Service constitutes full acceptance of these Terms and Conditions, even without explicit confirmation. Continued use of the app implies implicit acceptance.
- 

### Art. 2 – Description of the Service

1. ClientiApp is an application for managing clients and related activities.
2. Use is regulated by free or paid plans available on the Google Play Store, subject to Google’s Terms of Service.
3. The Service allows Users to:
  - Create and customize client records without mandatory fields, with the option to add custom fields;
  - View clients in list or map view, assign areas and categories, obtain directions;

- Manage notes, reminders, and tasks for each client, apply filters and categories to notes;
  - Import clients, perform manual local backups, and restore data;
  - Synchronize data between devices, only upon manual activation of synchronization by the User;
  - Categorize clients (e.g., by area, priority, or deadline) and view deadline status.
4. Connections are made via HTTPS protocol.
  5. The Service does not provide any automatic cloud backup system. All data remain stored locally on the User's device or, in case of enabled synchronization, temporarily on the Provider's servers solely for technical transfer between devices.
- 

### Art. 3 – Personal Data Protection

1. The Provider does not process the User's personal data.
  2. Data managed via the application remain under the exclusive ownership and responsibility of the User.
  3. Any requests concerning data protection must be addressed to the Data Controller as indicated in the Privacy Policy.
  4. Further details are available in the Privacy Policy accessible via the website and app.
- 

### Art. 4 – Limitation of Liability

1. The Service is provided "as is" and "as available," without any warranties of continuity, error-free operation, fitness for a particular purpose, or compatibility with specific devices, operating systems, or software versions. Any interpretation, assumption, or expectation by the User regarding features not expressly declared or described by the Provider shall in no event constitute a source of liability.
2. The Provider shall not be liable for improper or non-compliant use of the Service.
3. The Provider shall not, under any circumstances, be liable for direct or indirect damages, loss of data, profits, or information arising in any way, including but not limited to malfunctions, misuse, failures, errors, interruptions, uninstallation, device restoration, unauthorized access, force majeure events, or any other cause beyond the Provider's control. The existence of known bugs, anomalies, or defects shall not, by itself, constitute fault or non-performance by the Provider.
4. The Provider is not responsible for the storage, retention, or backup of User data. The creation and management of local backups remain the sole responsibility of the User.
5. The User acknowledges that device synchronization is an optional feature and that failure to activate or any malfunction thereof does not entail any liability for the Provider.

6. The Provider shall not be liable for delays, interruptions, or suspensions of the Service and shall not be required to provide refunds or compensation, except as provided by Google Play's refund policies or mandatory legal provisions.
  7. The User shall indemnify and hold the Provider harmless from any claim, demand, or damage arising from the use, loss, or disclosure of their data.
  8. The invalidity or unenforceability of any provision of this Article shall not affect the validity of the remaining clauses, which shall remain fully effective.
- 

#### Art. 5 – Intellectual Property

1. The application, source code, trademarks, and logos are the exclusive property of the Provider.
  2. Content is provided solely for use of the Service and may not be copied, transferred, decompiled, or reused in any form.
  3. Use of the Service must comply with copyright and intellectual property laws.
- 

#### Art. 6 – Payments, Subscriptions and Refunds

1. Payments and subscriptions may be made via the Google Play Store or directly to the Provider through the Stripe payment platform, depending on the available options.
  2. For payments via Google Play, the User fully accepts Google's Terms of Service and refund policies, which prevail over any direct request to the Provider.
  3. For payments made directly via Stripe, refund requests will be handled according to the conditions stated at purchase and the Provider's policies; retroactive or full refunds for already paid periods are not available.
  4. The Provider is not responsible for transactions carried out via unauthorized third-party platforms.
  5. Subscriptions grant access to additional features of the Service, which remain active for the subscribed period.
  6. The User is responsible for managing and cancelling their subscriptions, either via Google Play or via Stripe.
- 

#### Art. 7 – Support and Complaints

1. For technical support or information, Users may contact [info@clientiapp.com](mailto:info@clientiapp.com).
  2. Requests regarding personal data must be addressed to the Data Controller as indicated in the Privacy Policy.
  3. Payment-related complaints must be directed to Google, as operator of the purchase platform.
-

## Art. 8 – Governing Law and Jurisdiction

1. These Terms and Conditions are governed by Italian law.
  2. Any dispute concerning the interpretation or execution of these Terms shall be subject to the exclusive jurisdiction of the Court of Perugia (Italy).
- 

Version dated 05.11.2025