

Terms & Conditions

Qeron · Pipeline-as-a-Service · Effective date: 29 April 2026

1. INTRODUCTION AND ACCEPTANCE

These Terms and Conditions ('Terms') govern the Pipeline-as-a-Service and related professional services ('Services') provided by Qeron ('Company', 'we', 'us', or 'our') to its business clients ('Client', 'you'). By engaging our Services or signing a Statement of Work, you acknowledge that you have read, understood, and agree to be bound by these Terms.

Qeron is a company incorporated and operating under the laws of Spain and subject to applicable European Union legislation, including the General Data Protection Regulation (GDPR).

2. NATURE OF THE SERVICE

2.1 Pipeline-as-a-Service

Qeron provides a data pipeline service that sources, enriches, and delivers leads or data to the Client ('Pipeline'). The Pipeline may rely on a combination of web scraping, third-party data providers, public data sources, APIs, and proprietary data processing methodologies (collectively, 'Data Sources').

IMPORTANT: Qeron is a data and pipeline delivery service. We do not guarantee, represent, or warrant any specific commercial outcome from the use of pipeline data, including but not limited to conversions, sales, revenue, leads qualified, meetings booked, or return on investment. The Client is solely responsible for how it uses the data delivered.

2.2 Data Source Dependency

The availability, accuracy, completeness, and timeliness of pipeline data depend on third-party Data Sources outside Qeron's control. Qeron makes no representations as to the accuracy or fitness for purpose of data originating from third-party providers, scraped sources, or public databases.

2.3 Service Continuity

The Client acknowledges that the Pipeline may be affected by:

- Changes to third-party Data Source availability, structure, or access policies;
- Anti-scraping measures, IP blocks, or legal restrictions on data sources;
- Downtime or API rate limits imposed by third-party providers;
- Regulatory changes affecting data collection or processing.

Qeron will use commercially reasonable efforts to maintain Pipeline continuity and notify the Client of material disruptions. However, such disruptions do not constitute a breach of contract and do not entitle the Client to a refund unless expressly agreed in writing.

2.4 Data Volumes and Quality

Any data volumes, coverage estimates, enrichment rates, or quality benchmarks stated in a proposal or Engagement Document are indicative estimates only and not guaranteed deliverables. Actual volumes may vary based on Data Source availability and the Client's target criteria.

3. SCOPE OF SERVICES

Qeron's services are described in a mutually agreed Statement of Work, project proposal, or service agreement ('Engagement Document'). Each Engagement Document forms an integral part of these Terms.

3.1 Change Requests

Any material change to the agreed scope must be documented in a written Change Order signed by both parties. Qeron reserves the right to adjust timelines and fees accordingly.

4. CLIENT RESPONSIBILITIES

The Client is responsible for:

- Ensuring that its use of data delivered by Qeron complies with all applicable laws, including data protection law, anti-spam regulations, and sector-specific rules;
- Obtaining any necessary consents or legal bases for contacting individuals identified in pipeline data;
- Independently verifying data accuracy before use in high-stakes decisions;
- Its own sales, marketing, and outreach strategies and results;
- Providing Qeron with accurate targeting criteria, timely feedback, and necessary access to enable service delivery.

The Client accepts that conversion rates, pipeline performance, and commercial results are determined by the Client's own processes, market conditions, and use of the data — not by Qeron's delivery of the pipeline. Qeron accepts no liability for the Client's failure to convert pipeline data into commercial outcomes.

5. FEES AND PAYMENT

5.1 Fees

Fees are set out in the applicable Engagement Document and are denominated in euros (EUR) unless otherwise agreed in writing.

5.2 Invoicing & Payment Terms

Invoices are issued in accordance with the payment schedule in the Engagement Document, or monthly in arrears where no schedule is specified. Payment is due within thirty (30) calendar days of the invoice date. Late payments accrue statutory interest in accordance with EU Directive 2011/7/EU.

5.3 No Refunds for Data Quality or Outcome

Fees are not refundable on the basis of data quality, enrichment rates, or failure to achieve any commercial outcome (including, without limitation, conversions, meetings, or revenue). Disputes regarding materially defective data delivery must be raised in writing within fourteen (14) days of the relevant invoice date.

5.4 Taxes

All fees are exclusive of applicable VAT or other taxes, which will be added to invoices where required by law.

6. DATA ACCURACY AND NO WARRANTY

THE PIPELINE DATA IS PROVIDED 'AS IS'. QERON MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO THE ACCURACY, COMPLETENESS, TIMELINESS, OR FITNESS FOR A PARTICULAR PURPOSE OF ANY DATA DELIVERED. DATA MAY CONTAIN ERRORS, GAPS, OR OUTDATED INFORMATION DUE TO THE NATURE OF THIRD-PARTY DATA SOURCES AND WEB SCRAPING.

Qeron will apply reasonable quality controls and data validation processes. However, the Client acknowledges that:

- Scraped data reflects the state of the source at the time of collection and may become stale;
- Third-party data providers may themselves contain errors or omissions;
- Enrichment match rates vary by target segment and geography;
- No data pipeline can guarantee 100% accuracy or deliverability.

7. LIMITATION OF LIABILITY

7.1 Liability Cap

To the maximum extent permitted by applicable law, Qeron's total aggregate liability arising out of or in connection with these Terms shall not exceed the total fees paid by the Client in the three (3) months immediately preceding the event giving rise to the claim.

7.2 Excluded Losses

Qeron shall not be liable for any of the following, whether arising in contract, tort, or otherwise:

- Loss of revenue, profit, or anticipated savings;
- Loss of or failure to generate leads, conversions, sales, or commercial opportunities;
- Loss of data or corruption of data;
- Loss of business or contracts;
- Any indirect, incidental, special, consequential, or punitive damages;
- Losses arising from the Client's use or misuse of pipeline data;
- Losses arising from changes to or unavailability of third-party Data Sources.

For the avoidance of doubt: Qeron is not liable for the Client's failure to convert pipeline data into revenue, customers, or any other commercial result, regardless of the cause of such failure.

7.3 Exceptions

Nothing in these Terms limits liability for: (a) death or personal injury caused by negligence; (b) fraud or fraudulent misrepresentation; or (c) any other liability that cannot be excluded by applicable law.

8. THIRD-PARTY DATA SOURCES AND COMPLIANCE

8.1 Third-Party Terms

The Pipeline may incorporate data from third-party providers, each of which operates under its own terms of service. Qeron takes reasonable steps to use data sources in accordance with their terms. However, Qeron is not liable for changes to or violations of third-party terms that are outside its reasonable control.

8.2 Legal Compliance — Data Use

The Client is solely responsible for ensuring its use of pipeline data complies with applicable laws, including GDPR, ePrivacy Directive, CAN-SPAM, and any other applicable marketing or data protection regulations. Qeron provides data for the Client's own compliance-governed use.

8.3 Scraping and Source Changes

Web scraping is subject to changes in website structure, anti-bot measures, and legal developments. If a key data source becomes inaccessible due to circumstances beyond Qeron's control, Qeron will use reasonable efforts to identify alternative sources but shall not be in breach of these Terms as a result of such inaccessibility.

9. CONFIDENTIALITY

Each party agrees to keep confidential all non-public information received from the other party and to use it solely for the purposes of fulfilling obligations under these Terms. This obligation survives termination for three (3) years. Standard exceptions apply for publicly available information and legally required disclosures.

10. INTELLECTUAL PROPERTY

10.1 Qeron Pipeline & Methodology

All pipeline technology, data processing methodologies, scraping infrastructure, enrichment logic, and related intellectual property remain the exclusive property of Qeron. The Client receives a limited, non-exclusive licence to use the data output delivered under an Engagement Document for its own internal business purposes.

10.2 Client Materials

The Client retains ownership of any targeting criteria, lists, or materials it provides to Qeron. The Client grants Qeron a non-exclusive licence to use such materials solely for service delivery.

10.3 Delivered Data

Upon receipt of full payment, the Client may use delivered data for its own business purposes. The Client may not resell, sublicense, or redistribute pipeline data to third parties without Qeron's prior written consent.

11. TERM AND TERMINATION

11.1 Termination for Convenience

Either party may terminate an Engagement Document for convenience by providing thirty (30) days' written notice. The Client shall pay for all services rendered up to the effective termination date. Setup costs and minimum commitment periods, if specified in the Engagement Document, remain payable.

11.2 Termination for Cause

Either party may terminate immediately upon written notice if the other party commits a material breach unremedied within fourteen (14) days of notice, becomes insolvent, or engages in fraudulent conduct.

11.3 Survival

Clauses on confidentiality, intellectual property, limitation of liability, data compliance, and governing law survive termination.

12. FORCE MAJEURE

Neither party shall be liable for delays or failures caused by circumstances beyond its reasonable control, including acts of God, war, pandemics, government action, internet outages, or third-party data source unavailability. The affected party shall notify the other promptly and use reasonable efforts to mitigate the impact.

13. GOVERNING LAW AND DISPUTE RESOLUTION

These Terms are governed by the laws of Spain. The parties submit to the exclusive jurisdiction of Spanish courts. Before commencing legal proceedings, the parties agree to attempt good-faith resolution for at least thirty (30) days.

14. GENERAL PROVISIONS

- Entire Agreement: These Terms and any Engagement Document constitute the entire agreement and supersede all prior agreements.
- Amendments: Any amendment must be in writing and signed by both parties.

- Severability: If any provision is held invalid, the remaining provisions continue in full force.
- Waiver: Failure to enforce any provision shall not constitute a waiver.
- Assignment: The Client may not assign its rights without Qeron's prior written consent.
- Notices: Formal notices must be sent by email with written confirmation or registered post.

15. CONTACT

Qeron

Email: hello@qeron.ai

Website: www.qeron.ai

Privacy Policy

Qeron · Pipeline-as-a-Service · Effective date: 29 April 2026 · GDPR-compliant

1. WHO WE ARE

Qeron ('we', 'us', 'our') is a professional Pipeline-as-a-Service company established under Spanish law, subject to applicable EU law including the GDPR (Regulation (EU) 2016/679). Qeron acts as data controller for personal data processed in its own business activities. Our contact details are in Section 11.

2. SCOPE OF THIS POLICY

This Policy explains how we collect, use, store, and protect personal data of contact persons and representatives of our business clients and prospective clients ('Business Contacts') in a B2B context.

Where Qeron collects, processes, or delivers data on behalf of a client as part of a pipeline engagement, the client acts as data controller for that data and is responsible for its own lawful basis and compliance obligations. Qeron's role in such processing is governed by a Data Processing Agreement ('DPA') with the client.

3. PERSONAL DATA WE COLLECT

3.1 Business Contact Data

- Full name, job title, and professional role
- Business email address and telephone number
- Business postal address
- LinkedIn or other professional profile URL (where provided)

3.2 Contractual & Financial Data

- Contract, proposal, and statement of work records
- Invoice and payment records
- Business correspondence

3.3 Pipeline Operations Data

In the course of providing the Pipeline service, Qeron processes data about business professionals sourced from publicly available sources, data providers, and web scraping. This data is processed on behalf of and delivered to clients. Qeron treats such data in accordance with applicable data protection law and its DPA with each client.

3.4 Technical Data

- IP address, browser type, and access logs when visiting our website
- Cookies and analytics data (see Section 8)

4. HOW WE COLLECT PERSONAL DATA

- Directly from you — when you contact us, engage our services, or correspond with us;
- From your organisation — when your employer shares your details as a designated contact;
- From publicly available sources — such as LinkedIn, company websites, or business registers;
- Automatically — through cookies when you visit our website.

5. LEGAL BASES FOR PROCESSING

Purpose	Legal basis	Details
Contract performance	Art. 6(1)(b)	To deliver pipeline services and manage the client engagement.
Legitimate interests	Art. 6(1)(f)	To manage business relationships, conduct direct marketing to existing clients, and operate the pipeline securely.
Legal obligation	Art. 6(1)(c)	To comply with tax, accounting, and regulatory requirements.
Consent	Art. 6(1)(a)	For non-essential cookies and certain marketing communications (withdrawable at any time).

6. HOW WE USE YOUR PERSONAL DATA

- Delivering and managing pipeline and consultancy services;
- Communicating about ongoing or prospective engagements;
- Issuing invoices and managing payments;
- Meeting legal, regulatory, and accounting obligations;
- Improving our services and website;
- Sending relevant professional communications (you may opt out at any time);
- Resolving disputes or enforcing our contractual rights.

7. DATA SHARING AND TRANSFERS

7.1 Third-Party Service Providers

We share data with trusted processors, including cloud hosting, accounting software, CRM platforms, third-party data providers (for pipeline enrichment), and professional advisors. All processors are bound by GDPR-compliant data processing agreements.

7.2 Pipeline Data Providers

In delivering the Pipeline, Qeron may receive data from or transmit data to third-party data suppliers. Each such supplier is contractually required to represent that their data is collected and licensed lawfully. Qeron carries out reasonable due diligence on data suppliers but cannot guarantee the upstream compliance of all third-party sources.

7.3 International Transfers

Where personal data is transferred outside the EEA, Qeron ensures appropriate safeguards are in place, including Standard Contractual Clauses or reliance on an EU adequacy decision.

7.4 Legal Disclosures

We may disclose data where required by law, court order, or regulatory authority.

8. COOKIES

- Essential cookies — strictly necessary for website functionality;
- Analytics cookies — to understand website usage (e.g., Google Analytics), set only with your consent.

Cookie preferences can be managed via our cookie banner or browser settings. Withdrawing consent does not affect prior lawful processing.

9. DATA RETENTION

- Client engagement records: 7 years after end of engagement (legal/accounting compliance);
- Pipeline data processed on behalf of clients: retained per the applicable DPA;
- Marketing and prospecting data: 2 years from last meaningful interaction;
- Website analytics: 13 months (standard retention);
- Job applicant data: 12 months after end of recruitment process.

10. YOUR RIGHTS UNDER GDPR

- Right of access (Art. 15) — to obtain a copy of personal data we hold about you;
- Right to rectification (Art. 16) — to correct inaccurate or incomplete data;
- Right to erasure (Art. 17) — to request deletion, subject to legal obligations;
- Right to restriction (Art. 18) — to limit processing in certain circumstances;
- Right to data portability (Art. 20) — to receive data in a machine-readable format;
- Right to object (Art. 21) — to object to processing based on legitimate interests or for direct marketing;
- Right to withdraw consent — at any time, without affecting prior lawful processing.

Submit requests to hello@qeron.ai. We respond within one (1) month. You may also lodge a complaint with the AEPD (Agencia Española de Protección de Datos) at www.aepd.es or with the supervisory authority in your EU country of residence.

11. DATA SECURITY

- Encryption of data in transit and at rest;
- Access controls and authentication requirements;
- Regular security assessments and staff training;
- Incident response procedures for data breaches.

In the event of a breach likely to result in risk to your rights and freedoms, we will notify the relevant supervisory authority within 72 hours and inform affected individuals as required by law.

12. CHANGES TO THIS POLICY

We may update this Policy to reflect changes in our practices or applicable law. Material changes will be communicated by email or prominent website notice. The 'Effective date' at the top indicates the last revision.

13. CONTACT US

Qeron

Email: hello@qeron.ai

Website: www.qeron.ai

Note: Bracketed placeholders should be completed before publication. This document does not constitute legal advice. Review by a qualified legal professional is recommended.