Cronnecture Legal Pack (English) — Version 1.2

Party: Cronnecture (eenmanszaak) · KvK 42140905 · Germanenlaan 31, 7312 HW Apeldoorn, the Netherlands
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Applicability: This version applies to a new agreement only where it is incorporated into that agreement and accepted on or after this version's actual publication. It does not replace terms or recorded acceptances governing an existing agreement unless a separately valid transition occurs.

Language: These documents are issued in Dutch and English. If the Dutch and English versions conflict, the English version prevails, except where a document exists only in Dutch.

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1. Terms of Service (CN-LEG-TOS)

1.1 The contract

These terms form a contract between you and Cronnecture, registered with the Dutch Chamber of Commerce under number 42140905, established at Germanenlaan 31, 7312 HW Apeldoorn, the Netherlands. Creating an account, paying an invoice, signing an order form, or using the platform constitutes acceptance. The platform is offered primarily to businesses. Mandatory consumer law continues to apply where it cannot be waived.

The Privacy Policy, Cookie Policy, Data Processing Agreement, Subscription and Billing Terms, Acceptable Use and AI Content Moderation Policy, and Service Level / Availability statement form part of this contract.

1.2 The service

Cronnecture provides an AI website editor in which you build and edit a website. After you publish, Cronnecture hosts and operates your website on servers in data centres in the European Union, with TLS encryption, backups, security updates and a firewall. Your website goes live on your Cronnecture address. The service providers we use are listed in the Privacy Policy and the Data Processing Agreement. Plans differ in the number of live sites and in the monthly AI credit.

Plan	Includes
Standard	AI editor, 1 live site, €10 of AI each month, isolated hosting in the EU, TLS, backups, updates, firewall
Pro	Standard, with 2 live sites and €20 of AI each month
Premium	Standard, with 3 live sites and €35 of AI each month

Building and previewing a website is free.

You remain the publisher. Service is commercially reasonable / best-effort. A numbered uptime commitment applies only under a separate written SLA.

1.3 Your obligations

Provide accurate billing data; hold rights in content/prompts; review AI drafts before publish; remain responsible for visitors, content, notices, and tax; comply with the Acceptable Use and AI Content Moderation Policy (section 6). Cronnecture may suspend breaching sites and will notify where reasonably possible.

1.4 Intellectual property

Your content, data, and generated site remain yours. You grant Cronnecture a licence to host, back up, and display that material solely to operate the service. The Cronnecture name, platform, tooling, models, and infrastructure remain Cronnecture's.

1.5 Fees

Fees are in euro, exclusive of VAT. Dutch VAT at 21% is charged on top and will be added to each invoice, unless a valid reverse-charge or statutory 0%/exemption applies under law for eligible B2B supplies. Governed by the Subscription and Billing Terms. Month-to-month until cancelled.

1.6 Liability

No liability for indirect loss, lost profit, data you could have exported, or third-party outages (such as Stripe or Cloudflare). Cap: fees paid for the affected service in the prior twelve months. Cap excludes intent, deliberate recklessness, and non-excludable Dutch law liability.

1.7 Indemnity and confidentiality

You indemnify Cronnecture against claims from your content or visitors (except Cronnecture intent/deliberate recklessness). Mutual confidentiality of non-public business information, subject to law and necessary providers.

1.8 End of service

Cancel under Billing Terms. Export before access ends. Backups restore the live service; they are not an archive product. Termination for material breach, unlawful use, or unpaid invoices after billing notice.

1.9 Changes and law

Material changes published as a new dated document. Netherlands law; courts of Gelderland. Language: These documents are issued in Dutch and English. If the Dutch and English versions conflict, the English version prevails, except where a document exists only in Dutch.

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2. Privacy Policy (CN-LEG-PRI)

2.1 Controller and processor

Cronnecture is controller for this website, sales, billing, support, and customer accounts. When Cronnecture hosts your published site and stores visitor/customer personal data on your instructions, Cronnecture is processor under the DPA.

2.2 Categories

Contact and correspondence; account, organisation and membership details; authentication and access grants; project and session records; billing details and payment status (Stripe holds cards); job and service-operational records; technical identifiers, security logs, publish events, backups, certificates and errors; business details of local companies we may approach (name, trade, town, public website and published business telephone number); e-mail delivery records and, only with your consent, e-mail opens. Inputs to AI features, including prompts, supplied text and project context, and generated responses may contain personal data.

2.3 Purposes / bases

Service, support, account/organisation access, project/session operation and service jobs (contract); AI-assisted architecture, editing and copy generation (contract, or the customer's documented instructions for personal data processed on its behalf); billing (contract + legal obligation); security (contract + legitimate interest); service notices and correspondence (contract; marketing only if you ask). Cookies are described in the Cookie Policy.

Business prospects: We look for local businesses that may benefit from our service, using public sources (OpenStreetMap and the business's own website), on the basis of our legitimate interest. We do not send these businesses unsolicited marketing e-mail. We delete their details after 30 days if we do not contact them, and 12 months after the last contact if there is no follow-up. If you object, we keep only a minimal marker so that we do not contact you again.

2.4 Processing services and locations

Hosting: the platform, the websites we host and the platform database run on servers that we operate in data centres of Hetzner (Germany and Finland) and Hostinger (Germany).

AI features: the prompts, content and project context you submit to the AI editor, and the output it generates, are processed by Amazon Web Services (Amazon Bedrock) using Anthropic Claude models, in AWS data centres within the EU. Under Amazon Bedrock's terms the model provider has no access to these requests.

Backups: backups are encrypted and stored on our own servers and with Cloudflare (R2 storage, restricted to the EU). They are deleted automatically on a rolling basis, at the latest after 60 days. Storage buckets you create in the portal are kept by Cloudflare in Europe.

Network and security: all traffic to our websites, the platform and hosted websites passes through Cloudflare's global network for DNS, encrypted connections and protection against attacks; this can involve processing outside the EU.

Payments and e-mail: Stripe processes payments for Cronnecture subscriptions; card details are held by Stripe, not by us. Our company mailboxes and the service e-mails the platform sends (such as sign-in and password messages, notifications, website-check results and booking confirmations) run on Google Workspace. E-mails to customers and sign-ups about our service, and newsletters, are sent through Mailjet (below).

Support channels: if you contact Cronnecture by WhatsApp, WhatsApp (Meta) processes that conversation.

Instagram and Facebook: Cronnecture has its own Facebook Page and Instagram account. When you visit that page, or send us a message or comment there, Meta processes your data (Meta Platforms Ireland Ltd., with transfers to Meta Platforms, Inc. in the United States under the EU-US Data Privacy Framework and standard contractual clauses). For the page's statistics (Page Insights), Meta and we are joint controllers; the arrangement is Meta's "Page Insights Controller Addendum". We never send you a direct message first. We reply only when you messaged us first, within 24 hours. We keep messages and comments for 12 months after the last message. We send Meta only our own posts and our replies to people who wrote to us. We never send Meta information about people from our own systems (no Conversions API, pixel, audience uploads, offline events or personal data in links); we measure Instagram traffic ourselves. You can always ask for access, correction or deletion of what we keep of your conversation, and object: support@cronnecture.com. What Meta keeps about you is handled with Meta.

E-mail (Mailjet): we send e-mails about our service to customers and people who signed up, and newsletters you subscribed to, through Mailjet (Mailjet SAS, France), our processor in the EU. We send no unsolicited marketing e-mail and measure whether you open an e-mail only if you gave separate consent beforehand (a separate box that is not ticked by default). Mailjet then records, on our instructions, when you open the message; we use it to see which e-mails are useful. Without your consent we place no tracking pixel (open measuring is switched off for that message). We do not measure clicks through Mailjet, only with our own links. You can withdraw your consent at any time (through the link in the e-mail or at support@cronnecture.com); after that we measure nothing. Mailjet processes your e-mail address and the content of the message only on our instructions. You can unsubscribe at any time through the link in every marketing e-mail or at support@cronnecture.com; after that you receive no marketing e-mail. We keep data about sent e-mail (such as the delivery status) for up to 13 months.

Website check: to check the speed of a public website, we send only its public web address to Google (PageSpeed Insights).

International transfers: we store the platform's data, the websites we host and backups in the European Economic Area. Some providers in Annex B of the Data Processing Agreement, for example Google Workspace and Cloudflare's global network, may process personal data outside the EEA. Such transfers rely on the EU-US Data Privacy Framework where the provider is certified, or on the European Commission's Standard Contractual Clauses. The tools of Anthropic (Claude Code), which we use to build and operate the platform, may access platform data from the USA. You can request a copy of the safeguards at support@cronnecture.com. The page "Where your data lives" on cronnecture.com and cronnecture.nl lists this per kind of data.

2.5 Retention

Invoices and tax records: seven years. Account and contract records: up to 24 months after the contract ends, unless a claim or the law requires a longer hold. Unconverted enquiries: until withdrawn, or 24 months after the last message. System and security logs: up to 90 days, longer only while an incident is investigated. Backups: up to 60 days. Data about sent e-mail: up to 13 months. Analytics cookies: only with your consent.

2.6 Recipients

We do not sell personal data or share it for advertising. We share it only with the service providers listed in the provider table (DPA Annex B), with Meta and WhatsApp when you contact us through them, and with advisers or authorities where Dutch law requires it or where needed to report illegal activity.

2.7 Rights

Access, rectification, erasure, restriction, objection, portability; withdraw consent. support@cronnecture.com — response within one month. Complaint: Autoriteit Persoonsgegevens.

2.8 AI

The AI editor drafts and edits text, layout and design; you decide what is published. AI requests are processed by Amazon Bedrock in the EU (see 2.4). Your projects, chat history and generated content stay in your account for as long as the project exists. Amazon Bedrock does not use your prompts or outputs to train models. The AI makes no decisions with legal or similarly significant effects about you.

2.9 Cookies

See Cookie Policy.

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3. Cookie Policy (CN-LEG-COO)

Our websites and platform use only strictly necessary cookies and browser storage: to keep you signed in, remember your selected organisation and display settings, complete a payment and protect the service against abuse. Cloudflare, which delivers our sites, may set a security cookie (cf_clearance) to distinguish people from bots. We use no advertising cookies. Analytics cookies are used only after you consent, and you can withdraw consent at any time.

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4. Data Processing Agreement (CN-LEG-DPA)

You = controller; Cronnecture = processor for hosted site personal data. Part of ToS; DPA prevails on processing conflicts.

Subject: hosting and operation of the customer's published websites and platform features, including AI features, backups and security logging, for the term of the contract and its wind-down, using the sub-processors in Annex B.

Nature/purpose/data: hosting/storage/backup/transmission/logging/restoration and AI inference for the published site and plan features; names, contact, logins, technical IDs, account/organisation/membership/access records, project/session and service-job data, and personal data supplied in AI prompts/content/context or outputs. No special categories unless written instruction; subjects = visitors, customers, staff, admitted users. The controller/processor role follows the actual flow: Cronnecture is controller for its own account/billing/correspondence operations and processor where it processes hosted/customer personal data on documented customer instructions.

Instructions: only documented instructions (these terms + product settings), unless EU/Dutch law requires otherwise; Cronnecture will flag apparently infringing instructions where law allows.

Security: encryption in transit, encrypted backups, separated customer environments, least-privilege access control, firewalls, monitoring and logging, and confidentiality obligations for everyone with access.

Sub-processors: the customer gives general authorisation for the sub-processors in Annex B. Cronnecture binds each to terms no less protective than this agreement, informs the customer of an intended change at least 30 days in advance, and the customer may object on reasonable data-protection grounds.

Transfers: hosted customer data is stored in the EEA. Where a sub-processor in Annex B processes personal data outside the EEA (such as Google Workspace and Cloudflare's global network), the transfer relies on the EU-US Data Privacy Framework where the provider is certified, or on the Standard Contractual Clauses. The role of Anthropic's tools is described in Annex B.

Assistance / breach / deletion: assist with DSRs/DPIA/authority contact as product allows; notify personal-data breach without undue delay; delete/return within 30 days after end (except legal holds); copies in backups are removed as backups rotate, at the latest after 60 days; audit once/year at your cost on reasonable notice (more if regulator/confirmed breach).

Law: Netherlands; Gelderland courts.

Annex A — Processing details

Subject: hosting and operation of the customer's published websites and platform features, including AI features, backups and security logging, using the sub-processors in Annex B. Duration: term + wind-down. Nature: hosting/storage/backup/transmission/logging/restoration and AI inference. Purpose: operate the published site and plan features under documented instructions. Data: names, contact, logins, technical IDs, account/organisation/membership/access records, project/session and service-job data, and personal data supplied through AI inputs/context or present in outputs; no special categories unless written instruction.

Subjects: visitors, customers, staff, admitted users.

Annex B — Sub-processors

Provider	Purpose	Data	Location / transfer mechanism
Hetzner Online GmbH (Germany)	Server hosting: platform, hosted websites, database, backups	All platform and customer data	Germany and Finland (EU)

Provider	Purpose	Data	Location / transfer mechanism
Hostinger International Ltd. (Cyprus)	Server hosting: platform, hosted websites, database, backups	All platform and customer data	Germany (EU)
Cloudflare, Inc. (USA)	DNS, content delivery, attack protection, access control; encrypted backup storage; customer storage buckets	Traffic data (IP address, request data), content in transit; encrypted backups	Global network; backups stored in the EU, customer storage buckets in Europe (location setting). EU-US Data Privacy Framework and Standard Contractual Clauses
Amazon Web Services (Amazon Bedrock)	AI features (Anthropic Claude models)	Prompts, content, project context, AI output	AWS data centres in the EU
Google Cloud EMEA Ltd. (Ireland), Google Workspace	Company mailboxes and service e-mails	Name, e-mail address, message content	EU and worldwide. EU-US Data Privacy Framework and Standard Contractual Clauses
Mailjet SAS (France, Sinch group)	Lifecycle e-mails and newsletters	E-mail address, name, message content, delivery events; opens only with consent	EU
Stripe Payments Europe, Ltd. (Ireland)	Subscription payments (independent controller for parts of payment processing)	Billing contact, payment and transaction data	EU; onward transfer to Stripe, Inc. under the EU-US Data Privacy Framework and Standard Contractual Clauses
Anthropic (Claude Code)	AI-assisted software development and operations tools used by Cronnecture staff, which may access platform data during maintenance	Any platform data accessed during that work	USA

5. Subscription and Billing (CN-LEG-BIL)

Plans (monthly, excl. 21% BTW): Standard €39,99 (€10 AI) · Pro €59,99 (€20 AI) · Premium €99,99 (€35 AI). Order/invoice price controls. Extra AI and one-offs are billed separately.

VAT: Fees are exclusive of VAT. Dutch VAT at 21% is charged on top and added to each invoice, unless a valid reverse-charge or statutory 0%/exemption applies under law for eligible B2B supplies. Correct billing name/address/VAT ID required. Invoices in EUR; retained 7 years.

Cycle: Prepaid monthly; Stripe or invoice method; recurring collection authorised. Unused AI credit on a paid plan carries over to the next month while the subscription runs. AI credit has no cash value and is not paid out.

Failed payment: Retries + notice; site online 90 days from first failed due date; then maintenance page until paid; then possible cancellation. Collection costs/statutory interest where permitted.

Plan/price changes: Upgrade when features enabled (pro-rata where reasonable); downgrade next renewal; current month not refunded. List price changes: ≥30 days' notice for existing subs.

Cancel/refunds: Cancel anytime → end of paid period. Current period not refunded unless law requires or billing error. Waitlist ≠ paid contract. Export before end; then access withdrawn and data deleted/anonymised per Privacy/DPA.

Disputes: Email support before chargeback; unfounded chargebacks may suspend; raise dispute within 14 days of invoice date.

6. Acceptable Use and AI Content Moderation Policy (CN-LEG-AUP)

Scope: This policy is part of the Terms of Service. It applies to everything you build, publish or send with Cronnecture, and to every use of the AI website editor. This section 6 is also our Content Moderation Policy.

6.1 Allowed use of the AI editor

The AI editor helps you build and change your own website: writing and rewriting copy, translating text, suggesting layout and structure, adjusting design and styling, and arranging images and other material you have the right to use. You stay responsible for what you publish. Review every AI draft before it goes live. AI output can be wrong, incomplete or similar to existing material.

6.2 Prohibited use

You may not use Cronnecture, the AI editor or any output of it to create, publish, distribute or facilitate:
- unlawful content, including child sexual abuse material (CSAM), terrorist content and clear incitement to violence;
- phishing, scams, fraud or impersonation of a person, business or authority;
- sexually explicit content, or intimate or sexual material about a real person made or shared without that person's consent;
- deepfakes or other synthetic media meant to deceive or harm a real person;
- malware, or content or code meant to attack, probe or disrupt systems of Cronnecture or others;
- hate speech, harassment, threats or violent extremism;
- content that infringes intellectual property, privacy or other rights of others, or use of outputs to infringe those rights;
- medical, legal, financial or other regulated advice presented as professional advice by someone who is not licensed or qualified to give it;
- spam, deceptive or manipulative search-engine tactics, or misleading claims;
- the sale of regulated goods or services without the required licence;
- cryptocurrency mining or other abusive high load, scraping or attacks on third parties, and circumventing plan limits.

Sensitive and high-risk uses need extra care. These include health, legal, financial, political, children's and other content that can seriously affect people. They are allowed only where lawful, accurate, clearly presented for what they are, and reviewed by you before publication.

6.3 Safeguards: no bypassing

You may not attempt to bypass, disable or test the limits of safeguards. This includes prompt injection, jailbreaking, instructions meant to make the AI ignore its rules, automated or excessive requests, and using several accounts to get around limits or enforcement.

6.4 Monitoring and investigation

The AI features run on Anthropic Claude models through Amazon Bedrock in the EU. Amazon Bedrock and the model provider apply their own usage policies and automated abuse detection. On our side we limit how many AI requests one person can run at a time and how much AI each plan can use. We do not claim to review all content, and we do not promise to detect every misuse.

Where there is a report or another reasonable ground, we may manually review the flagged site and its address, prompts, outputs and relevant logs, and may investigate how the platform is being used. Reviews are limited to what is needed for the purpose, in line with the Privacy Policy (data minimisation) and its retention periods. Report suspected abuse to support@cronnecture.com. Include the address of the site and a short description.

6.5 Enforcement

Depending on the nature, seriousness and repetition of a violation, we may, with or without prior notice where the law allows and the risk requires it:
- block or remove AI output or other content;
- unpublish a site or take it offline;
- restrict or disable AI features;
- suspend or terminate the account.

We notify you where reasonably possible, and we give you the chance to respond where that is appropriate. Termination for a serious violation does not entitle you to a refund, unless the law requires otherwise. The Subscription and Billing Terms (refunds, cancellation and export before access ends) and the Terms of Service (section 1.8, termination for material breach and unlawful use) continue to apply, except for content we remove or must preserve under this section.

We may preserve relevant data as evidence and report illegal activity, including CSAM, to the competent authorities. We may do this without informing you where the law requires or the investigation calls for it.

7. Service Level / Availability (CN-LEG-SLA)

Support contact: support@cronnecture.com / +31 6 2444 1312. This statement makes no additional commitment about response times, staffed hours, Premium support priority, maintenance announcements or general incident communications. The service obligations in the Terms of Service, Subscription and Billing Terms and DPA, and any separately agreed written SLA, remain unchanged. No percentage uptime guarantee or service-credit scheme is created by this statement.

8. Client Services Agreement / Order Form (CN-LEG-ORD)

Unexecuted template. Complete the order details and acceptance/signatures before use.

Provider: Cronnecture (eenmanszaak) · KvK 42140905 · Germanenlaan 31, 7312 HW Apeldoorn, the Netherlands · BTW NL005528822B26 · support@cronnecture.com

Client: [legal name / seat or city / KvK / VAT / contact / email / phone — fill]

Order: Plan ☐ Standard €39,99 · ☐ Pro €59,99 · ☐ Premium €99,99 · ☐ Other ____ | Start date ____ | One-offs ____ | Notes ____

Fees / VAT: Listed plan prices are exclusive of VAT. Dutch VAT at 21% is charged on top and will be added to each invoice, unless a valid reverse-charge or statutory 0%/exemption applies under law for eligible B2B supplies. Subscription and Billing Terms govern.

Incorporation: Client agrees ToS, Privacy, Cookies, DPA (when hosting), Billing, the Acceptable Use and AI Content Moderation Policy, and Availability as published at cronnecture.com/legal (or attached). DPA prevails on processing conflicts; this Order + Billing prevail on fees over marketing copy.

Signatures: Client _____ Cronnecture _____ Date ____

Electronic checkout acceptance = signature for business customers, subject to mandatory law.

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