



TERMS AND CONDITIONS

Teamlead B.V.

The terms under which we provide our SaaS application for workforce management to our customers.

VERSION

2026.1

EFFECTIVE FROM

1 January 2026

DOCUMENT

Terms and Conditions



Article 1 – Definitions

In these terms and conditions, the following definitions apply:

1. **Teamlead B.V.:** the provider of the SaaS application Teamlead B.V., established in the Netherlands.
2. **Customer:** the legal entity or business that enters into an agreement with Teamlead B.V.
3. **Service:** the SaaS application for workforce management and related functionality offered by Teamlead B.V.
4. **Agreement:** the agreement between Teamlead B.V. and the customer concerning the use of the Service.
5. **User:** a natural person authorised by the customer who makes use of the Service.

Article 2 – Applicability

1. These terms and conditions apply to all offers, agreements and use of the Service of Teamlead B.V.
2. Any deviation from these terms is valid only if agreed in writing.
3. The applicability of any (purchase) terms of the customer is expressly excluded.

Article 3 – Formation of the agreement

1. The agreement is concluded upon written confirmation by Teamlead B.V., signing of a contract, or actual use of the Service by the customer.
2. Quotations are non-binding, unless expressly stated otherwise.

Article 4 – Use of the service and licence

1. Teamlead B.V. grants the customer, for the duration of the agreement, a non-exclusive, non-transferable and limited licence to use the Service for internal business purposes.
2. The customer is not permitted to copy, modify, rent, sublicense, resell or reverse-engineer the Service.
3. The customer is responsible for the use of the Service by users and for the accuracy of the data entered.

Article 5 – Availability and modifications

1. Teamlead B.V. will use reasonable efforts to keep the Service available, but does not guarantee uninterrupted or error-free operation.
2. Teamlead B.V. is entitled to modify or further develop the Service, provided that the functionality is not materially impaired.
3. Maintenance may result in temporary unavailability of the Service.

Article 6 – Prices and payment

1. All prices are exclusive of VAT, unless otherwise stated.
2. Invoicing takes place in advance on a monthly or annual basis, depending on the agreed subscription.
3. Payment must be made within thirty (30) days of the invoice date by bank transfer.
4. If payment is not made on time, the customer is in default by operation of law.
5. Teamlead B.V. is entitled to charge statutory commercial interest and extrajudicial collection costs.
6. Teamlead B.V. is entitled to adjust its rates each year on the basis of the CPI.
7. Teamlead B.V. is entitled to suspend access to the Service if payment is not made, without being liable for any damages.

Article 7 – Term and termination

1. The agreement is entered into for twelve (12) months, unless otherwise agreed.
2. The agreement is tacitly renewed for the same period.
3. The customer may terminate the agreement only in writing, observing a notice period of at least thirty (30) days before the end of the current contract period.
4. Teamlead B.V. is entitled to terminate the agreement with immediate effect if the customer attributable fails to fulfil its obligations or misuses the Service.

Article 8 – Intellectual property

1. All intellectual property rights relating to the Service rest exclusively with Teamlead B.V. or its licensors.
2. No part of the Service becomes the property of the customer.

Article 9 – Data and privacy

1. The customer remains the owner of all data processed via the Service.
2. Teamlead B.V. processes personal data in accordance with applicable privacy legislation and its privacy statement.
3. Insofar as Teamlead B.V. acts as a processor, the parties may conclude a separate data processing agreement.

Article 10 – Liability

1. The liability of Teamlead B.V. is limited to the amount paid by the customer in the twelve (12) months preceding the damage incident.
2. Teamlead B.V. is not liable for indirect damages, including consequential damages, loss of profits and loss of data.
3. This limitation does not apply in the event of intent or wilful recklessness on the part of Teamlead B.V.

Article 11 – Indemnification

1. The customer indemnifies Teamlead B.V. against claims of third parties arising from the use of the Service or from the data supplied by the customer.

Article 12 – Amendment of terms

1. Teamlead B.V. is entitled to amend these terms and conditions. Amendments will be announced in good time and will take effect at the announced moment.

Article 13 – Governing law and disputes

1. These terms and conditions and the agreement are governed by Dutch law.
2. Disputes will be submitted to the competent court in the Netherlands.

Article 14 – Final provisions

1. If any provision proves to be null or voidable, the remaining provisions shall remain in full force.
2. These terms and conditions constitute the entire agreement between the parties.

Teamlead B.V.

Terms and Conditions – version 2026.1

Effective from 1 January 2026

teamlead.io