

Terms of Service

Effective 29 August 2026. A later edit replaces this page in place.

These Terms of Service (the "Terms") are the contract between **mvdm.io**, a sole proprietorship registered in the Netherlands ("mvdm.io", "we", "us"), and the customer that uses a Product ("Customer", "you"). The product brand is **mvdmio**. These Terms cover mvdm.io Compliance, mvdm.io Translation Tools, mvdm.io Health Check, mvdm.io Statistics and mvdm.io Commonplace (each a "Product"). Where a rule applies to one Product only, it appears under that Product's subheading below; every other clause applies to every Product.

- **Legal name:** mvdm.io
- **Legal form:** sole proprietorship (eenmanszaak)
- **Chamber of Commerce (KvK):** 86594737
- **VAT identification number:** NL000000000B00 (placeholder — VAT number not yet issued)
- **Registered address:** De Vierakkers 15, 7766 BL Nieuw-Schoonebeek, the Netherlands
- **Email:** michiel@mvdm.io

1. The service

We provide each Product as a hosted software service, reached over the internet, for as long as you hold a current licence for it. What each Product does:

- **mvdm.io Compliance** — manage an information security management system (ISMS) and the certification work around it, billed per Framework.
- **mvdm.io Translation Tools** — keep translation files as the source of truth and fill missing translations automatically.

- **mvdn.io Health Check** — monitor uptime, DNS and TLS certificates, and crawl your sites with automated checks.
- **mvdn.io Statistics** — measure active users, throughput and response times from your applications' own request data.
- **mvdn.io Commonplace** — keep books, quotes, notes, contacts and reminders in one personal place.

Features of any Product may change over time. We do not promise a service level agreement for any Product under these Terms.

2. Accounts and users

You register through our shared sign-in service, create or join an account, and invite people who act for your organisation. You are responsible for activity under your account and for keeping sign-in credentials confidential. You must ensure that the people you invite are authorised to use the Product for your organisation.

3. Trials, fees, and no refunds

Every Product is licensed for a **yearly term** and billed in advance through Stripe, at the fee shown on that Product's page and confirmed at checkout. Checkout states whether the fee is exclusive or inclusive of VAT. A subscription continues until you cancel it; cancelling stops further charges, and the licence runs to the end of the term you have already paid for. Use of a Product requires a current licence for that Product.

There are no refunds after payment. Two rights to end a contract early sit in this clause, so you do not have to hunt for them. First, the Consumer purchase withdrawal right below, which does carry a refund. Second, a Customer who objects to a new subprocessor (see the [Subprocessor list](#)) may end the contract for the affected Product — but that ending **gives no refund for time already paid**. Ending a subscription or letting a licence expire likewise creates no right to a refund for time already paid.

mvdM.io Compliance

A new mvdM.io Compliance account may start with a thirty-day trial so you can evaluate the Product; the trial is offered for Compliance and no other Product. Paid use is billed per Framework, as described on the Compliance landing page and at checkout. Each Framework includes an AI credit allowance, and additional AI credit can be bought in packs.

Consumer purchase

mvdM.io Commonplace is a Consumer purchase: it is bought by an individual for themselves rather than by an organisation. If you buy Commonplace as a consumer, you have a statutory right to withdraw within 14 days of purchase for a full refund. If we replace these Terms, we notify you of the replacement by email rather than relying on continued use as acceptance.

4. Acceptable use

You may use a Product only for lawful purposes. You must not:

- use a Product for any unlawful purpose or to store or transmit unlawful content;
- attempt to attack, probe, overload, or disrupt a Product, its security, or other customers;
- use a Product's assistant to abuse the Product, to generate harmful content, or to circumvent these Terms.

You are responsible for the personal data you enter into a Product. We may suspend or terminate access if you breach this section.

5. Your data and return

You retain rights in the content you put into a Product. Personal data is processed as described in the [Privacy Notice](#) and, for the Products it

covers, the [Data Processing Agreement](#). No Product has an export feature. Return of your data for a Product is available on request by email to michiel@mvdn.io, during an active licence for that Product or the closed-licence retention window described below.

6. Closed-licence retention

When a Product's licence ends, we keep that account's data for that Product for **365 days** from the licence end date. If you obtain a new current licence for that Product within those 365 days, the countdown stops and the data remains. If you do not, we delete that account's data for that Product after 365 days. Your sign-in account and users are not deleted by that wipe. This rule is the same for every Product.

7. Privacy and processors

How we process personal data as controller is described in the [Privacy Notice](#). Processing of personal data as processor, for the Products it covers, is described in the [Data Processing Agreement](#). Third parties we use are listed on the [Subprocessor list](#).

8. Artificial intelligence features

The mvdn.io Compliance and mvdn.io Translation Tools assistants send relevant content to xAI so those features can run. Compliance's import extraction sends relevant content to Anthropic. Those providers process that content as our subprocessors. These Terms do not promise that those providers never use content to train models.

9. Changes to these Terms

We may replace these Terms by publishing an updated page with a new effective date. **Continued use of a Product after a replacement is acceptance of the replacement**, except for a Consumer purchase, which

is notified by email as described above. We do not send a separate notice for every edit.

10. Liability

To the fullest extent permitted by law, our total liability arising out of or relating to these Terms or a Product is limited to the fees you paid us for that Product in the twelve months before the claim. We are not liable for any indirect, incidental, special, consequential, or punitive loss, or for lost profits, revenue, goodwill, or data, whether or not we were advised of the possibility of such loss. Nothing in these Terms excludes or limits liability for intent, gross negligence, death or personal injury, or any liability that cannot be excluded or limited under applicable law. This carve-out applies to every Customer, not only consumers.

11. Governing law

These Terms are governed by the laws of the Netherlands. Courts in the Netherlands have jurisdiction, without prejudice to mandatory consumer or data-protection rights that cannot be waived.

12. Contact

Questions about these Terms: michiel@mvdmm.io. Trader identification is on [Company details](#).