

TERMS OF SERVICE

Last Updated: 01/06/2026

1. INTRODUCTION

These Terms of Service (“**Terms**”) form a legally binding agreement between:

Syntari LTD, a company incorporated in England and Wales (“**Syntari**”, “**we**”, “**us**”, or “**our**”),
and
the entity or individual accessing or using the Services (“**Customer**”, “**you**”, or “**your**”).

By accessing or using the Services, you agree to be bound by these Terms.

If you do not agree, you must not use the Services.

2. DEFINITIONS

For the purposes of these Terms:

“**Services**” means Syntari’s **Visitor Management and Site Access Logging platform**, including associated software, dashboards, APIs, and systems that enable the recording and management of visitor entries, exits, and site access events, including optional logging of late arrivals and early departures where configured by the Customer.

“**Customer Data**” means any data input, submitted, or processed through the Services by or on behalf of the Customer.

“**Users**” means individuals authorised by the Customer to access and use the Services.

“**Order Form**” means any commercial agreement or subscription document referencing these Terms.

“**Third-Party Services**” means external services integrated with the Services.

3. STRUCTURE AND PRECEDENCE

In the event of conflict between documents, the following order of precedence applies:

1. Order Form or commercial agreement
2. Data Processing Agreement (where applicable)
3. These Terms of Service
4. Privacy Policy
5. Any other referenced policies

4. SCOPE OF SERVICES

4.1 SYNTARI PROVIDES A SAAS PLATFORM FOR:

- Visitor registration and management
- Site entry and exit logging
- Optional late arrival and early departure event recording
- Administrative oversight and reporting tools

4.2 THE SERVICES ARE DESIGNED FOR ORGANISATIONAL USE, INCLUDING EDUCATIONAL INSTITUTIONS, ENTERPRISES, AND OTHER CONTROLLED ENVIRONMENTS.

4.3 SYNTARI MAY UPDATE, MODIFY, OR IMPROVE THE SERVICES PROVIDED SUCH CHANGES DO NOT MATERIALLY REDUCE CORE FUNCTIONALITY.

5. ACCOUNT REGISTRATION AND RESPONSIBILITY

5.1 REGISTRATION

Certain features may require account creation.

5.2 CUSTOMER RESPONSIBILITY

The Customer is responsible for:

- Maintaining account security
- Ensuring only authorised users access the Services
- All activity conducted under Customer accounts

5.3 SECURITY OBLIGATIONS

The Customer must immediately notify Syntari of any unauthorised access or suspected breach.

6. ACCEPTABLE USE

You agree not to:

- Use the Services for unlawful or unauthorised purposes
- Attempt to gain unauthorised access to systems or data
- Interfere with or disrupt system integrity or security
- Reverse engineer, copy, or derive source code from the Services
- Use the Services to transmit malicious software or harmful content

Syntari may suspend or restrict access where necessary to protect system integrity or comply with legal obligations.

7. FEES, PAYMENT AND TAXES

7.1 FEES

Fees are specified in the applicable Order Form or subscription agreement.

7.2 PAYMENT PROCESSING

Payments may be processed via third-party providers such as Stripe or equivalent services.

7.3 TAXES

Fees are exclusive of VAT and applicable taxes unless otherwise stated.

7.4 NON-PAYMENT

Failure to pay may result in suspension or termination of Services.

8. THIRD-PARTY SERVICES

The Services may integrate with third-party providers including infrastructure, authentication, analytics, and communication services.

Syntari is not responsible for:

- Availability of Third-Party Services
- Performance or failures of Third-Party Services
- Actions or omissions of Third-Party providers

9. DATA PROTECTION

9.1 LEGAL FRAMEWORK

Data processing is governed by:

- UK GDPR
- EU GDPR (where applicable)
- Data Protection Act 2018
- Applicable Data Processing Agreement (DPA)

9.2 ROLES

The Customer acts as **Data Controller**.

Syntari acts as **Data Processor** when processing Customer Data.

9.3 CUSTOMER RESPONSIBILITY

The Customer is responsible for:

- Establishing lawful basis for processing
- Providing required privacy notices

- Ensuring lawful use of the Services

10. CUSTOMER DATA OWNERSHIP

10.1 THE CUSTOMER RETAINS ALL RIGHTS, TITLE, AND INTEREST IN CUSTOMER DATA.

10.2 SYNTARI:

- Does not claim ownership of Customer Data
- Processes Customer Data solely to provide the Services
- Does not access Customer Data except where necessary for support, security, or operation of the Services

11. INTELLECTUAL PROPERTY

All intellectual property rights in the Services are owned by or licensed to Syntari.

Subject to compliance with these Terms, the Customer is granted a:

limited, non-exclusive, non-transferable, revocable licence
to use the Services for internal organisational purposes only.

12. SERVICE AVAILABILITY

12.1 SYNTARI AIMS TO PROVIDE RELIABLE ACCESS TO THE SERVICES BUT DOES NOT GUARANTEE UNINTERRUPTED AVAILABILITY.

12.2 THE SERVICES MAY BE TEMPORARILY UNAVAILABLE DUE TO:

- Maintenance
- Updates
- Security patches
- External service disruptions

13. SECURITY

Syntari implements appropriate technical and organisational measures in line with Article 32 UK GDPR, including:

- Encryption in transit
- Role-based access control
- Authentication mechanisms
- Audit logging
- Secure infrastructure hosting
- Monitoring and incident detection systems

14. LIABILITY

14.1 LIMITATION OF LIABILITY

To the maximum extent permitted by law:

- Syntari shall not be liable for indirect, incidental, or consequential losses
- Total aggregate liability shall not exceed fees paid in the preceding 12 months

14.2 EXCLUSIONS

Nothing excludes liability for:

- Fraud or fraudulent misrepresentation
- Gross negligence
- Liability which cannot legally be excluded

15. SUSPENSION AND TERMINATION

15.1 SUSPENSION

Syntari may suspend access immediately if:

- There is a security risk
- Payment is overdue
- The Terms are breached

15.2 TERMINATION

Either party may terminate in accordance with the Order Form or applicable agreement.

15.3 DATA RETURN

Upon termination:

- The Customer may request export of Customer Data
- Data will be deleted or returned in accordance with the DPA and retention obligations

16. CHANGES TO TERMS

Syntari may update these Terms from time to time.

Where changes are material:

- Reasonable notice will be provided
- Continued use constitutes acceptance of updated Terms

17. GOVERNING LAW

These Terms are governed by the laws of:

England and Wales

The courts of England and Wales shall have exclusive jurisdiction.

18. CONTACT INFORMATION

Syntari LTD

Email: legal@syntari.co.uk