

Connected – Terms & Conditions



Version 1.0

Effective Date: July 27, 2026

Website: <https://www.connectedapp.ch/>

Support: <https://www.connectedapp.ch/contact-us>

Terms & Conditions

Welcome to **Connected**.

These Terms & Conditions ("**Terms**") govern your access to and use of the Connected mobile application, website, and related services (collectively, the "**Service**"), operated by **Connected Switzerland** ("**Connected**", "**we**", "**our**", or "**us**").

Connected is designed to help users maintain meaningful personal and professional relationships by organizing contacts, interactions, reminders, and personal notes.

Please read these Terms carefully before using the Service.

By creating an account or using Connected, you acknowledge that you have read, understood, and agree to be bound by these Terms.

If you do not agree to these Terms, you must not use the Service.

1. Definitions

For the purposes of these Terms, the following definitions apply.

Account means your registered Connected user account.

Application or **App** means the Connected mobile application and any associated web application.

Content means all information, text, notes, reminders, contact details, interaction history and other material submitted by users.

Contact means any person whose information a user chooses to store within Connected.

Service means all functionality provided by Connected through the App and related websites.

User, "**you**" or "**your**" means any individual accessing or using the Service.

2. Eligibility

You may use Connected only if:

- you are at least **13 years old**;
- you are legally capable of entering into a binding agreement under applicable law; and
- your use of the Service does not violate any applicable laws or regulations.

If you are under the age of majority in your jurisdiction, you represent that your parent or legal guardian has reviewed and accepted these Terms on your behalf where required by law.

Connected is not intended for children under the age of 13.

If we become aware that an account has been created by a child below the applicable minimum age, we reserve the right to suspend or permanently delete the account.

3. Acceptance of these Terms

By:

- downloading the App;
- creating an account;
- accessing the Service; or
- using any Connected functionality,

you enter into a legally binding agreement with Connected Switzerland under these Terms.

You also agree that your use of the Service is subject to our Privacy Policy, which forms an integral part of these Terms.

4. Description of the Service

Connected is a personal relationship management application designed to help users organize and maintain personal and professional relationships.

Depending on the version of the application, Connected may allow users to:

- store contact information;
- organize relationships;
- record interactions with contacts;
- create reminders and follow-up tasks;
- maintain personal notes;
- keep track of birthdays and important dates;
- receive reminders about interactions;
- organize relationship history; and
- manage relationship-related information.

The Service is intended solely as an organizational tool.

Connected does **not** guarantee:

- stronger relationships;
- successful networking;
- improved social outcomes;
- successful communication;
- or any particular personal or professional result.

Users remain solely responsible for their own decisions, communications, and relationships.

5. User Accounts

To use certain features of the Service, you must create an account.

You agree to:

- provide accurate and complete information;
- keep your information up to date;
- maintain the confidentiality of your login credentials;
- immediately notify Connected if you suspect unauthorized access;
- accept responsibility for all activity occurring under your account.

You may not:

- create an account using false information;
- impersonate another individual;
- create accounts for fraudulent purposes;
- transfer your account to another person without our written permission.

We reserve the right to suspend or terminate accounts that violate these Terms.

6. User Content

Connected allows users to store their own information within the Service.

Examples include:

- contact names;
- phone numbers;
- email addresses;
- birthdays;
- meeting history;
- reminders;
- notes;
- interaction records;
- relationship categories;
- tags;
- other information voluntarily entered by the user.

You retain ownership of all content you submit.

By uploading content, you grant Connected a limited, worldwide, non-exclusive license to store, process, display and transmit that content solely for the purpose of operating, maintaining and improving the Service.

Connected does not claim ownership of your content.

You are solely responsible for all content you upload.

7. Information About Other People

Connected enables users to store information relating to other individuals.

You acknowledge and agree that:

- you are solely responsible for the information you choose to store;
- you are responsible for complying with all applicable privacy laws;
- you should only store information that you have the legal right to process;
- you should avoid storing sensitive personal information unless you have an appropriate legal basis under applicable law.

Connected acts only as the provider of the Service and does not verify the accuracy, legality or appropriateness of information entered by users.

Users are solely responsible for maintaining the accuracy of their stored information.

8. Accuracy of Information

Connected relies entirely on information entered by users.

We do not verify:

- contact details;
- reminders;
- birthdays;
- meeting history;
- notes;
- interaction records; or
- any other information stored within the Service.

Users are responsible for reviewing and maintaining their own information.

Connected shall not be responsible for consequences resulting from inaccurate, incomplete or outdated information.

9. Future Features

Connected is continuously evolving.

We may introduce new features, including optional premium functionality, integrations with third-party services, artificial intelligence features, image uploads, or other enhancements.

Future functionality may be subject to additional terms or privacy notices.

The availability of planned features is not guaranteed.

Connected reserves the right to modify, discontinue or replace any feature at any time without liability.

10. Acceptable Use

You agree to use the Service only in accordance with these Terms and all applicable laws.

You may **not** use Connected to:

- violate any applicable law or regulation;
- infringe the rights of others;
- harass, threaten, abuse, intimidate, or defame another person;
- store or distribute unlawful, fraudulent, misleading, or deceptive content;
- impersonate another individual or organization;
- upload viruses, malware, or other malicious code;
- interfere with or disrupt the operation or security of the Service;
- attempt to gain unauthorized access to Connected's systems or another user's account;
- use automated tools, bots, crawlers, or scripts to access the Service without our prior written consent;
- reverse engineer, decompile, disassemble, or otherwise attempt to discover the source code of the Service except where expressly permitted by applicable law;
- use the Service in a manner that could damage, disable, overburden, or impair Connected or its infrastructure.

We reserve the right to investigate suspected violations and to suspend or terminate accounts where appropriate.

11. User Responsibilities

You are solely responsible for:

- the information you store;
- the accuracy of your data;
- maintaining appropriate backups of important information;
- complying with applicable privacy and data protection laws;
- protecting your account credentials;
- all activities performed through your account.

Connected is an organizational tool.

You remain solely responsible for your personal and professional relationships, communications, decisions, and actions.

12. Third-Party Information

The Service enables you to store information relating to other individuals.

You represent and warrant that:

- you have the legal right to process any information you store;
- your use of the Service complies with applicable privacy legislation;
- you will not knowingly store unlawful content.

Connected does not monitor or verify information entered by users.

If we become aware of unlawful content or misuse of the Service, we may remove such content or suspend the responsible account.

13. Intellectual Property

Unless otherwise stated, all intellectual property rights relating to the Service remain the exclusive property of Connected Switzerland or its licensors.

This includes, without limitation:

- the Connected name;
- logos;
- trademarks;
- branding;
- user interface;
- application design;
- software;
- databases;
- source code;
- documentation;
- graphics;
- text created by Connected;
- and all other proprietary materials.

These Terms do not grant you ownership of any intellectual property rights.

Subject to your compliance with these Terms, Connected grants you a limited, personal, non-exclusive, non-transferable, revocable license to use the Service for its intended purpose.

You may not:

- copy the Service;
- reproduce it;
- modify it;
- distribute it;
- create derivative works from it;
- publicly display it;
- sell or sublicense it;
- except where expressly permitted by applicable law.

14. Feedback

We welcome suggestions for improving Connected.

If you submit ideas, feature requests, feedback, or recommendations, you agree that:

- Connected may use such feedback without restriction;
- you will not receive compensation;
- Connected is under no obligation to implement your suggestions.

15. Third-Party Services

Connected may rely on third-party providers to operate certain aspects of the Service, including but not limited to:

- cloud hosting;
- authentication;
- analytics;
- notifications;
- payment processing;
- customer support.

Your use of certain features may therefore also be subject to the terms and privacy policies of those third-party providers.

Connected is not responsible for the availability or performance of third-party services beyond our reasonable control.

16. Service Availability

We aim to provide a reliable and secure Service.

However, Connected is provided on an "**as available**" and "**as is**" basis.

We do not guarantee that the Service will:

- always be available;
- operate without interruption;
- be free of errors;
- be free of defects;
- meet every user's expectations;
- be compatible with every device;
- always preserve stored information.

From time to time, the Service may be unavailable due to:

- maintenance;
- software updates;
- technical failures;

- security incidents;
- network outages;
- circumstances beyond our reasonable control.

We may suspend access temporarily without prior notice where reasonably necessary.

17. Software Updates

Connected may release updates that:

- improve security;
- fix bugs;
- enhance performance;
- modify existing functionality;
- introduce new features.

Some updates may be required to continue using the Service.

Failure to install updates may affect functionality or compatibility.

18. Beta and Experimental Features

Occasionally, Connected may make beta or experimental features available.

Such features:

- may be incomplete;
- may contain bugs;
- may change without notice;
- may be discontinued at any time.

Beta features are provided for evaluation purposes and are used at your own risk.

19. Disclaimer of Warranties

To the maximum extent permitted by applicable law, the Service is provided "**as is**" and "**as available.**"

Connected makes no express or implied warranties regarding the Service, including any warranties of:

- merchantability;
- fitness for a particular purpose;
- accuracy;
- reliability;
- availability;
- uninterrupted operation;
- non-infringement.

Without limiting the foregoing, Connected does not warrant that:

- reminders will always be delivered;
- notifications will always be received;
- information stored will never be lost;
- the Service will operate without interruption;
- all bugs will be corrected.

Users should not rely on Connected as their sole repository of important information.

Regular backups of important data are recommended where available.

20. Limitation of Liability

To the fullest extent permitted by law, Connected Switzerland and its directors, employees, contractors, affiliates, and partners shall not be liable for any:

- indirect damages;
- incidental damages;
- consequential damages;
- special damages;
- punitive damages;
- loss of profits;
- loss of goodwill;
- loss of business opportunities;
- loss of data;
- loss of contacts;
- reputational damage;
- emotional distress;
- interruption of business.

This limitation applies regardless of the legal theory on which the claim is based, including contract, tort, negligence, strict liability, or otherwise.

Nothing in these Terms excludes liability where such exclusion is prohibited by applicable law, including liability for intentional misconduct or gross negligence where exclusion is not legally permitted.

21. Indemnification

You agree to indemnify, defend, and hold harmless Connected Switzerland, its owners, employees, contractors, affiliates, successors, and service providers from and against any claims, liabilities, damages, losses, costs, and expenses (including reasonable legal fees) arising out of or relating to:

- your use of the Service;

- your violation of these Terms;
- your violation of applicable laws or regulations;
- any content you submit or store through the Service;
- your infringement of the rights of any third party.

This obligation survives termination of your account and these Terms.

22. Suspension and Termination

We may suspend or terminate your access to the Service immediately, with or without prior notice, if we reasonably believe that you:

- violate these Terms;
- misuse the Service;
- engage in fraudulent or unlawful activities;
- compromise the security or integrity of the Service;
- interfere with the use of the Service by others.

Where appropriate, we may instead issue a warning or temporarily suspend your account.

Termination of your account does not relieve you of obligations that arose before termination.

23. Account Deletion

You may delete your Connected account at any time by contacting our support team.

Once your deletion request has been processed:

- your access to the Service will end;
- your personal account information will be deleted or anonymized, unless retention is required by applicable law;
- certain technical records may be retained for security, fraud prevention, legal compliance, or backup purposes for a limited period.

The details of our data retention practices are described in our Privacy Policy.

24. User-Initiated Data Removal

You are responsible for managing the information you store in Connected.

You may edit or delete your contacts, notes, reminders, and other content at any time through the functionality provided within the Service.

Deletion of individual content does not necessarily remove copies contained in temporary backups, system logs, or archives, which are retained only for operational, security, and legal purposes and deleted according to our retention schedules.

25. Changes to the Service

Connected is continuously evolving.

We may:

- introduce new functionality;
- improve existing features;
- modify the design or user interface;
- discontinue certain features;
- replace technologies or service providers.

We reserve the right to make such changes without liability, provided that they do not materially reduce any rights granted to you under these Terms where prohibited by applicable law.

26. Changes to these Terms

We may update these Terms from time to time.

If we make material changes, we will provide reasonable notice through the Service, by email (where available), or by other appropriate means.

The updated version will include a revised "Effective Date."

Your continued use of Connected after the updated Terms become effective constitutes acceptance of the revised Terms.

If you do not agree with the updated Terms, you must stop using the Service and may delete your account.

27. Force Majeure

Connected shall not be liable for any failure or delay in performing its obligations where such failure results from circumstances beyond our reasonable control, including but not limited to:

- natural disasters;
- pandemics;
- war;
- terrorism;
- civil unrest;
- labor disputes;
- governmental actions;
- internet outages;
- power failures;
- failures of third-party infrastructure;
- cyberattacks.

Our obligations will resume as soon as reasonably practicable after the relevant event has ended.

28. Governing Law

These Terms are governed by and shall be interpreted in accordance with the substantive laws of **Switzerland**, without regard to its conflict of law principles.

Mandatory consumer protection provisions applicable in your country of residence remain unaffected where required by law.

29. Jurisdiction

Unless mandatory law provides otherwise, the exclusive place of jurisdiction for all disputes arising out of or relating to these Terms or the Service shall be the competent courts of **Zurich, Switzerland**.

Nothing in these Terms limits any mandatory rights that consumers may have under applicable law.

30. Severability

If any provision of these Terms is found to be invalid, illegal, or unenforceable by a court of competent jurisdiction, that provision shall be enforced to the maximum extent permitted by law.

The remaining provisions shall continue in full force and effect.

31. No Waiver

Failure by Connected to enforce any provision of these Terms shall not constitute a waiver of that provision or any other right.

Any waiver must be made expressly and in writing.

32. Assignment

You may not assign or transfer your rights or obligations under these Terms without our prior written consent.

Connected may assign or transfer these Terms in connection with:

- a merger;
 - acquisition;
 - corporate restructuring;
 - sale of assets; or
 - operation of the Service.
-

33. Entire Agreement

These Terms, together with our Privacy Policy and any additional terms that may apply to specific features, constitute the entire agreement between you and Connected regarding your use of the Service.

They supersede all prior agreements, understandings, and communications relating to the Service.

34. Contact Information

If you have questions regarding these Terms, you may contact us at:

Connected Switzerland

Website: <https://www.connectedapp.ch/>

Support: <https://www.connectedapp.ch/contact-us>

35. Effective Date

These Terms become effective on **July 27, 2026** and remain in force until replaced by a newer version.