



ResolvePro – Terms of Service (SaaS)

1. Introduction

These Terms of Service ("Terms") apply to all users of the ResolvePro platform. By accessing or using ResolvePro, you agree to be bound by these Terms.

2. Service Description

ResolvePro is a cloud-based helpdesk and ticket management solution delivered as software-as-a-service (SaaS). The platform includes features such as ticketing, automation, user management, knowledge base, analytics, and interface customization.

3. Access and User Roles

3.1 Access to ResolvePro is granted based on predefined user roles and permissions. Each user is responsible for maintaining the confidentiality of their login credentials.

3.2 Administrative access to system infrastructure is restricted to the ResolvePro technical team.

3.3 Superadministrative privileges, such as role management and system-wide configuration, are strictly limited and monitored.

4. Changes to Terms

4.1 These Terms may be updated periodically. Notice of material changes will be provided via email or through the platform interface.

4.2 Continued use of the platform after such updates constitutes acceptance of the revised Terms.

5. Acceptable Use

5.1 Users must not interfere with platform functionality, attempt unauthorized access, or engage in reverse engineering.

5.2 Use of ResolvePro for unlawful, abusive, or harmful purposes is strictly prohibited.

6. Availability and Support

6.1 ResolvePro aims for 99% monthly uptime, excluding planned maintenance and force majeure events.

6.2 Support is provided via the integrated ticket system or by email, subject to the Service Level Agreement (SLA) applicable to each client.

7. Data and Privacy

7.1 All data entered by the client remains their property.

7.2 Data processing and storage follow the principles of the General Data Protection Regulation (GDPR).

7.3 A dedicated Data Processing Agreement (DPA) may apply and prevail where relevant.

8. Liability

8.1 ResolvePro is provided "as is" and "as available", without warranties of any kind unless expressly stated otherwise in a separate agreement.

8.2 The scope of liability, including limitations and remedies, shall be defined exclusively in the Service Level Agreement (SLA) signed with each client.

8.3 In the absence of a valid SLA, statutory provisions under Dutch law shall apply.

9. Open Source Notice

9.1 ResolvePro incorporates open-source components, including Zammad (<https://github.com/zammad>), licensed under the GNU Affero General Public License (AGPL-3.0).

9.2 In compliance with AGPL-3.0, the source code of Zammad and any modifications made by ResolvePro will be made available upon written request by entitled users.

9.3 The AGPL-3.0 license text is available at <https://www.gnu.org/licenses/agpl-3.0.html>

9.4 Custom branding, themes, modules, and proprietary integrations developed by ResolvePro remain the exclusive intellectual property of the ResolvePro team and are not covered by the AGPL

10. Governing Law

These Terms are governed by the laws of the Netherlands. Any disputes arising from or relating to these Terms shall be submitted to the competent court in Noord-Holland, the Netherlands.

Last updated: April 2025