

Terms of Service

Rules for practices, authorised users and clients using SynaptechOne

Synaptech AI Technology Services LLP | LLPIN ACD-2132 | Incorporated 3 October 2023 | Effective 11 October 2026

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These Terms govern access to SynaptechOne, including its practice web application, client mobile application and paid Tally-access service. The agreement is with Synaptech AI Technology Services LLP ("Synaptech", "we", "us"). By subscribing, creating an account or accepting these Terms in the app, you agree to the applicable parts below and the Privacy Policy and Refund and Cancellation Policy.

Privacy Policy: <https://synaptech.in/privacy> | Refund and Cancellation Policy: <https://synaptech.in/refunds>. The Practice Data Processing Addendum is available for acceptance with the relevant subscription/order.

Definitions

- Practice means an accounting, tax or similar firm that subscribes to SynaptechOne.
- Authorised user means a partner, administrator, employee or other person a practice authorises to use its workspace.
- Client means a person or business a practice serves and may invite to the client app.
- Practice Data means the records, files, messages, registrations, tasks, business content and other information that the practice or its clients provide to or generate in the practice workspace.
- Tally access means the paid, practice-authorised service that lets a permitted client view read-only ledger/report information from the relevant Tally company and download ledger statement PDFs.

Part A - Practices and their authorised users

A1. Subscription, fees and renewal

Plan features, fees and billing details are shown in the subscription offer, order or checkout before you commit. Unless the order states otherwise, subscriptions are annual and paid in advance, plus applicable GST (currently expected to be 18% where that rate applies). The subscription year begins on the date shown in the order or payment confirmation. We normally send a renewal invoice about 30 days before expiry. Renewal occurs when that invoice is paid. We do not automatically debit a payment method and subscriptions do not renew automatically. You must pay the renewal invoice to continue for a new term. Price changes for a future term will be notified at least 30 days before renewal.

A2. Accounts, roles and security

The practice administrator is responsible for inviting and removing authorised users, assigning roles and permissions, reviewing access, and promptly disabling access that is no longer needed. Do not share accounts or bypass role restrictions. You must protect account and device access, report suspected unauthorised use promptly and comply with reasonable security instructions. The practice is responsible for actions performed through its authorised accounts, except to the extent caused by Synaptech's breach or applicable law provides otherwise.

A3. Practice Data - rights and responsibilities

As between the practice and Synaptech, the practice retains its ownership and control of the Practice Data and the business records and content it provides, subject to the rights of clients, individuals and other rights holders. Nothing in these Terms transfers ownership of Practice Data to Synaptech. Individuals retain their rights in their personal data under applicable law. The practice authorises Synaptech to host, transmit, store, back up, display, retrieve, support and otherwise process Practice Data only as reasonably necessary to provide, secure and support SynaptechOne, following the practice's documented instructions and applicable law.

The practice is responsible for having the rights, authority and lawful basis needed to place information in SynaptechOne; issuing required privacy notices; obtaining any required permissions; ensuring data is reasonably accurate; managing its client requests; maintaining required records; and making its own professional, tax and filing decisions. Synaptech does not take over the practice's professional duties.

A4. Synaptech's processor obligations

For Practice Data, Synaptech acts as the practice's service provider/Data Processor. We will process it for the contracted service, protect confidentiality, use appropriate safeguards, limit staff/provider access, assist reasonably with data requests and security incidents, and return or delete data in accordance with the service agreement, the Data Processing Addendum where executed, and applicable law. Our own account, subscription, support, payment and security records are handled separately under the Privacy Policy.

A5. Tally environments and Connector

SynaptechOne supports both Synaptech-hosted and practice-hosted Tally arrangements, depending on the practice's contracted configuration. The practice must maintain a valid TallyPrime licence and comply with Tally Solutions' applicable licence terms. The practice is responsible for the accuracy and completeness of its Tally data and for authorising any access. Tally connectivity and access may be unavailable while the relevant company, server, network or connector is unavailable.

Client Tally access is read-only: it does not authorise a client to edit the practice's Tally company. A client can view only the ledgers/reports the practice has authorised and download available PDF statements. TSplus or browser-based remote access, if configured, is for authorised practice staff, not client-app users. Users must not expose Tally's local XML interface or server ports to the public internet.

A6. Payments made to a practice

When a practice issues an invoice for its own services and enables its own Razorpay merchant account, the client pays the practice. The practice is the supplier for those services and is responsible for its fees, tax invoices, delivery, corrections, refunds and disputes. Synaptech provides the software/payment integration and does not take ownership of or hold the practice's invoice proceeds. Synaptech can help trace a technical payment reference but cannot independently refund money from the practice's merchant account.

A7. Support and availability

General support is available by email at care@synaptech.in, 10:00-20:00 IST on working days. We aim to maintain reliable access and will give notice of planned maintenance where reasonably practicable. Unless a separate written service level says otherwise, we

do not guarantee uninterrupted or error-free service. Nothing in these Terms excludes responsibility that cannot be excluded by law.

A8. Suspension, cancellation and offboarding

A practice may cancel a subscription at any time; refunds are governed by the Refund and Cancellation Policy. If a renewal invoice remains unpaid 15 days after its due date, we may suspend the subscription after notice. We may suspend access immediately where reasonably necessary to contain a security incident, prevent unlawful use or protect users/data, and will provide notice where appropriate. When a subscription ends, read-only export access is provided for at least 90 days, subject to legal/security restrictions. Following that window, Synaptech will begin the process of deleting or anonymising data that is no longer needed and is not subject to a legal or other valid retention basis. Records required by law, needed for a dispute/security investigation or retained in backup rotations may remain longer as described in the Privacy Policy. Deletion may run through normal operational and backup-rotation cycles, so every copy is not necessarily erased on day 91.

Part B - Clients using the client app

B1. Relationship with your practice

The practice invites you and decides which of its records, services, messages and documents you can access. Your tax/accounting engagement and professional advice relationship is with your practice, not Synaptech. Contact the practice about the substance or accuracy of tax, accounting, filing or ledger records.

B2. Sign-in and device security

Sign-in may use Google Sign-In. Where supported and enabled, Face ID or fingerprint authentication can unlock the app or an existing session locally through your device's operating system. Synaptech does not receive your raw biometric scan or fingerprint template. Device biometric unlock is not a substitute for server-side permissions. Protect your Google account and device, sign out of shared devices, and report suspected account compromise promptly.

B3. Practice services and invoices

Your practice supplies its own services and sets its own fees. Payments for a practice invoice are made to the practice through its configured payment provider, such as its own Razorpay account. The practice handles service delivery, tax invoices, cancellations, refunds and disputes for those services.

B4. Paid Tally access

The price, applicable GST, access period or per-statement basis, and material limitations are shown before you pay. Access begins after payment confirmation and depends on authorisation from your practice and availability of its Tally environment. Information reflects what is available from the relevant Tally company at retrieval time; Synaptech does not audit the underlying figures or provide tax/accounting advice. You can ask your practice to correct source records. Refunds are governed by the Refund and Cancellation Policy and any mandatory rights under applicable law.

B5. Your information and requests

The Privacy Policy explains how information is handled. For records maintained by a practice, contact the practice. For a Synaptech account or payment made to Synaptech, contact privacy@synaptech.in or the support address shown in the app.

Part C - Everyone

C1. Acceptable use

You must not use SynaptechOne unlawfully; upload malware or content you have no right to share; attempt to access another practice's data; bypass permissions or security; disrupt or overload the service; or copy, scrape, reverse-engineer or resell the service except as allowed by law or with Synaptech's written permission.

C2. Intellectual property and content

Synaptech and its licensors retain rights in SynaptechOne software, service design, trademarks and documentation. The practice and its clients retain applicable rights in their own content and records. You grant Synaptech a limited, non-exclusive permission to process that content to provide, secure, support and maintain the service under these Terms and the Privacy Policy. Feedback may be used to improve the service without revealing confidential Practice Data.

C3. Third-party providers

SynaptechOne may rely on AWS, Google sign-in, Razorpay, notification providers and software such as TallyPrime. Provider terms may govern the provider's own service. We remain responsible for our own obligations under these Terms and applicable law and do not disclaim liability that cannot lawfully be excluded.

C4. Confidentiality

Each party must protect the other party's non-public confidential information using reasonable care and use it only for the relationship under these Terms, except where disclosure is required by law or to professional advisers/service providers subject to appropriate confidentiality duties.

C5. No professional advice

SynaptechOne is a workflow and information tool; it does not provide tax, legal, audit or accounting advice. Due dates, reminders, filing-readiness indicators, ledger views and generated statements assist users but do not replace professional judgement, source verification or statutory compliance.

C6. Warranties and limits of liability

We will provide SynaptechOne with reasonable care and skill. Except for express written commitments and to the maximum extent permitted by law, we do not warrant uninterrupted service or that every feature will be free of defects. Neither party is liable for indirect or consequential loss to the extent such exclusion is lawful. Synaptech's total aggregate liability for claims arising from the service is limited to the fees paid or payable to Synaptech for the affected service during the 12 months before the event giving rise to the claim, to the extent permitted by law. This limit does not exclude liability that cannot be limited by law, including applicable statutory consumer rights or liability for fraud or wilful misconduct where non-excludable.

C7. Indemnity

A practice will reasonably assist and indemnify Synaptech against third-party claims to the extent directly caused by the practice's unlawful provision of data, lack of authority to provide content, or material breach of these Terms. This obligation is subject to prompt notice, reasonable cooperation and no settlement that imposes liability on the

indemnifying party without consent. It does not apply to the extent the claim is caused by Synaptech's breach or misconduct.

C8. Changes

We may update these Terms when the service or law changes. We will publish a new effective date and provide reasonable notice of material changes, normally at least 30 days where practicable. If renewed acceptance is required, we may require acceptance before further use of affected features. Changes do not remove statutory rights.

C9. Governing law and disputes

These Terms are governed by the laws of India. Please first raise a dispute with us using the contact details below. Where a dispute is legally capable of arbitration and remains unresolved, it may be referred to a sole arbitrator under the Arbitration and Conciliation Act, 1996, with Bengaluru, Karnataka as the seat and English as the language. Nothing in this clause prevents a consumer from approaching a competent consumer commission or exercising any right that cannot lawfully be waived. Courts at Bengaluru may grant interim relief, subject to applicable law.

C10. General

Neither party is liable for delay caused by events beyond reasonable control, subject to reasonable mitigation. A practice may not assign its subscription without consent, except as part of a permitted business transfer. If one provision is unenforceable, the remaining provisions continue. These Terms, the Privacy Policy, Refund and Cancellation Policy, any applicable Data Processing Addendum and the subscription/order record form the agreement; an order record prevails for specific commercial terms if it expressly says so.

Contact details

Synaptech AI Technology Services LLP (LLPIN ACD-2132)

Privacy concerns: privacy@synaptech.in

General support: care@synaptech.in | 10:00-20:00 IST on working days