

Terms of Use

Last updated: April 14, 2026

1. Purpose

These Terms of Use ("Terms") govern access to and use of the Certyneo platform ("the Service"). By creating an account or using the Service, you accept in full these Terms without reservation.

2. Service Description

Certyneo is an electronic signature platform compliant with European eIDAS regulation (No. 910/2014). It allows users to upload documents, define signatories, send envelopes for signature, and maintain complete audit proof of each operation.

3. User Account

Access to the Service requires account creation. You are solely responsible for the confidentiality of your credentials and any activity conducted from your account. You agree to provide accurate information and keep it current.

4. Legal Value of Signatures

Electronic signatures issued via Certyneo have the same legal value as a handwritten signature, in accordance with Article 1367 of the Civil Code and eIDAS regulation. The signature level applied (simple or advanced) depends on the configuration of each envelope.

5. Document Retention

Signed documents and their audit proof are retained on our servers for the duration of your subscription, then for an additional 10 years for evidentiary purposes. You may download a local copy at any time via your dashboard.

6. Pricing and Billing

The Service is offered under several subscription plans detailed on the Pricing page. Subscriptions are billed in advance with no minimum commitment unless otherwise stated. Payments are processed by our payment provider and are non-refundable except where required by law.

7. User Obligations

You agree to use the Service in compliance with the law and not to upload illegal, fraudulent, or infringing content. Any misuse of the Service may result in immediate suspension or termination of your account.

8. Availability and Maintenance

We endeavor to ensure Service availability 24/7, subject to planned maintenance operations which are announced in advance. Our Service Level Agreement (SLA) commitment is specified for professional subscriptions.

9. Limitation of Liability

Our liability is limited to direct and proven damages, up to the amounts paid by you for the subscription in the 12 months prior to the claim. We shall not be liable for indirect or intangible losses.

10. Termination

You may terminate your account at any time from your settings. We reserve the right to suspend or terminate your account if you breach these Terms, with prior notice where possible.

11. Applicable Law and Jurisdiction

These Terms are governed by French law. Any dispute relating to their execution or interpretation shall be subject to the exclusive jurisdiction of the courts in the district of Certyne's registered office, except as otherwise required by law.

12. Amendments

We reserve the right to modify these Terms at any time. Any material modification will be notified to you by email at least 30 days before it takes effect. Your continued use of the Service after that date constitutes acceptance of the new version.

For any questions regarding these Terms, please contact us at legal@certyneo.com.