Terms of Use

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These are the rules for using the Sippa app and the Sippa+ subscription (our general terms and conditions). We have tried to keep them short and clear; where we refer to a law, we say which one. The Hungarian version is the authoritative one; this is a faithful translation.

1. Who you contract with

Provider: Györkös Balázs e.v. (sole trader)
Registered seat and postal address: 7634 Pécs, Bajmi dűlő 28., Hungary
Register: Hungarian register of sole traders, registration number 6143550
Tax number: 63368101-1-22
Email: hello@sippa.io

Hosting provider: The Constant Company, LLC (Vultr), 319 Clematis Street, Suite 900, West Palm Beach, FL 33401, USA; web: vultr.com. The server runs in Warsaw, Poland.

The contract is between you and the provider above. **Apple** (App Store) and **Google** (Google Play) take part in selling the app and the Sippa+ subscription and in collecting the fee, but they are **not parties** to this contract (see sections 8 and 9).

2. What Sippa is, and what it is not

Sippa is a **self-awareness and self-tracking tool**. It helps you record how much alcohol you drink, adds it up in units and reflects your patterns back at you.

Sippa is not a medical device. It does not diagnose, treat or prevent any disease. It does not replace medical, psychological or addiction-specialist advice.

Never use the app's estimates to decide whether you can drive. The blood-alcohol forecast is a rough estimate, affected by your metabolism, medication, food, sleep and many other factors. The app never tells you whether you can drive, and it cannot. Do not drive after drinking.

If you feel your drinking has become a problem, talk to a doctor or a specialist. In an emergency, call 112.

3. Who may use it

The service is **only for people aged 18 or over**. If the legal drinking age in your country is higher (for example 21), you must have reached that age. The app checks the minimum age of 18 from your date of birth; by registering you declare that you also meet any higher national age limit.

Sippa+ is sold in the countries of the European Union and the European Economic Area.

4. How the contract is made

The contract is made electronically, at a distance (under sections 5–6 of Hungarian Act CVIII of 2001 on electronic commerce):

- **Steps:** at registration you enter your email address and a password (or sign in with Google or Apple), accept these terms and acknowledge the privacy policy. During setup you enter your date of birth and give separate consent to the processing of your health data. You start a Sippa+ subscription in the app, in the app store's payment sheet.
- **Correcting errors:** you can change what you entered at any time before you submit the registration, and in your profile afterwards. When you buy, the app store shows the product, the price and the renewal terms before you confirm, and you can still back out there.
- **Confirmation:** we send you an email about your registration, and the app store sends a receipt for a purchase.
- **Form:** the contract is not a contract made in writing and we do not file it separately. These terms are always available on this page and can be downloaded as a PDF, so you can store them and open them again later.
- **Language:** the contract can be made in Hungarian or English (see section 15).
- **Code of conduct:** we have not subscribed to any code of conduct.

5. Your account

- Use a real email address and keep your password secret.
- One person may use one account, and you may not hand your account to someone else.
- If you notice unauthorised access, tell us at once at hello@sippa.io and change your password.
- You are responsible for what is done in your account by you, by anyone you gave your sign-in details to, or by anyone who got hold of them because you did not take reasonable care of them. You are not responsible for anything that happens because of a security failure on our side.
- Give your country truthfully: some content, such as helplines, drink units and the drinking age, depends on it.

6. What you may not do

- Use the service for anything unlawful.
- Try to access other people's data or non-public parts of the system.
- Overload the service with automated requests or bypass the anti-abuse measures.
- Reverse engineer, copy or resell the service.

7. Your content

The entries and notes you record remain yours. We process them only to provide the service; the details are in the privacy policy. We do not publish or sell them. You can download your full backup at any time, free of charge (Profile → Your data → Download backup).

8. Fees and Sippa+

Sippa's core features are **free**: the journal, the calendar, alcohol-free days, the sobriety forecast, the morning message, reminders and downloading your full backup all work without paying.

Sippa+ is a paid subscription, billed monthly or yearly. It is sold through the App Store in the iPhone app and, where available, through Google Play in the Android app. Sippa+ belongs to your account, so it is active on the web as well. The current price and the features it unlocks are on the Sippa+ page; what it says forms part of this contract.

8.1 Trial, renewal and cancellation

The yearly subscription may start with a free trial; the Sippa+ page and the app store show its length before you buy. At the end of the trial the subscription becomes paid unless you cancel before then.

The subscription **renews automatically** at the end of each billing period until you cancel; there is no minimum term. You cancel in the settings of the app store you bought from (Apple account → Subscriptions, or Google Play → Subscriptions); the app's Profile → Sippa+ page takes you there. In the App Store you must cancel at least 24 hours before the end of the period. Cancelling stops the next renewal: Sippa+ stays until the end of the period already paid for, then the account moves to the free plan and your entries stay.

Deleting your account does not cancel the subscription, because the subscription belongs to your Apple or Google account. Cancel it in the app store before you delete.

8.2 Payment and receipts

Payment, the receipt and the tax are handled by the app store you bought from: **Apple** (App Store) or **Google** (Google Play), under its own terms. We neither see nor store card details; we learn the state of the subscription (product, expiry, whether it renews) through **RevenueCat**. If the price changes, the app store tells you in advance under its own rules, and asks for your consent where its rules require it.

8.3 Early-bird price

After launch you can also subscribe at a reduced **early-bird price**. The conditions:

- The early-bird price applies to the **first 1000 subscriptions** started at the early-bird price. A subscription that starts with a free trial counts once it converts to paid after

the trial.

- The offer **ends on 31 January 2027** at the latest, even if the 1000 places have not been taken. Whichever comes first closes it.
- The early-bird price stays **for as long as your subscription runs without interruption**, including through later price increases.
- If your subscription ends and you subscribe again later, the standard price in force at that time applies.

8.4 Right of withdrawal (14 days)

As a consumer you may **withdraw from the Sippa+ subscription within 14 days** of making the contract, without giving a reason (under section 20 of Hungarian Government Decree 45/2014 (II. 26.) on contracts between consumers and businesses).

- **When do the 14 days start?** The contract is made on the day you start the subscription in the app store. If it starts with a trial, that is the first day of the trial; the 14 days run from that day, not from the first charge.
- **Immediate performance:** by starting the subscription you ask for Sippa+ to start at once, within the withdrawal period. If you withdraw within the 14 days, you pay a proportionate amount for the time until you tell us (section 26(1) of Decree 45/2014) and get the rest back. If you withdraw during the trial, you have paid nothing and owe nothing.
- **How to withdraw:**
    1. For a subscription bought in the App Store you can ask Apple for a refund directly: reportaproblem.apple.com. Apple collected the fee, so Apple decides on the refund and pays it. On Google Play you ask in your order history, next to the purchase.
    2. You can **also tell us** that you withdraw: send a clear statement to hello@sippa.io or to our registered seat, or use the model form below. It is enough to send it within the 14 days.
- **If Apple refuses:** if the app store does not refund a withdrawal made within the 14 days, we refund the proportionate amount ourselves, within 14 days of you telling us.

- Withdrawal ends your Sippa+ access. To stop the app store charging you for the next period, cancel the renewal in the app store as well.

Model withdrawal form (complete and return this form only if you wish to withdraw from the contract)

To: Györkös Balázs e.v., 7634 Pécs, Bajmi dűlő 28., Hungary, hello@sippa.io

I hereby give notice that I withdraw from my contract for the provision of the following service: Sippa+ subscription (monthly / yearly)

Contract made on (the day the subscription started):
Email address of my Sippa account:
Name of consumer:
Address of consumer:
Signature of consumer (only if this form is notified on paper):
Date:

8.5 If Sippa+ does not work

If a paid feature does not work through our fault, we give you **free Sippa+ time** matching the outage; write to hello@sippa.io. This does not affect your statutory rights: if the service does not conform to the contract, under the Hungarian Civil Code and Government Decree 373/2021 (VI. 30.) on digital services you can ask us to bring it into conformity and, if that fails, for a proportionate price reduction or to end the contract.

9. An app downloaded from the App Store

If you downloaded the app from the App Store, these terms are between you and us, not Apple. We, not Apple, are responsible for the app and its content. Apple has no obligation to provide maintenance or support for the app, and any claim relating to the app (such as product liability, legal compliance or intellectual property claims) is to be addressed to us. If the app fails to conform to any warranty, you may notify Apple, and Apple may refund the purchase price. You may use the app on Apple devices you own or control, as permitted by the App Store usage rules. Apple and its subsidiaries are third-party beneficiaries of these terms and may enforce them against you.

10. Availability and changes to features

We aim to keep the service available at all times, but we do not guarantee uninterrupted operation. Maintenance, faults or an outage at a third-party provider can cause downtime. We may develop, change or withdraw free features; we tell you in advance about significant changes. Changes to Sippa+ features are covered by section 12.

11. Liability

Sippa's estimates and feedback are for information only. We are not liable for loss arising from a health or driving decision you made relying on the app's estimates, unless the loss was caused by our breach of contract.

We do not limit or exclude our liability for intentional breach of contract or for breach of contract that harms human life, physical integrity or health (section 6:152 of the Hungarian Civil Code). Nothing in this section affects the rights you have as a consumer under mandatory law.

12. Changes to these terms

We may change these terms where a change in the law, a decision of an authority, a change in the app stores' rules, a security reason, or new or changed features of the service justify it. We tell you about a material change at least **30 days before it takes effect**, in the app or by email, and explain what changes. Changes never apply retroactively.

If you do not accept a change, you can end the contract before it takes effect by deleting your account, and cancel the Sippa+ renewal. If a change affects your Sippa+ subscription negatively and more than marginally, you may end the subscription free of charge within 30 days of the notice, and we refund the fee for the remaining period already paid for.

13. Ending the contract

You can delete your account at any time in the app (Profile → Privacy and help → Delete account); this ends the contract. We may suspend or end your access if you breach

these terms seriously or repeatedly, or if your use endangers others or the service. Where possible we tell you in advance and give our reasons. What happens to your data is set out in the privacy policy.

14. Complaints

Send any complaint about the service to hello@sippa.io or by letter to our registered seat. We answer **within 30 days**, in writing and on the merits; if we reject the complaint, we give our reasons and tell you which authority or conciliation body you can turn to. We keep the complaint and our reply for 3 years (under section 17/A of Hungarian Act CLV of 1997 on consumer protection).

15. Governing law, language and disputes

Hungarian law governs the contract. If you live in another EU member state, this does not deprive you of the protection of the consumer rules of your country of residence that cannot be set aside by contract (Regulation (EC) No 593/2008, Rome I, Article 6).

These terms are available in Hungarian and English. If the two versions differ, the Hungarian one prevails, without prejudice to your rights as a consumer.

If the complaint does not settle the matter, you can also resolve the dispute out of court before a **conciliation body** (békéltető testület); the procedure is free and we take part in it. The competent body is the county conciliation body where you live; if you have no residence in Hungary, the body of our registered seat; and at your request, a body you name can also act (Hungarian Consumer Protection Act, section 20). The body of our registered seat is:

Baranya Vármegyei Békéltető Testület (Baranya County Conciliation Body, attached to the Pécs-Baranya Chamber of Commerce and Industry)
7625 Pécs, Majorossy I. u. 36., Hungary
Phone: +36 72 507 154
Web: baranyabekeltetes.hu

You can also turn to the consumer protection authority, and bring your claim before the courts of the place where you live.

16. Contact

For any question, write to hello@sippa.io.