



Terms and Conditions

Effective date: December 12, 2025

Website: www.dokkup.app

App: dokkup

Company: Dokkup Sàrl, Place Bel-Air 2 1003 Lausanne, Switzerland.

Please read these Terms and Conditions ("Terms") carefully before using the dokkup application (the "dokkup app") operated by Dokkup Sàrl.

By accessing or using the dokkup app, you agree to be bound by these Terms. If you do not agree to any part of these Terms, you may not use the dokkup app or access the Service.

1. SCOPE

Dokkup Sàrl is a Swiss limited liability company headquartered in Lausanne, Switzerland.

Dokkup Sàrl offers its private customers (hereinafter: "the Customer") its own mobile application for iOS and Android, the dokkup app.

These Terms and Conditions ("Terms") apply to the relationships between the Customer, third-party users of the dokkup app, and Dokkup Sàrl or its partner companies.

2. DESCRIPTION OF SERVICES

The dokkup app is a mobile application that the Customer can use to:

- scan and organize their documents/files;
- store and search documents/files;
- send a document/file, export/import a set of documents/files, or perform a full backup of the documents and files stored within the dokkup app;
- grant partial access to the dokkup app and the Customer's documents and files to a third-party user of their choice via an access code provided by the Customer.

3. DOWNLOAD AND TECHNICAL REQUIREMENTS

The dokkup app can only be obtained from an official store, either the Play Store or the App Store.

A smartphone or tablet running iOS or Android, meeting the specifications indicated in the respective official App Store, is required.



4. PRICES, TERMS, SUBSCRIPTIONS AND ELIGIBILITY

The prices of the dokkup app are displayed in the official stores and on the website www.dokkup.app in Swiss francs (CHF).

- The dokkup app offers an auto-renewable subscription granting access to the app's features and services.
- By subscribing, the user authorizes Apple Inc. (for purchases made through the App Store) or Google LLC (for purchases made through the Play Store) to process the payments on behalf of dokkup Sàrl.
- The price and duration of the subscription are indicated in the dokkup app at the time of purchase. Prices may vary depending on the user's region, based on a price set in Swiss francs (CHF).
- Subscriptions are automatically renewed unless cancelled at least 24 hours before the end of the current period.
- Any management of the subscription (renewal, modification, cancellation) as well as refund requests must be carried out directly through the user's Apple ID (App Store) or Google Play account (Play Store) and are exclusively subject to the policies of Apple or Google.

Access to the dokkup app and subscription to its services require legal capacity to enter into a contract. In Switzerland, only users who are 18 years old or older may take out a paid subscription. Minors may use the dokkup app under parental responsibility and only if the subscription has been taken out by a legal guardian or with that guardian's explicit consent.

Dokkup Sàrl reserves the right to change prices at any time. If the price changes, the new price will apply only at the time of renewal. Price changes will be communicated to all dokkup app customers. Users may disable auto-renewal at any time.

5. SUBSCRIPTION, ACCOUNT, AND ACTIVATIONS

To access the features of the dokkup app, the Customer must create an account. To create an account, the Customer must provide a first name, last name, username, and a valid email address. The user account within the app is personal and may not be shared or transferred to others. The Customer chooses their own password.

A subscription entitles the Customer to two activations for the same account. The dokkup app can thus be downloaded and activated on two distinct devices.

The purpose of the dual activation is to allow the customer to keep backups on a second device and to deactivate access to dokkup on one device—or on both devices—in the event of theft, fully independently.

If a third device attempts to use the same account, it will not work. The customer may have only two devices using the dokkup app at the same time. To install it on a third device, the customer must deactivate the app on one of the two active devices.



Dokkup Sàrl reserves the right to refuse activation requests without providing reasons and to cancel accounts if misuse is identified.

6. PRIVACY

Customer information (last name, first name, username, email address, password, phone number) and technical information (device type, operating system, app version, a non-advertising technical device identifier used solely for technical and security purposes, IP address collected temporarily for security purposes, device language, time zone) are recorded by the dokkup app.

The collected information is only shared with subcontractors or third parties if necessary for the use or development of the application. These are Dokkup Sàrl's contractual partners, responsible for the development, operation, and updating of the application, payment service providers, and partners designated for servers and temporary storage of backups. The collected information is treated confidentially. Confidentiality may be waived to protect the legitimate interests of Dokkup Sàrl, notably in cases of:

- Compliance with a legal obligation and regulatory requirements;
- Debt collection by Dokkup Sàrl;
- Legal disputes.

7. DATA STORAGE, RESPONSIBILITIES, AND LIMITATIONS

7A1. Local storage or storage in a cloud chosen by the customer under the customer's sole responsibility

The customer may choose to store their data locally on their phone or to use their own cloud storage. As of today, the dokkup app is designed to work with third-party cloud storage services, including iCloud (Apple) and Google Drive (Google).

1. If data is stored locally, devices are not synchronized and the customer is responsible for their data and for the security of the device(s) on which they use the dokkup app (see the following section).
2. If data is hosted on a third-party cloud: the dokkup app is designed to connect to third-party cloud storage services, in particular iCloud (Apple) and Google Drive (Google), for the purpose of backing up, synchronizing or restoring the customer's files.

7B1. Use of a third-party cloud under the customer's sole responsibility

The customer is informed that the data used via the dokkup app is stored in the customer's own personal cloud storage space (also referred to as a cloud service), which is external to the publisher of the dokkup app.

Accordingly, the customer is solely responsible for:

- subscribing to, managing and securing their cloud account with the third-party provider (Apple Inc., Google LLC);



- the proper operation of this service, including available storage space, valid credentials, and access authorizations granted to the dokkup app;
- correct configuration of synchronization and the connection with the cloud service;
- any modification, deletion, or restriction of access to the cloud service's APIs or settings, whether caused by the customer or by the third-party provider. The customer acknowledges that use of iCloud is subject to Apple's terms (see: <https://www.apple.com/legal/internet-services/icloud/>) and use of Google Drive is subject to Google's terms (see: <https://www.google.com/drive/terms-of-service/>).

CLOUD “DOKKUP” FOLDER – IMPORTANT NOTICE

As part of the use of the cloud storage service, the application automatically creates a dedicated folder named “dokkup” to ensure the proper functioning of data backup, synchronization, and security mechanisms.

The cloud folder “dokkup” must never be opened, modified, renamed, moved, or manually used.

Any user intervention on this folder, including opening it, modifying its contents, renaming it, moving it, adding or deleting files, or changing access or sharing permissions, may result in synchronization errors, partial or total data loss, or service malfunction.

The publisher of the application shall not be held liable for any consequences resulting from unauthorized manipulation of the “dokkup” cloud folder by the user, in accordance with applicable Swiss law, in particular the Swiss Federal Act on Data Protection (FADP).

All document management must be carried out exclusively within the application.

7B2. Independence and disclaimer of liability of the publisher of the dokkup app

The publisher of the dokkup app does not provide any proprietary cloud storage service and cannot be held responsible for the following consequences:

- unavailability, data loss, malfunctions or errors resulting from an incident, outage or defect affecting the cloud service used by the customer;
- interruption or degradation of the dokkup app's functionalities following a modification, deactivation or removal of APIs by the cloud provider (Apple; Google);
- incompatibility resulting from unilateral changes made by these providers to their authentication systems, access protocols or usage policies;
- failure of synchronization services due to incomplete, incorrect or outdated cloud configuration by the customer.

Except where mandatory law provides otherwise, the publisher of the dokkup app is bound only by an obligation of means regarding the compatibility of the dokkup app with cloud services as they exist on the date of the latest update of the dokkup app. The publisher does not guarantee that such compatibility will be maintained over time, in particular in the event of termination or discontinuation of APIs or services by third parties (e.g., withdrawal of the iCloud Drive API by Apple, changes to Google OAuth access rules, etc.).



Under no circumstances may Dokkup Sàrl be required to provide or finance a service to restore connections between the dokkup app and the cloud service. The customer must seek technical support from a third party at their own expense.

7B3. Consequences in the event of disruption or deactivation

In the event of a loss of connection between the dokkup app and the cloud service, cloud-dependent functionalities (automatic backup, data restoration, multi-device synchronization, etc.) may be temporarily or permanently disabled, without prior notice or compensation, except where mandatory law provides otherwise.

No liability may be incurred by Dokkup Sàrl for the direct or indirect consequences of such a situation, including in the event of data loss.

7C1. Responsibility for backups and loss of locally stored data

The dokkup app does not store or host users' documents on Dokkup Sàrl's servers. Users are solely responsible for backing up their documents when they are stored locally. Any loss, alteration or deletion of documents due to a device reset, malfunction or deletion of the application is exclusively the user's responsibility.

7D1. Effect of account deletion and data erasure

Local storage

When the user deletes their account, all data is permanently removed from local storage, including in particular:

- files stored on the device;
- all information stored in the application database.

User-related data that may be stored on dokkup's technical servers is also deleted. Only the existence of the account is retained for strictly technical and legal purposes, with a "deleted" status, without retaining any associated content.

No data can be recovered after this deletion.

If the user uses dokkup on a second device, deleting the account on one device automatically deletes the data on the second device and immediately logs the user out.

Cloud storage

When the user deletes their account while a cloud storage mode is enabled, deletion applies to:

- local data present on the device;
- data stored in the user's personal cloud (Google Drive or iCloud).

Deletion is automatically replicated across all devices connected to the account, resulting in data deletion and user logout.



Only the fact that the account existed may be retained for administrative and legal purposes, with a “deleted” status.

All other data is permanently erased and cannot be recovered.

Irreversible nature of deletion

Account deletion is irreversible.

Even if a new account is later created with the same email address, no previous backup can be re-imported, in order to ensure the highest level of data security.

8. CUSTOMER'S DUTIES OF CARE AND OTHER OBLIGATIONS

When using the dokkup app, Customers must observe the following care obligations:

- The smartphone must be protected against unauthorized use or manipulation (e.g., by locking the device or screen);
- The dokkup app access code and the trusted person's SMS code must be kept secret and must never be shared or stored with the smartphone;
- The chosen code must not be an easy-to-guess sequence (mobile number, birth date, etc.);
- In case of smartphone loss, especially theft, the Customer must deactivate the app from their second device. Data on the lost or stolen device is lost;
- If both devices are lost or stolen, the customer can disconnect dokkup on both devices from a third device, after downloading the dokkup app and logging in with their account.
- Dokkup Sàrl does not provide support for blocking the dokkup app; the Customer has the means described in these Terms to manage activations and deactivations independently in case of loss or theft. If local storage is selected, data is lost if the device is lost;
- The Customer must use a device in proper working order with an unrooted Android OS or a non-jailbroken iOS (rooting or jailbreaking disables smartphone security features and allows installing apps not officially available). Root access installations or apps not available on the App Store or Play Store are prohibited as they increase vulnerability to malware;
- The minimum OS version required for the app to function is displayed in the dokkup account in the Apple App Store (for iPhones) and Google Play Store (for Android devices).

When using the dokkup app, the Customer agrees not to:

- Import illegal, harmful, or offensive content;
- Violate the intellectual property rights of others;
- Attempt unauthorized access to other accounts or systems;
- Interfere with or disrupt the dokkup app or its infrastructure;
- Use robots, crawlers, or other automated methods without authorization.



Dokkup Sàrl reserves the right to suspend or terminate the Customer's account in case of violation of these rules.

Dokkup Sàrl disclaims any liability, to the extent permitted by applicable law, for unlawful acts committed by third parties using a Customer's access codes or account information in the dokkup app.

The Customer alone is responsible for the capacity of their devices, ensuring technical settings, and proper functioning of their device (including Internet access for certain features and power supply). Sending files, import/export, and backups require an active Internet connection. Sending a code to a trusted person requires a connection to the phone's SMS service.

9. LIABILITY

Technical support is limited to software-related assistance concerning the dokkup application interface. Support does not include troubleshooting cloud storage services, device maintenance, or the recovery of lost documents.

Sharing rules / access code usage: if a user grants access to their documents through a shared code or secondary-user authorization, the user remains fully responsible for all actions performed by that third party. Dokkup Sàrl has no visibility into shared content and assumes no liability for unauthorized access resulting from code sharing.

Dokkup Sàrl is not liable, to the extent permitted by applicable law, for lost or corrupted data. Dokkup Sàrl is not responsible for losses or damages suffered by clients due to the use of the dokkup app, in particular for losses or damages resulting from:

- transmission errors, malfunctions, technical failures, outages, or unauthorized access or intrusions into the client's smartphone;
- any breach by clients of these Terms and Conditions or applicable laws;
- malfunctions or errors in the dokkup app or the hardware used;
- malfunctions, interruptions (including for system maintenance), or overloads of the relevant IT systems or networks, or client internet connection problems;
- acts or omissions by third parties.

The dokkup application offers a document classification model. It does not provide a recording system, but a method to classify documents. Document recording on the phone or tablet is done at the client's risk.

Use of the application is entirely at the client's risk. Any liability of Dokkup Sàrl or its partners for the content of documents, the choice of classification methods, or use of the application—including malware—is excluded to the extent permitted by law. To the extent permitted by applicable law, Dokkup Sàrl disclaims liability for direct or indirect damages, lost profits, and data loss. The liability of Dokkup Sàrl is in all cases limited to the maximum amount of the annual subscription fee paid by the client.

Dokkup Sàrl reserves the right to withdraw its application from the market at any time.

Dokkup Sàrl and its partners may make changes at any time to improve or develop application features. Clients will be notified of updates via the dokkup app or official stores.



10. TERMINATION

Dokkup Sarl may suspend or terminate access to the dokkup app at any time, with or without prior notice, if the user violates these Terms and Conditions or if required by law.

The user may also terminate their subscription by cancelling the automatic renewal via their **Apple ID account** (App Store) or **Google Play account** (Play Store) and may delete their account at any time directly from the dokkup app, via the personal profile menu. The termination takes effect at the end of the current subscription period. After termination, payment for the remaining time of the current subscription remains due. Likewise, deleting the account does not give rise to any refund of amounts already paid for the current subscription period.

11. COMMUNICATION

Dokkup Sàrl and its clients communicate via the dokkup app or by email using official addresses provided within the app.

12. PRIVACY POLICY

The client's use of the dokkup app is governed by Dokkup Sàrl's Privacy Policy, which explains how we collect, use, and protect the client's personal data. By using the app, the client agrees to our privacy practices.

The Privacy Policy is available at the following address: https://www.dokkup.app/wp-content/uploads/2025/12/12_12_2025_Privacy_policy_dokkup_ENGLISH.pdf

13. DISCLAIMER OF WARRANTIES

The Service is provided "as is" and "as available". Dokkup Sàrl makes no warranties, express or implied, to the extent permitted by applicable law, regarding the reliability, availability or suitability of the dokkup app for the customer's needs.

14. CHANGES TO THE TERMS AND CONDITIONS

Dokkup Sàrl may modify these Terms and Conditions at any time. Changes will be communicated appropriately. If the client disagrees with the changes, they must cease using the app.

Modifications take effect on the next business day following notification.

15. INTELLECTUAL PROPERTY RIGHTS

All applicable intellectual property rights (including, but not limited to, copyrights, design rights, patents, trademarks) related to the application or its specific features remain the property of Dokkup Sàrl or authorized third parties.



Upon registration, Dokkup Sàrl grants the client a non-transferable, non-exclusive license to use the application and its features in accordance with their intended purpose. The content and scope of this right are governed by these Terms and Conditions.

Any license related to the software itself is expressly excluded. Copying, sublicensing, or transferring rights to the application to third parties is prohibited. Neither the content of the app, the underlying material, nor any part thereof may be reproduced, modified, distorted, adapted, split, or corrected. Unauthorized distribution is forbidden. The client agrees to respect Dokkup Sàrl's intellectual property rights concerning the application and its content.

16. DATA PROTECTION

The principle of the dokkup app is to offer a classification system for the client's documents and files. Dokkup Sàrl does not have access to documents or files classified through the app. Documents and files are stored locally on the client's devices or on their own cloud storage.

Regarding the collection, processing, and use of personal data transmitted during the purchase of the app, Dokkup Sàrl commits to complying with Swiss data protection legislation, notably the Federal Act on Data Protection (FADP) and the Ordinance on Data Protection (ODP).

The client expressly agrees that Dokkup Sàrl may use third parties to provide services (e.g., payment service providers, app storage platforms, temporary cloud backup) and that email addresses may be shared for these purposes. Dokkup Sàrl commits to carefully selecting, instructing, and monitoring its service providers, who are bound by the same obligations. Dokkup Sàrl assumes no liability for any data protection breaches by its partners.

No data will be used for marketing, advertising, or behavioral analysis by Dokkup Sàrl.

No advertisements or trackers are present in the application. Only the client, owner of the device, can access their data.

Suggestions or improvement requests may be sent to Dokkup Sàrl by the client via the app.

Accordingly, Dokkup Sàrl does not analyse, view, or process the content of documents. All documents remain exclusively within the user's storage environment (local storage or iCloud / Google Drive).

17. GOVERNING LAW AND JURISDICTION

To the extent permitted by law, all legal relations between clients and Dokkup Sàrl (including international payments) are exclusively governed by Swiss substantive law, excluding conflict of law rules and international treaties.

Unless mandatory legal provisions provide otherwise, the exclusive jurisdiction and place of performance is Lausanne. For clients domiciled outside Switzerland, Lausanne is also the place for legal proceedings.

18. DISPUTES

In case of a dispute, the client may contact Dokkup Sàrl, place Bel-Air 2, 1003 Lausanne, Switzerland.



19. SEVERABILITY CLAUSE

If one or more provisions of these Terms and Conditions are or become legally invalid, this shall not affect the validity of the remaining provisions. The invalid provision will be replaced as soon as possible by another provision that most closely reflects the content of the invalid provision.

ACCEPTANCE OF THE TERMS AND CONDITIONS

By using the dokup application and subscribing, the client accepts these Terms and Conditions.

Dokkup Sàrl

Place Bel-Air 2

1003 Lausanne

Switzerland

Contact Us

If you have any questions regarding these Terms and Conditions, please contact us at:

Email: support@dokup.app

OFFICIAL TRANSLATION

Official English Translation — In case of discrepancies, the original French text shall prevail.