



The CRM designed specifically for the non-profit sector

Reading our General Terms and Conditions may seem long and tedious? We have summarised the key points of our General Terms and Conditions on one page, using clearer and more informal language. Scroll down to access the full version of the General Terms and Conditions.

1. Tipi.be provides a customer relationship management (“CRM”) solution for the non-profit sector. This solution is accessible through an online platform, in the form of “Software as a Service”.
2. Your licence to use the Platform is limited to your association and solely for its own needs.
3. Tipi.be owns all intellectual property rights relating to the Platform, in respect of which you are granted only a right of use.
4. Tipi.be provides the hosting, maintenance and security of the Platform and of the data you process on it. Tipi.be endeavours to ensure 99% service availability and performs regular backups of the data you process on the Platform.
5. As the Service is accessible exclusively online, you acknowledge that it is your responsibility to have an adequate internet connection and that Tipi.be cannot be held liable for any unavailability caused by a connection issue.
6. The Platform allows you to process personal data. It is your responsibility to ensure that such processing complies with applicable law. Tipi.be, for its part, acts as a processor within the meaning of the GDPR and implements appropriate technical and organisational measures to protect your data.
7. Tipi.be maintains the Platform in order to correct any errors and improve it regularly, with a view to making it more efficient and secure. Tipi.be will provide technical support if you notify it of an incident and will respond more or less quickly depending on the severity of the incident.
8. Access to the Platform is subject to payment of a monthly licence fee for each active user.
9. You may request additional services from us, for example assistance with migrating your data or the development of custom features. These additional services will be invoiced separately, under the terms that we agree together.
10. At the end of the Agreement, you will be able to retrieve your data in SQL, XLS or CSV format.
11. Belgian law applies to all agreements entered into with Tipi.be. Any dispute between the Parties should preferably be resolved amicably. If no amicable solution can be reached, the Brussels courts shall have exclusive jurisdiction.

Full version of the General Terms and Conditions: