OKRs Tool

Kingspoint OÜ

Terms & Conditions

Version dated 5 May 2026, as published at okrstool.com/terms

Welcome to OKRs Tool. These Terms and Conditions ("Terms") govern your use of our website, services, and products, including the OKRs Tool platform ("Services"). By accessing or using the Services, you agree to comply with and be bound by these Terms.

If you do not agree to these Terms, please do not use the Services.

Section 1 — Acceptance of terms

By using our website, software, and services, you agree to these Terms and our Privacy Policy. We reserve the right to modify or update these Terms at any time, and any changes will be effective immediately upon posting on the website. It is your responsibility to review these Terms regularly.

If a material change is made, we will notify you via email or in-app banner at least 30 days before the change takes effect. Your continued use of the Services after the update constitutes acceptance of the revised Terms.

Section 2 — Account registration

To use our Services, you may be required to register an account with OKRs Tool. You agree to provide accurate, complete, and up-to-date information during registration. You are responsible for maintaining the confidentiality of your account and password and agree to notify us immediately of any unauthorized use of your account.

If you're part of multiple teams or clients (e.g., agencies), you may manage multiple workspaces under one account, with access controlled by invitation-only permissions.

Section 3 — Use of services

OKRs Tool provides software for tracking and managing Objectives and Key Results (OKRs) for businesses. You may use our Services only for lawful purposes and in accordance with these Terms. You agree not to use the Services for any unlawful or prohibited activities, including:

- Violating any laws or regulations
- Distributing viruses or malicious code
- Infringing intellectual property rights
- Disrupting or interfering with the functioning of our website or services

Section 4 — Subscription, billing & freemium model

Our Services are available through both a freemium model and a subscription-based model. While you can access certain features for free, you agree to pay all applicable fees and taxes associated with any subscription plan you choose. You are responsible for updating your payment information to ensure that your subscription remains active.

If you upgrade from a freemium plan to a paid subscription, the applicable billing cycle will be communicated at that time.

You may cancel your subscription at any time. Refunds are not issued for partial months or unused portions of a billing cycle unless required by law. This does not affect refunds issued under the Adoption Insurance policy described in Section 5.

Section 5 — Adoption insurance

Customer protection policy

OKRs Tool offers an Adoption Insurance policy for eligible paid organizations.

If an organization does not reach at least 60% active user participation within 30 days of rollout, the organization may request a full refund of subscription fees paid.

Definitions

Active usage means a user has logged into the platform and performed at least one meaningful action related to OKR management — including updating progress, submitting a check-in, or commenting on an OKR.

Rollout begins when the organization invites users to the platform or enables OKRs for team-wide use, as determined by system activity.

Eligibility

Eligibility and refund decisions are based on usage data recorded within the OKRs Tool platform. Refund requests must be submitted within 7 days after the 30-day rollout period ends.

This policy is intended to reduce the risk of low adoption and does not apply in cases of misuse, abuse, or intentional non-deployment of the Services.

Section 6 — User content

You retain ownership of all data and content that you upload or input into the Services ("User Content"). However, by using the Services, you grant OKRs Tool a non-exclusive, worldwide, royalty-free license to use, store, and display your User Content solely to provide the Services.

Section 7 — Prohibited conduct

You agree not to engage in any of the following prohibited activities:

- Attempting to gain unauthorized access to our website, systems, or user accounts
- Interfering with the proper functioning of the Services
- Exploiting or abusing the Services for personal or commercial gain
- Using the Services to send spam or unsolicited communications
- Scraping, reverse engineering, or harvesting data from the Services
- Harassment, or any behavior that may harm other users or the integrity of the platform

We may suspend access if these guidelines are violated.

Section 8 — Termination & suspension

We reserve the right to suspend or terminate your account if you violate these Terms or if we believe that you are engaging in fraudulent, abusive, or harmful behavior. You may also terminate your account at any time by following the cancellation instructions on our website.

Upon termination, your access to the Services will be discontinued, and you will not be entitled to any refund for any paid fees beyond what is provided under the Adoption Insurance policy.

We aim to notify you before any suspension or termination when feasible and provide an opportunity to resolve any issue — unless prohibited by law or if urgent action is required to protect the system or users.

Section 9 — Intellectual property

All intellectual property rights in the Services — including the software, website, content, and design — are owned by OKRs Tool or its licensors. You may not copy, modify, distribute, or create derivative works based on our intellectual property without prior written consent.

Section 10 — Privacy & data use

Your use of the Services is also governed by our Privacy Policy. Please review it to understand how we collect, use, and protect your personal information.

We may use third-party subprocessors to deliver parts of our Services (e.g., cloud storage, analytics). These providers are contractually bound to data protection standards consistent with our Privacy Policy. A current list of sub-processors is available here (okrstool.com/sub-processors).

We retain personal data only as long as necessary to provide the Services or comply with legal obligations. You can request deletion of your data at any time, which may also result in termination of your account.

Security breach notification

In the event of a data breach that impacts your personal information, we will notify you promptly — and within 72 hours if required by applicable laws.

Section 11 — Disclaimers

OKRs Tool makes no representations or warranties about the accuracy, reliability, or availability of the Services. The Services are provided "as is," and we disclaim any and all warranties, express or implied, to the fullest extent permitted by law.

Section 12 — Limitation of liability

To the maximum extent permitted by law, OKRs Tool and its affiliates, officers, directors, employees, agents, and licensors shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of the Services, even if we have been advised of the possibility of such damages.

Section 13 — Indemnification

You agree to indemnify, defend, and hold harmless OKRs Tool, its affiliates, employees, agents, and licensors from any claims, liabilities, damages, and expenses arising out of your use of the Services, violation of these Terms, or infringement of third-party rights.

Section 14 — Governing law

These Terms will be governed by and construed in accordance with the laws of Estonia. Any dispute arising from these Terms shall be resolved exclusively in the courts of Estonia. If you are a consumer residing in the European Union, you may also have the right to bring legal proceedings in your home country.

Section 15 — Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue in full force and effect.

Section 16 — Entire agreement

These Terms, along with the Privacy Policy, constitute the entire agreement between you and OKRs Tool regarding your use of the Services.

Section 17 — Changes to the service

We may modify, suspend, or discontinue parts of the Services at any time. We will provide advance notice whenever possible, especially if the change materially impacts your usage.

Section 18 — Contact information

For questions or concerns about these Terms, please contact us:

OKRs Tool

Email: contact@okrstool.com

Phone: +372 5661 4404

Website: www.okrstool.com