

Trembita OU — Legal Policies

Last updated: April 15-th, 2026

Privacy Policy

Trembita OU ("we", "us", "our"), based in Tallinn, Estonia, provides a SaaS platform for creating and editing component and sequence diagrams using visual and text editing. Along with a software development service.

1. Data We Collect

We collect:

- Account data (email address, login credentials)
- User-generated content (diagrams, inputs, prompts)
- Usage data (interactions, logs)
- Device and browser data
- Cookies and analytics data (via Google Analytics or alternative platforms)

2. How We Use Data

We use personal data to:

- Provide and operate the service
- Improve functionality and performance
- Communicate with users
- Ensure security and prevent abuse

We don't sell user data!

3. Legal Basis (GDPR)

We process data based on:

- Contract performance
- Legitimate interests
- Legal obligations

4. Data Sharing

We do not sell personal data.

We may share data with:

- Payment processor (Lemon Squeeze, Paddle, or any other payment processor)
- Analytics provider (Google Analytics or similar)
- Hosting and infrastructure providers

5. Data Retention

We retain data only as long as necessary to provide the service or comply with legal obligations.

6. User Rights

Users have the right to:

- Access their data
- Request correction or deletion
- Object to processing

7. Contact

Trembita OU
Tallinn, Estonia
Email: privacy@trembita.eu

Terms of Service

1. Acceptance

By using our service, you agree to these Terms.

2. Service Description

We provide an editor/platform for text-based diagrams, collaborative work and sharing an AI-powered platform (as add-on) for creating and editing diagrams using text and code.

3. AI Disclaimer

The service includes AI-generated outputs.

We do not guarantee:

- accuracy
- completeness
- reliability

Users are responsible for reviewing outputs before use and edit if needed.

4. Accounts

You are responsible for maintaining the confidentiality of your account.

5. Acceptable Use

You agree NOT to:

- use the service for illegal purposes
- attempt to disrupt the service
- upload malicious or harmful content

We may suspend accounts violating these rules.

6. Payments

Payments are processed by Lemon Squeeze, Paddle, or any other payment provider acting as Merchant of Record.

Subscriptions:

- subscriptions may be offered as one-time purchases for a fixed period or as recurring plans that renew automatically
- where auto-renewal applies, it will be clearly indicated at checkout
- see our Cancellation Policy for details on how to cancel and what happens after

7. Limitation of Liability

The service is provided “as is” and “as available”.

We are not liable for:

- indirect damages
- loss of data
- business interruption

8. Governing Law

These Terms are governed by the laws of Estonia.

Billing & Subscription Policy

1. Pricing Transparency

All pricing is clearly displayed before purchase.
No hidden fees are charged.

2. Subscription Model

Subscriptions renew automatically
Billing occurs at the start of each cycle

3. Plan Changes

Users may upgrade or downgrade at any time.
Changes may take effect immediately or at next billing cycle.

Cancellation Policy

Users may cancel their subscription at any time via account settings.
Cancellation takes effect at the end of the billing period
Access remains active until the period ends
No further charges will occur after cancellation

Refund Policy

We offer a 14-day refund window from the date of purchase.

Eligibility:

Request must be submitted within 14 days.
Must be made in good faith

Processing:

Refunds are processed via Paddle or Lemon Squeezy, or other provider as Merchant of Record.
We reserve the right to refuse abusive requests.

Cookie Policy

We use cookies for:

- essential functionality
- analytics (Google Analytics etc)

Users can control cookies via browser settings.

Acceptable Use Policy

Users must not:

- violate any laws
- infringe intellectual property rights
- upload harmful, abusive, or malicious content
- attempt unauthorized access to systems

Violation may result in suspension or termination.

Data Processing Agreement (DPA)

1. Roles

For the purposes of this Agreement:

- **“User Data”** means any data, content, or information submitted, uploaded, or otherwise provided by the User in connection with the use of the services, including any personal data contained therein.
- The **User** acts as the data provider and **Controller** of the User Data.
- **Trembita OU** acts as the **Processor**, processing User Data on behalf of the User in accordance with applicable data protection laws.

2. Processing Scope

We process personal data only:

- to provide the service
- according to user instructions

3. Security Measures

We implement:

- access controls
- encryption where applicable
- monitoring and logging

4. Subprocessors

We may use:

- hosting providers
- analytics providers
- payment processors
- any other service provider required for our service to work

5. Data Ownership

All rights, title, and interest in and to any data provided or created by the user (“User Data”) remain with the user. The Company does not claim ownership of User Data.

The user grants the Company a non-exclusive, worldwide, royalty-free license to process and store User Data solely as necessary to provide and maintain the services and comply with legal obligations.

The Company may retain certain technical and operational data (including logs and backups) for security, maintenance, and legal compliance purposes. Accordingly, complete deletion of all data cannot be guaranteed, and residual data may persist for a limited period.

Service Availability (SLA Disclaimer)

We aim to provide reliable service but do not guarantee uninterrupted availability.

We may:

- perform maintenance
- update features
- temporarily suspend access