Terms of use and sale

iyedy · version 2026-10-29 · In force from 29 October 2026.

Published at https://iyedy.com/terms/

1. Purpose and scope

These terms of use and sale (the "Terms") govern access to and use of the iyedy service (the web application app.iyedy.com, its share links and its integrations), and the sale of its paid plans and AI credits. They are agreed between the publisher identified in the legal notice ("iyedy", "we") and anyone who creates an account or subscribes to a plan ("you").

You are a **consumer** if you act for purposes outside your trade, business, craft or profession, for example when you buy the Pro plan for your personal use. You are a **business** if you act for the needs of your activity or on behalf of a company: this is always the case for the Team and Enterprise plans, and for a Pro purchase declared "for my business" with the business's VAT number. A Pro purchase declared "for my business" without a VAT number is treated as a consumer purchase, with the right of withdrawal (section 8). Clauses that apply to one or the other say so.

You accept the Terms when you create your account, and again with each subscription. The version that applies to a subscription is the one in force on its date; you can save or print it from this page, and earlier versions are sent on request. For the Enterprise plan, the purchase order or the contract signed with iyedy supplements the Terms and prevails over them if they conflict.

2. The service

iyedy is online architecture modelling software: one model of your system, its views (C4, deployment, sequence, BPMN), its checks, its reviews and recorded decisions, its history, imports and exports, and an AI assistant that proposes changes. The features of each plan are described in the Pricing section.

The application's interface is available in French and English; the assistant answers in French or English, according to the language of your request. The service runs in a recent version of a common browser, with nothing to install, and an internet connection whose cost is yours. Your views export to open or widely used formats (SVG, PNG, draw.io, Mermaid, PlantUML, C4-PlantUML), and the review file to PDF.

We develop the service and may add, change or remove features for a legitimate reason (security, technical change, legal requirement, improvement of the service). If a change significantly reduces the features of a current paid plan, we tell you at least 30 days in advance; you may then cancel at no cost and are refunded the part of the paid period still to run.

3. Your account

To use the application, you create an account with an e-mail address that you confirm with a code. Sign-in goes through the identity service operated by iyedy and, when these options are offered, through your Google account or your organisation's single sign-on. You must be an adult, or have the consent of your legal guardian.

You provide accurate information, keep your sign-in details confidential and tell us without delay at support@iyedy.com about any use of your account that you did not authorise.

In an organisation (Team or Enterprise), the customer appoints owners and administrators, who invite members, assign roles and seats and set the options, AI included. Contributors, editors and owners take a paid seat; viewers and commenters do not.

4. Plans and prices

Plans and their prices are shown in the Pricing section, which is authoritative on the day of your order. On the date of these Terms:

- **Free**: 0 €, no payment method.
- **Pro**, for an individual or a freelancer: 19.99 € excl. VAT per month (23.99 € incl. VAT for a consumer in France), or 199 € excl. VAT per year (238.80 € incl. VAT); 700 AI credits a month.
- **Pro+**, for an individual or a freelancer: 29.99 € excl. VAT per month (35.99 € incl. VAT for a consumer in France), or 299 € excl. VAT per year (358.80 € incl. VAT); 1,200 AI credits a month. Unless stated otherwise, what these Terms say of the Pro plan also applies to the Pro+ plan.
- **AI credit packs**, for paying Pro and Pro+ subscribers and for Team, trial included: 500 credits for 11.99 € excl. VAT (14.39 € incl. VAT for a consumer in France), valid 12 months, at the same price for the three plans. A pack cannot be bought during a Pro trial, only once the subscription has started.
- **Pro trial**, offered on some pages only: 15 days from your order, card required when you order, 400 trial AI credits valid until the trial ends, no credit pack during the trial. You choose monthly or yearly Pro on the order summary; unless you cancel before it ends, the subscription goes on and the first charge is taken on the day the trial ends, on the date shown on the summary. One trial per account, per person and per card; a refused trial is cancelled, with no charge.
- **Team**, for a business: 24 € excl. VAT per seat per month, or 240 € excl. VAT per seat per year, plus VAT; at least 2 seats; 14-day free trial.
- **Enterprise**: from 480 € excl. VAT per seat per year, from 25 seats, on quote and purchase order.

Our prices are set excluding VAT and VAT is added at the applicable rate. The prices including VAT shown are those of a buyer in France (20% VAT); the exact amount is computed at checkout from your country and status, and shown in the summary before you confirm. A business established in another EU member state that gives its VAT number is invoiced excluding VAT and accounts for the VAT itself (reverse charge). Prices are in euros; other currencies may be offered at checkout.

We may change our prices for new subscriptions. The price of a subscription period under way never changes. If we ever had to change the price of a subscription at its renewal, we would tell you at least 30 days before that renewal, and you could cancel at no cost before the new price applies.

5. Ordering, payment and invoicing

You order from the application, in these steps:

- you choose the plan, the billing period and, for Team, the number of seats;
- for Pro and Pro+, the Pro trial included, the application shows you the summary of your order: the plan and its AI credits, its price excluding VAT, the VAT and the total to pay including VAT for each billing period (excluding VAT, plus VAT, for a business purchase), for a trial the date of the first charge and the withdrawal period, the cancellation link and these Terms. There you say whether you are buying for your personal use or for your business, for a paid order as a consumer, tick the box to start at once if you wish (section 8), and confirm the order with the button "Order with obligation to pay";
- for Team, and for Pro or Pro+ bought by a business, you accept the data processing agreement; for an AI credit pack, you tick the box for immediate delivery (section 8);
- on the secure page of our payment provider, Stripe, you enter your billing details and payment method (card or another method Stripe offers you; a card for a Pro trial), where you can check and correct your details, or go back, then you confirm: for Team and packs, this confirmation means an obligation to pay.

iyedy never has access to your card details. The contract is concluded at the order, when Stripe confirms it: when the payment is accepted or, for a trial (Pro trial or Team trial), when the trial starts, with no payment at the order. For a Pro trial, the trial starts at the order: your card is saved then, the 14-day withdrawal period runs from that moment (section 8), and the first charge is taken when the trial ends, on the date shown on the summary. Subscriptions are paid in advance for each period.

After an order of Pro or Pro+, the Pro trial included, or of an AI credit pack, you receive by e-mail, no later than the start of performance, a confirmation that sets out the order reference, the offer, its price, the texts you accepted and, as the case may be, your request to start at once or your request for immediate delivery of the credits with your acknowledgement that you lose your right of withdrawal, with these Terms as a PDF, in the version in force at the

order (French Consumer Code, art. L221-13 and L221-28, 13°). A confirmation in English also carries the French version of the Terms, which prevails. The version in force of these Terms is also published as a PDF on their page of the iyedy.com site. Every invoice stays available in the application and on Stripe's page. iyedy archives the contract (the confirmation, the texts accepted and the version of the Terms in force at the order) and gives you access to it on request at support@iyedy.com. For a Pro trial, the confirmation also gives the amount and date of the first charge and the cancellation link; two reminders follow, 7 days and 48 hours before that charge.

If a payment fails, we tell you and Stripe retries for about three weeks; if it still fails, the subscription ends (section 6): a Pro account returns to the Free plan, a Team organisation becomes read-only.

Businesses. The Enterprise plan is invoiced against a purchase order, payable 30 days from the invoice date unless the purchase order says otherwise. Any late payment by a business automatically incurs penalties at the interest rate of the European Central Bank's most recent refinancing operation plus 10 points, and a fixed recovery fee of 40 € (French Commercial Code, art. L441-10 and D441-5).

Consumers. For a contract of 120 € or more, we keep the record of the contract for 10 years and give you access to it on request at support@iyedy.com (French Consumer Code, art. L213-1).

6. Term, renewal and cancellation

- **Free**: no term; you can delete your account at any time (see below).
- **Pro, Pro+ and Team**: monthly or yearly subscription, renewed automatically for the same period, at your subscription's price, until cancelled.

Cancel in one click. You cancel at any time from the application, in "Plan and billing…" (for Team, the organisation's "Plan and billing"), under "Your plan": "Cancel subscription", at no cost and without giving a reason. Cancellation takes effect at the end of the paid period: you keep access until then and no new payment is taken. The current period is not refunded, except when you withdraw (section 8) or where the law provides otherwise.

Renewal reminder. If you are a consumer with a yearly Pro or Pro+ subscription, we tell you by e-mail, no earlier than three months and no later than one month before the end of the period, the renewal date, the price of the new period and that you may choose not to renew, with the link to cancel in one click (French Consumer Code, art. L215-1).

Pro trial. You cancel the trial at any time from the application or with the link in its e-mails: no charge is taken. Unless you cancel, the Pro subscription goes on at the billing period you chose and the first charge is taken when the trial ends. The trial credits end with the trial.

Team trial. The 14-day trial needs no card. If it ends without a payment method, the organisation becomes read-only until an owner adds one.

Seats. An added seat is charged at once, prorated for the current period; a lower number of seats applies at renewal.

End of a subscription. When a Pro subscription ends, your account returns to the Free plan: your diagrams are kept, the 5 most recently changed stay editable and the others become read-only; public links beyond 3 are turned off. When a Team subscription ends, every member can still read and export the diagrams while the organisation exists; on the written request of an owner of the organisation to support@iyedy.com, iyedy deletes the organisation and its data within 30 days and confirms it in writing (data processing agreement, section 13).

Deleting your account. You delete your account from "Account settings…": "Delete my account…", which tells you what changes before you confirm. Deletion ends the current subscription: if you are a consumer still within the withdrawal period, it counts as your withdrawal and refunds you by itself under section 8; otherwise, the subscription ends without a refund of the current period. Your data is then erased as described in the privacy policy. If you cannot use this feature, write to support@iyedy.com.

Termination by iyedy. We may end your access for a serious breach of the Terms, after a formal notice that has had no effect for 15 days, or at once in case of fraud or of an attack on the security of the service. If we ever stopped the service, we would tell you at least 3 months in advance, let you export your data and refund the part of the paid period still to run.

7. AI credits

AI credits measure the use of the assistant. Each request uses credits according to its size and the work asked for; an estimate is shown before you run it, and the final count follows the actual usage. While the landscape map is on (section 10), its summaries also use credits, in the background, within a monthly budget per account or organisation: 20 credits at most for the Free plan, taken from the welcome credits, 200 for Pro, Pro+ and Team, 500 for Enterprise. The AI settings show what it used in the month.

- Included credits: the paid plans (Pro, Pro+, Team and Enterprise) grant credits every month, yearly subscriptions included, as shown in the Pricing section. A month's included credits expire at the next grant; they do not roll over.
- Free plan: 300 welcome credits, valid 30 days after you confirm your e-mail address and subject to our checks against abusive sign-ups; the Free plan gets no monthly credits. The assistant may be briefly unavailable to free accounts when the daily capacity set aside for them is reached.
- Packs: paying Pro and Pro+ subscribers, and Team, trial included, can add packs of 500 credits, valid 12 months; for Pro and Pro+, once the subscription has started, never during a Pro trial. The credits of a Pro trial are valid until the trial ends; when the trial starts, the welcome credits you have left end. Credits closest to expiry are used first.
- Team: the seats' credits are pooled, and administrators can cap each member's share.
- A request that fails because of the service (an error, an empty or unusable answer, a refusal by the model, a stop by our servers) is not counted, up to 10 per user per day.
- Credits have no cash value: they cannot be refunded, exchanged or transferred, except when you withdraw (section 8) or where the law provides otherwise.
- When credits run out, the assistant stops until the next grant, the purchase of a pack or a move to a paid plan; the rest of the service works as usual.
- Where your plan allows it, you can use your own access key to the AI model provider: requests made with it, like the summaries of the landscape map, are billed by that provider to you or your organisation, under your own contract with it, and use no credits.

8. Consumers' right of withdrawal

If you are a consumer, you have 14 days to withdraw from a contract concluded with iyedy, without giving a reason or paying a penalty. The period starts when the contract is concluded (French Consumer Code, art. L221-18).

Pro subscription

On the order summary, an optional box lets you make the express request that the subscription start at once, before the end of the withdrawal period. If you tick it, you receive the month's included AI credits as soon as you order. This request does not take away your right of withdrawal: you can still withdraw within the period, but you pay for the service provided until you withdraw (French Consumer Code, art. L221-25). The amount kept is the higher of two values: the share of the price for the time elapsed since the start of the period, or the value of the included AI credits you used, at the unit price of the packs (11.99 € excl. VAT for 500 credits, that is 14.39 € incl. VAT in France: 0.02398 € excl. VAT or 0.02878 € incl. VAT per credit). It never exceeds the price paid. If you do not tick the box, the included AI credits of the first month are granted when the withdrawal period is over, and a withdrawal within the period is refunded in full. After a refunded withdrawal, a new Pro or Pro+ subscription as a consumer requires this box. Your request is confirmed to you by e-mail (section 5).

Pro trial

The contract for a Pro trial is concluded when you order. Your 14-day withdrawal period runs from that day, the day of the order not being counted; if it ends on a Saturday, a Sunday or a public holiday, it is extended to the next working day (French Consumer Code, art. L221-18 and L221-19). Before you order, the summary tells you that the trial becomes a paid subscription when it ends, the price of that subscription including VAT and the date of the first

charge. During the trial you can cancel it at any time, free of charge and without giving a reason: no charge is then made. If you withdraw within the period after the first charge has been made, we refund it in full. No request to start at once is asked for a trial. The trial is free: nothing is owed for the trial and trial credits are never charged.

AI credit packs

A pack's credits are delivered as soon as payment is made. When ordering, you expressly ask for this immediate delivery and acknowledge that you lose your right of withdrawal once they are delivered (a mandatory checkbox), which we confirm to you by e-mail: a delivered pack can therefore no longer be withdrawn from (French Consumer Code, art. L221-28, 13°).

How to withdraw

Use "Withdraw…", under "Your plan" in "Plan and billing…", which shows the refund before you confirm, or send us before the end of the period a clear statement, for example with the form below, to contact@iyedy.com or by post to 96 rue Jean Jaurès, 95870 Bezons, France. We acknowledge your withdrawal by e-mail.

We refund you no later than 14 days after being told of your decision, with the payment method used for the order, at no cost to you. The Pro subscription ends at once and its remaining credits are removed; your account returns to the Free plan.

Withdrawal form (complete and return this form only if you wish to withdraw from the contract)
To Youssef ASKRI EI, 96 rue Jean Jaurès, 95870 Bezons, France, contact@iyedy.com:
I hereby give notice that I withdraw from my contract for the provision of the following service: …
Ordered on: …
Name of consumer: …
Address of consumer: …
Signature of consumer (only if this form is notified on paper): …
Date: …

Business purchases

A purchase made for the needs of a business (Team, Enterprise, or Pro bought for a business with its VAT number) carries no right of withdrawal.

9. Consumers' legal guarantees

If you are a consumer, you benefit from the legal guarantee of conformity of digital content and digital services (French Consumer Code, art. L224-25-1 to L224-25-31) and from the legal guarantee against hidden defects (French Civil Code, art. 1641 to 1649). The guarantor of the service's conformity is Youssef ASKRI EI, 96 rue Jean Jaurès, 95870 Bezons, France, phone +33 7 53 40 94 93, support@iyedy.com, to whom you report any defect. iyedy offers no commercial guarantee in addition to these legal guarantees. The boxes below translate, for information, the wording French law requires.

Pro subscription: continuous supply

The consumer is entitled to have the legal guarantee of conformity applied when a lack of conformity appears within a period equal to the term of their subscription (one month for a monthly subscription, one year for a yearly subscription, then again at each renewal) from the supply of the digital content or digital service. During that period, the consumer only needs to establish that the lack of conformity exists, not when it appeared.

The legal guarantee of conformity entails the obligation to supply all the updates needed to keep the digital content or digital service in conformity throughout the subscription.

The legal guarantee of conformity entitles the consumer to have the digital content or digital service brought into conformity without undue delay following the request, free of charge and without significant inconvenience.

The consumer may obtain a price reduction while keeping the digital content or digital service, or may end the contract and be refunded in full in exchange for giving up the digital content or digital service, if:
1. the trader refuses to bring the digital content or digital service into conformity;
2. bringing the digital content or digital service into conformity is unjustifiably delayed;
3. the digital content or digital service cannot be brought into conformity without costs imposed on the consumer;
4. bringing the digital content or digital service into conformity causes significant inconvenience to the consumer;
5. the lack of conformity persists despite the trader’s unsuccessful attempt to bring it into conformity.

The consumer is also entitled to a price reduction or to terminate the contract where the lack of conformity is so serious that it justifies an immediate price reduction or termination. The consumer is then not required to ask first for the digital content or digital service to be brought into conformity.

Where the lack of conformity is minor, the consumer is entitled to cancel the contract only if the contract does not provide for the payment of a price.

Any period during which the digital content or digital service is unavailable in order to be brought back into conformity suspends the remaining guarantee period until the digital content or digital service is supplied in conformity again.

These rights result from articles L. 224-25-1 to L. 224-25-31 of the French Consumer Code.

A trader who obstructs in bad faith the exercise of the legal guarantee of conformity is liable to a civil fine of up to 300,000 euros, which may be raised to 10% of the average annual turnover (French Consumer Code, art. L. 242-18-1).

The consumer also benefits from the legal guarantee against hidden defects under articles 1641 to 1649 of the French Civil Code, for two years from the discovery of the defect. This guarantee entitles the consumer to a price reduction if the digital content or digital service is kept, or to a full refund in exchange for giving it up.

AI credit packs: single supply

The consumer has two years from the supply of the digital content or digital service to have the legal guarantee of conformity applied when a lack of conformity appears. For one year from the date of supply, the consumer only needs to establish that the lack of conformity exists, not when it appeared.

The legal guarantee of conformity entails the obligation to supply all the updates needed to keep the digital content or digital service in conformity.

The legal guarantee of conformity entitles the consumer to have the digital content or digital service brought into conformity without undue delay following the request, free of charge and without significant inconvenience.

The consumer may obtain a price reduction while keeping the digital content or digital service, or may end the contract and be refunded in full in exchange for giving up the digital content or digital service, if:
1. the trader refuses to bring the digital content or digital service into conformity;
2. bringing the digital content or digital service into conformity is unjustifiably delayed;
3. the digital content or digital service cannot be brought into conformity without costs imposed on the consumer;
4. bringing the digital content or digital service into conformity causes significant inconvenience to the consumer;
5. the lack of conformity persists despite the trader's unsuccessful attempt to bring it into conformity.

The consumer is also entitled to a price reduction or to terminate the contract where the lack of conformity is so serious that it justifies an immediate price reduction or termination. The consumer is then not required to ask first for the digital content or digital service to be brought into conformity.

Where the lack of conformity is minor, the consumer is entitled to cancel the contract only if the contract does not provide for the payment of a price.

Any period during which the digital content or digital service is unavailable in order to be brought back into conformity suspends the remaining guarantee period until the digital content or digital service is supplied in conformity again.

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The consumer also benefits from the legal guarantee against hidden defects under articles 1641 to 1649 of the French Civil Code, for two years from the discovery of the defect. This guarantee entitles the consumer to a price reduction if the digital content or digital service is kept, or to a full refund in exchange for giving it up.

10. The AI assistant and the content it generates

- The assistant proposes, you decide: no proposal enters a model without a person's action ("Apply"), and every change applied becomes a version you can undo.
- Proposals are produced automatically by an AI model and presented as such. They may be inaccurate, incomplete or unsuited to your context: check them before you rely on them. They are not professional advice, and the architecture decisions you take remain yours.
- When you make a request to the assistant, what it needs (the useful part of your content, or the photo or PDF you attach, sent whole), with the assistant's web search queries, is processed by our AI model provider, with no guarantee of processing inside the European Union, and deleted by it within 30 days, except content flagged by its safety checks, which it keeps under its own terms. The conversation thread is kept encrypted at iyedy for 30 days by default; an organisation can ask support for a shorter period. iyedy trains no model on your data.
- The landscape map lets the assistant know all of your diagrams: iyedy groups their related elements and the assistant summarises each group, in the background, after you save and every night. For this, the elements summarised (name, kind, technology, short description and links) go to our AI model provider, on the same terms. The map is on by default in a personal account where AI is on and off by default in an organisation; it uses credits (section 7). You turn it off at any time in the AI settings, switch "Landscape map".
- You can turn AI off, or only the landscape map, and set a classification ceiling above which a diagram is never sent to the assistant; in an organisation, its owners and administrators set AI. The rest of the service works without AI.

- Only send the assistant content you are allowed to share.
- iyedy claims no right in the content the assistant generates for you: you may use it freely, subject to the rights of others. Similar proposals may be generated for other users.

11. Acceptable use

You agree not to:

- use the service in breach of the law or of the rights of others, or publish unlawful content with it;
- try to access other customers' data, get around access controls, limits or the counting of credits, or disrupt the service (load or penetration tests without our written consent, mass automated requests);
- create accounts in series, in particular to collect welcome credits or trials;
- resell the service or make it available to third parties outside the sharing features provided, without written consent;
- decompile or copy the software, except where the law allows it;
- use the assistant to produce unlawful, misleading or dangerous content.

Moderation. If content shared through a public link is reported to us (see the legal notice) or appears to us unlawful or contrary to the Terms, we may, proportionately, turn the link off, remove the content concerned or suspend the account (section 16). We tell the user concerned of the decision and its reasons: the facts, the ground (the law or the clause of the Terms concerned), whether the decision followed a report, and how to contest it (article 17 of Regulation (EU) 2022/2065, the Digital Services Act). You can contest a decision by writing to support@iyedy.com: a person reviews it and answers you.

Reporting. The report form is anonymous: we cannot answer you. To receive an acknowledgement and the action taken, write to contact@iyedy.com.

12. Intellectual property

Your content. Your models, diagrams, documents, comments, decisions and imported files remain yours. You grant iyedy, for the term of the contract and the retention periods provided, a non-exclusive, free right to host, reproduce, process and display them only as far as needed to provide, secure and maintain the service; when you create a public link, this right covers showing the shared content to anyone who has the link. You state that you hold the rights needed in the content you import.

iyedy. The software, the interface, the iyedy brand, its logo, the templates and the documentation provided remain the property of the publisher or its licensors. iyedy grants you, for the term of the contract, a personal, non-exclusive and non-transferable right to use the service under the Terms. Exports from the Free plan carry an iyedy mark. Open notations and standards (C4, BPMN, arc42, MADR) belong to their authors.

Your suggestions. If you send us suggestions, we may use them freely to improve the service, with no obligation to you.

13. Personal data and confidentiality

iyedy processes your account, billing and usage data as a controller, as described in the privacy policy.

For the Team and Enterprise plans, and for the Pro plan subscribed for the needs of a business, iyedy processes the personal data in the customer's spaces on the customer's behalf, as a processor: the data processing agreement, accepted when subscribing, is part of the contract.

We treat your content as confidential: we access it only to provide the service, at your request (for support, for example), to handle a security incident or to meet a legal obligation.

14. Availability and support

We make our best efforts to keep the service available at all times, with no numeric availability commitment, without prejudice to article L221-15 of the French Consumer Code and to the legal guarantee of conformity (section 9). Interruptions may occur for maintenance, updates or incidents; we keep them short and announce planned work when we can.

Support is provided by e-mail at support@iyedy.com, in French or English.

15. Liability

Consumers. Towards a consumer, iyedy is liable as of right for the proper performance of the distance contract, including where it is entrusted to its providers (French Consumer Code, art. L221-15). It can only be released from that liability by proving that the failure is attributable to the consumer, to the unforeseeable and insurmountable act of a third party to the contract, or to force majeure. Nothing in the Terms limits your rights under the legal guarantees.

Businesses. Towards a business, iyedy's obligation in providing the service is one of means (best efforts). We are not liable for damage resulting from a use of the service contrary to the Terms, from the content you put in it, from a failure of networks or of your own equipment, or from force majeure (French Civil Code, art. 1218). Our total liability, for all causes combined, is limited to the higher of two amounts: 100 €, or the sums you paid iyedy for the 12 months before the first event giving rise to liability. We are not liable for indirect damage, such as loss of revenue, profit, customers or opportunity. These limits do not apply in case of gross negligence or wilful misconduct, or to personal injury.

16. Suspension

We may suspend all or part of the service for an account, for example the AI assistant: for a serious breach of the Terms, a risk to the security of the service or its users, an order from an authority, a failed payment as described in section 5, or, for the assistant, while a payment dispute is open. Suspension is proportionate: we tell you, beforehand unless it is urgent, with the reason, and lift it as soon as the reason ends. During a suspension for a failed payment, your content stays readable and exportable.

17. Changes to the Terms

We may change the Terms, in particular to follow changes in the service or the law. We tell you about any significant change by e-mail or in the application at least 30 days before it takes effect. If you refuse it, you may cancel at no cost before that date; if you are a subscriber, cancellation then takes effect at once and the paid part of the period still to run is refunded. A change required by law may apply sooner.

This version applies to accounts opened and subscriptions made from 29 October 2026; for an account opened before that date, it applies from 29 November 2026, after that notice.

18. Complaints and consumer mediation

For any complaint, write to support@iyedy.com; we answer as quickly as we can.

If you are a consumer and your written complaint has not been resolved, you may refer it free of charge to the consumer mediator iyedy belongs to: **CM2C**, 49 rue de Ponthieu, 75008 Paris, France; phone: +33 1 89 47 00 14; e-mail: litiges@cm2c.net; website: https://www.cm2c.net/declarer-un-litige.php. The mediator can be referred to within one year of your written complaint to iyedy (French Consumer Code, art. L612-1 and following).

19. Governing law and jurisdiction

The Terms are governed by French law. The French version prevails; the English version is provided for information.

Consumers. If you live in another EU member state, you keep the protection of the mandatory provisions of the law of your country of residence, and you may bring proceedings before the courts of that country. In France, you may bring proceedings, at your choice, before one of the courts with territorial jurisdiction under the Code of Civil Procedure or the court of the place where you lived when the contract was concluded or when the harmful event occurred (French Consumer Code, art. R631-3).

Businesses. Failing an amicable settlement, any dispute about the Terms falls under the exclusive jurisdiction of the courts of Pontoise, as far as the law allows.

20. Contact

Your account, billing, a complaint: support@iyedy.com. Sales, the Enterprise plan, legal questions: contact@iyedy.com. By post: Youssef ASKRI EI, 96 rue Jean Jaurès, 95870 Bezons, France.