

Blackwire - Terms and Conditions (English)

BLACKWIRE

TERMS AND CONDITIONS

Last Updated: 2026

These Terms and Conditions govern access to and use of the website www.blackwire.com.co and the Blackwire Hub platform operated by Blackwire (“Company”).

By registering and subscribing to any plan, the User confirms full acceptance of this agreement.

1. PURPOSE OF THE CONTRACT

Blackwire provides a Software as a Service (SaaS) platform enabling independent professionals to manage appointments, operational data, and scheduling with their End Clients.

Blackwire does not provide medical, financial, legal, or professional services and does not act as an intermediary.

The Platform is a cloud-based service granting temporary access rights only. No ownership rights are transferred.

2. NATURE OF THE SERVICE AND LIMITATION OF LIABILITY

The User is solely responsible for professional services provided to End Clients, regulatory compliance, and tax obligations.

Blackwire is liable only for proven direct damages caused exclusively by technical failures attributable to the Platform, limited to the amount paid by the User during the previous three (3) months.

Blackwire is not liable for indirect damages, lost profits, data loss caused by third parties, or force majeure events.

3. USER PROFILE

Users must provide accurate, complete, and updated information.

Blackwire may verify professional information.

Fraudulent or misleading information may result in suspension or termination.

The User profile is personal and non-transferable.

Users may integrate Google Calendar and authorize synchronization for scheduling purposes.

Appointments confirmed through the Platform are binding.

4. APPOINTMENT MANAGEMENT

Users may accept, reject, or reschedule appointment requests.

Blackwire sends automated notifications but does not guarantee receipt.

Users are responsible for timely cancellation notice.

5. GOOGLE AND THIRD-PARTY INTEGRATION

Users may authorize Google Calendar integration.

Google acts as an independent data controller.

Blackwire is not responsible for third-party policies or services.

6. SUBSCRIPTION PLANS

Plans include Basic (USD \$29/month), Standard (USD \$49/month), and Premium (USD \$99/month).

Features may change with prior notice.

7. PRICING AND PAYMENTS

Subscriptions are prepaid.

Payments are processed by Lemon Squeezy as Merchant of Record.

Late payments exceeding 14 days may result in suspension.

Blackwire does not process payments between Users and End Clients.

8. BILLING FUNCTIONALITY

The "Invoices" module is informational and does not constitute an official accounting or tax document.

9. DATA PROTECTION

Blackwire acts as Data Processor for End Client data and Data Controller for User data.

Security measures include encryption in transit and at rest.

Liability is limited to the amount paid in the previous three (3) months.

10. INTELLECTUAL PROPERTY

All software, structure, and branding remain the exclusive property of Blackwire.

Users receive a limited, non-exclusive, revocable license during active subscription.

11. TERMINATION

Users may cancel at any time.

Blackwire may terminate for material breach or fraud.

Data export may be requested within 30 days after termination.

By using the Platform, the User accepts these Terms and Conditions.