

# Terms of Service

These Terms explain the service we provide, paid subscriptions, your content, and each party's responsibilities.

Version 0.1.2

Effective 9 September 2026

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## 1. Who we are and what this agreement covers

Cohearo is operated by **RECHIA & MILOCO DESENVOLVIMENTO DE SOFTWARES LTDA**, CNPJ 65.175.527/0001-00, at Rua Visconde do Rio Branco, 1488, Conj. 909, Andar 09 — Condomínio Universe Life Square, Bloco Comercial, Centro, Curitiba — PR, Brazil. In these Terms, “we”, “us” and “Cohearo” mean that company. “You” means the person or organisation using the service.

You can contact us at **contact@cohearo.com**.

These Terms and our Privacy Policy form the agreement between us. By creating an account or using Cohearo, you accept them. If you do not accept them, do not use the service. Section 7 explains cancellation and refunds.

### 1.1 · Who may use Cohearo

You must be 18 or older and legally able to enter a contract. If you accept these Terms for an organisation, you must be authorised to bind it. Cohearo is not intended for children.

### 1.2 · What this revision changes

This revision clarifies cloud content, trial cancellation, renewal prices, refund timing and how updated Terms are presented. It does not reduce the existing retention or refund commitments.

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## 2. How Cohearo works

**Your recordings do not reach us.** Audio recording, transcription and speaker identification run on your device. Our service has no audio-transcription upload path, so we cannot inspect, restore or recover audio we do not receive.

If you use cloud features, transcript text and related information may reach our services. This can include folders, labels, presets, speaker-profile names and other metadata you choose to sync. Voice embeddings used to distinguish speakers stay on your device.

Cloud features may also process content when you request AI enhancement, share content, or authorise an integration such as an AI assistant connected through MCP. Our Privacy Policy

and Security and data handling page explain this processing in more detail.

**What the service is not.** Cohearo is not a certified or official transcription service and is not designed for legal, medical or other uses where a transcription error carries consequences of its own. Speech recognition is imperfect. Check anything that matters.

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### 3. Your account

You are responsible for the accuracy of the information you provide, for keeping your credentials confidential, and for activity under your account. Tell us promptly at [contact@cohearo.com](mailto:contact@cohearo.com) if you believe someone else has access.

One account belongs to one person or one organisation. You may use it on as many of your own devices as you like.

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### 4. Your content and the permission you give us

**Your content is yours.** Your recordings, transcripts and material you create from them remain yours. We claim no ownership of them, and Cohearo does not use your content to train AI models. Our Privacy Policy and Security and data handling page describe how service providers handle content sent for AI processing.

You give us permission to process content and related metadata only as needed to provide features you request. This includes storing and syncing content, displaying it to you, applying AI enhancement, sharing it with people you select, and making it available to integrations you authorise. An external recipient or integration may apply its own terms and privacy practices.

This permission ends when the content is deleted or your account is closed, subject to the deletion process, backups and legal retention described in our Privacy Policy.

**You are responsible for having the right to record.** Consent rules vary by place and context. You confirm that you have the permission required by applicable law and that your content does not infringe anyone else's rights.

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### 5. Plans, trials and payment

#### 5.1 · Plans and prices

Cohearo offers a **Free** plan and a **paid subscription currently billed monthly**. Current prices and plan features appear on our pricing page and in the app before checkout. Those published details form part of this agreement. The price shown when you subscribe applies unless it is changed through the advance-notice process in §8.2.

Prices are inclusive or exclusive of taxes as indicated at checkout. Where Brazilian tax law requires a *nota fiscal*, we issue one. A payment-processor receipt is not a *nota fiscal*.

## 5.2 · Payment and renewal

Stripe processes payments. We do not receive or store your card details. You authorise us, through Stripe, to charge your chosen payment method for each billing period until you cancel.

Your subscription renews automatically for the next billing period unless you cancel before renewal. Publishing a different catalogue price does not by itself change your existing subscription price. We will notify you in advance before a price change affects a renewal, as described in §8.2.

## 5.3 · Free trial

The paid plan currently includes a **14-day free trial**. Creating an account is free and does not require a card; starting the trial is a separate step that does require a payment method.

- Nothing is charged when the trial starts or during the 14 days.
- Unless you cancel first, the trial converts automatically and the payment method is charged on the date shown at checkout after the trial ends.
- You may cancel during the trial and pay nothing. Professional access remains available until the displayed trial end date; the account then moves to Free.
- Content on your device is not affected by trial cancellation.

One trial is available per account.

The contractual refund window in §7.2 also applies to the first charge after the trial. Having used a trial does not reduce that window.

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## 6. Your data across plan changes

These are contractual retention commitments. Operational deletion, backups and legal retention are described in our Privacy Policy.

### 6.1 · Data on your device

A plan change does not delete your recordings or transcripts from your device. They remain until you delete them, except that raw audio is subject to a 72-hour automatic cleanup policy on every plan. The transcript remains.

### 6.2 · Free cloud retention

On the **Free plan**, transcripts synced to our servers are kept for seven days and then deleted from active cloud storage. Backup expiry and legal-retention exceptions follow the deletion

process described in our Privacy Policy. Free cloud storage is for reach and convenience, not backup. Keep another copy of anything you need beyond that period.

### 6.3 · Transcripts created on a paid plan

**Synced transcripts created while a paid plan is active are kept permanently after downgrade, cancellation or refund.** Retention follows the plan in effect when the transcript was created. The seven-day Free window applies only to transcripts created while the Free plan was active.

You may delete content at any time. Closing your account removes your content from normal product access and starts the deletion process described in our Privacy Policy, including applicable backup and legal-retention limits.

### 6.4 · Export

You can export your transcripts on any plan, including after a downgrade. We do not withhold your content because of billing status.

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## 7. Cancellation and refunds

### 7.1 · Cancellation

You can cancel at any time in account settings or by writing to [contact@cohearo.com](mailto:contact@cohearo.com). Cancellation stops the next renewal.

Cancellation does not normally end access immediately. A paid subscription continues until the end of the current billing period. A cancelled trial continues until its displayed end date and does not generate a charge. The account then moves to Free.

### 7.2 · Refunds

You may request a full refund within seven days from the later of the first charge or your first paid access, without giving a reason. Write to [contact@cohearo.com](mailto:contact@cohearo.com). We will return the amount paid in full and immediately, with the monetary adjustment required by applicable law.

After that contractual seven-day window, we do not provide a discretionary refund merely because you choose to leave. This does not limit mandatory rights that apply where you live, including longer withdrawal periods or remedies for a defective or misdescribed service where applicable.

If we close a paid account for a reason other than your breach, discontinue the service, or materially reduce a paid feature during a period already paid for, we refund the unused portion of that billing period.

A refund does not reduce the retention commitment in §6.3 or any non-waivable right under applicable law.

### 7.3 · If we end your account

We may suspend or close an account that breaches these Terms, is used fraudulently or unlawfully, or must be closed by law. Unless the breach is too serious for that to be appropriate, we will explain the reason and give you a chance to correct it first.

If we close a paid account for a reason other than your breach, we will also give reasonable notice and time to export your data before removing access.

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## 8. Changes

### 8.1 · Changes to the service

Features change as we develop Cohearo. If we remove or materially reduce a paid feature, we will notify you in advance. If the change substantially reduces the value of a period you already paid for, you may cancel and receive a refund of the unused portion.

If we materially reduce the Free plan, we will give advance notice so you can export affected content before the change takes effect.

### 8.2 · Changes to these Terms or prices

We may revise these Terms. We will publish each new version with an effective date and notify you of material updates. We will request express acceptance when applicable law or the nature of the change requires it. The service may record the version you accept.

We will notify you by email in advance before changing what you pay or materially changing what you receive for it. If you do not accept the change, you may stop using the service and cancel. If it affects a period already paid for, you may cancel and receive a refund of the unused portion. We do not apply a price change to a period already paid for.

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## 9. What we do and do not promise

Cohearo is provided as it is. We work to keep it available and accurate, but do not promise uninterrupted service, compatibility with every system, or error-free transcription. Results depend on audio quality, accents, languages and background noise.

We do not provide legal, medical or professional translation services, and Cohearo does not produce certified or official transcriptions.

Because recordings do not reach us, we cannot recover lost audio or restore a transcript deleted from your device that was never synced.

Nothing here limits guarantees required by applicable consumer law.

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## 10. Liability

Where permitted by law, our total liability for a paid subscription is limited to the amount you paid us in the 12 months before the event. Where permitted by law, we are not liable for lost profits, lost business, or indirect or consequential loss.

These limits do not apply to fraud, wilful misconduct, gross negligence, death or personal injury, or anything else the applicable law does not allow us to limit, including mandatory Brazilian consumer protections.

### 10.1 · Your responsibility to us

If a claim results from content you created, a recording made without required permission, or your breach of these Terms, you are responsible for reasonable defence costs to the extent permitted by law. We will tell you promptly and give you an opportunity to participate in handling the claim.

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## 11. Disputes

Contact us first at [contact@cohearo.com](mailto:contact@cohearo.com) so we can try to resolve the problem.

Brazilian law governs these Terms. If direct resolution fails, we will try mediation in Curitiba, Paraná before court proceedings, except where urgent relief is needed or a court must decide the matter.

Consumers may bring proceedings in the courts of their domicile where applicable law permits. Nothing requires a consumer to give up a mandatory right or forum. For other matters, the courts of Curitiba, Paraná have jurisdiction to the extent permitted by law.

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## 12. The rest

**Closing your account.** You may close your account by writing to us. Closure removes your content from normal product access and begins the deletion process described in our Privacy Policy.

**What survives.** Provisions that by their nature continue after termination remain in effect, including ownership (§4), retention choices and commitments (§6), liability (§10), and dispute resolution (§11).

**Transfer.** You may not transfer your rights under these Terms without our consent. We may transfer ours to a successor of the business and will notify you if that happens.

**Severability.** If one provision is unenforceable, the rest remain in effect.

**Language.** These Terms are available in English and Portuguese. The Portuguese version controls if they conflict.

**Notices.** To us: [contact@cohearo.com](mailto:contact@cohearo.com). To you: the email address registered to your account.

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