

LEGAL, PRIVACY AND POLICY CONTACT

Neurvance | Version 1.0 | Effective 26 October 2026

Operator: Adam Samer Daabas, trading as Neurvance, CVR 46436024

Business contact address: Finlandgade 9, st. 6, 5000 Odense C, Denmark

Website: neurvance.com

1. CONTACT NEURVANCE

Legal matters, contracts and terms: legal@neurvance.com

Privacy, GDPR rights and personal-data concerns: privacy@neurvance.com

Payments, refunds, billing and subscriptions: adam@neurvance.com

Postal correspondence: Adam Samer Daabas, Neurvance, Finlandgade 9, st. 6, 5000 Odense C, Denmark.

2. OUR LEGAL DOCUMENTS

The following documents describe Neurvance's services and customer rights:

- Neurvance Terms of Use — general accounts, AI features, subscriptions and use restrictions.
- Neurvance Privacy Policy — processing for Neurvance's own website, accounts and services.
- Payments and Refund Policy — recurring charges, AI allowances, withdrawal and refund requests.
- Cube Terms of Use — terms for the Cube business measurement service.
- Cube Privacy Policy — Cube measurement, visitor data and controller/processor roles.
- GDPR Article 28 Data Processing Addendum — standard processor terms for applicable business-customer data; it binds parties only when validly agreed with the required service details.
- Legal, Privacy and Policy Contact — this contact and policy index.

The versions applicable to a purchase or business agreement are those presented and validly agreed for that transaction, subject to mandatory law.

3. REFUNDS AND SUBSCRIPTIONS

The Payments and Refund Policy explains a 14-day voluntary refund request period, statutory withdrawal rights and the treatment of AI processing already delivered. Used AI allowances are not automatically excluded from all mandatory remedies. Paid subscriptions normally renew until cancelled; cancellation ordinarily prevents renewal at the end of the paid period. To request a refund or assistance with cancellation, email adam@neurvance.com and identify the account and order without sharing full payment-card details.

4. PRIVACY AND ACCOUNT DELETION

You may contact privacy@neurvance.com to request access, correction, erasure, restriction, portability or objection, or to withdraw consent where applicable. We may need to verify identity and coordinate with a business customer that controls visitor data. GDPR requests are normally answered within one month, subject to lawful extensions. Ordinary Neurvance account closure has a 30-day explicit recovery period; the deployed closure process stops subscription renewal and retains only data that must remain for justified purposes. Restoring an account does not automatically restart renewal. Account closure and a statutory erasure request are not identical.

5. BUSINESS CUSTOMER DATA

A business using Cube or a customer-deployed AI Assistant may be controller of its website visitors' personal data, while Neurvance acts as processor on documented instructions. Visitors should ordinarily contact the website operator for information about that operator's processing. Business customers can request the applicable DPA and service-specific subprocessor details at legal@neurvance.com or privacy@neurvance.com.

6. COMPLAINTS AND CONSUMER RIGHTS

Nothing on this page limits mandatory consumer rights under Danish or applicable EU law. Privacy complaints may be addressed to Datatilsynet, the Danish Data Protection Agency, or another competent supervisory authority. Contact legal@neurvance.com for contractual questions and appropriate dispute-resolution information.

7. UPDATES

We may update these documents and will give notice or seek renewed agreement where required by law. Publication of a standard DPA does not establish an executed agreement with any particular customer.