

Changes to the TAPR Terms of Service and Privacy Policy

Grynn GmbH, Beringen, Switzerland · Notice date: 6 October 2026 · **Effective from: 20 October 2026**

This document shows every change between the current versions (last updated 28 March 2026) and the new versions. The new versions take effect on 20 October 2026. Until then, the current versions apply.

How to read it: ~~struck through red text~~ is removed, underlined blue text is added, and changed paragraphs are shaded.

Summary of changes

Terms of Service

- Section 6 is rewritten. AI-powered OCR is optional. If you use it, you agree that your documents are processed either by our AI providers (Anthropic, OpenAI or Google, United States) as our sub-processors, or by a provider you connect with your own key under your own agreement.
- Section 6 now states what is sent (the whole document, unmasked) and the risks, including processing in the United States.
- Section 8 points to our Security page and lists the exceptions to hosting in Finland.

Privacy Policy

- New Section 6.1 lists our sub-processors, what each one does and where it processes data, including our AI providers (Anthropic, OpenAI, Google) and Grynn Advanced Pvt. Ltd. (India) for development and support.
- Section 9 no longer mentions encryption at rest or regular security assessments; it links to our Security page.
- Section 10 now states each transfer outside the EEA and Switzerland (AI-powered OCR with our providers, Website form submissions, and development and support from India) and the safeguard for each.

Questions about these changes: contact@grynn.ch

Terms of Service

[Last updated: 5 October 2026 · Effective from: 20 October 2026](#)

~~Last updated: 28 March 2026~~

These Terms of Service ("Terms" or "Agreement") govern your use of the TAPR AI platform at <https://www.tapr.ch> and <https://cloud.tapr.ch>, operated by Gryn GmbH ("TAPR AI", "we", "us", or "our"), a company registered in Beringen, Canton of Schaffhausen, Switzerland.

By creating an account, accessing, or using our Services, you ("Customer", "you", or "your") agree to be bound by these Terms. Additional policies, including our Privacy Policy and Cookie Policy, are incorporated by reference.

1. Services

TAPR AI provides a Peppol e-invoicing platform with AI-powered accounts payable (AP) automation, including:

- Sending and receiving e-invoices via the Peppol network
- AI-powered OCR and invoice data extraction ([optional; see Section 6](#))
- Automated approval workflows
- ERP integrations (bidirectional sync)
- Invoice matching and exception handling
- Vendor portal and expense management

2. Account Registration

You must provide accurate and complete information when creating an account. You are responsible for maintaining the confidentiality of your credentials and for all activity under your account. You must notify us immediately of any unauthorised use.

KYC Verification

Access to the Peppol network requires Know Your Customer (KYC) verification. A one-time KYC fee may apply as stated on our pricing page. We reserve the right to suspend Peppol access if KYC verification cannot be completed or maintained.

3. Acceptable Use

You agree not to:

- Use the Services for any unlawful purpose or in violation of any applicable law or regulation.
- Upload, transmit, or process content that is infringing, defamatory, obscene, or harmful.
- Interfere with or disrupt the Services, servers, or connected networks.
- Attempt to gain unauthorised access to any part of the Services.
- Use the Services to send fraudulent invoices or misrepresent business transactions.
- Circumvent usage limits or abuse the platform's resources.

We may suspend or terminate access immediately for violations of this section.

4. Pricing and Payment

4.1 Fees

Fees are charged according to the plan selected on our pricing page. All prices are in Euros (EUR) and exclude applicable taxes unless stated otherwise.

4.2 Billing

Subscription fees are billed monthly in advance. Usage-based charges (e.g., additional message credits) are billed in arrears. You authorise us to charge your designated payment method for all fees due.

4.3 Taxes

You are responsible for all applicable taxes, duties, and levies. We will add VAT where required by law.

4.4 Late Payment

Overdue payments may result in suspension of Services. We reserve the right to charge interest on late payments at 5% per annum above the Swiss National Bank base rate.

4.5 Refunds

Prepaid fees are non-refundable except where required by applicable law or as expressly stated in these Terms.

5. Invoice Data Retention and Backup

Unless explicitly agreed in writing, TAPR AI has no obligation to back up incoming or outgoing invoices or any other Customer data processed through the Services.

The responsibility for backing up invoice data lies solely with the Customer. You are responsible for maintaining your own copies of all invoices and related documents transmitted or received through the platform.

The retention period for invoices and related financial documents is governed by the laws and regulations of the country in which you are incorporated or resident. It is your responsibility to ensure compliance with applicable retention requirements, including but not limited to tax, commercial, and e-invoicing regulations in your jurisdiction.

TAPR AI may, at its sole discretion, offer backup or archival services as a separate, paid add-on. Any such services will be governed by a separate written agreement.

6. AI-Powered OCR and **Third-Party Data Processing** Extraction

6.1 Optional

AI-powered Optical Character Recognition (OCR) and data extraction is an optional feature. Structured e-invoices received through the Peppol network do not need it. We send a document to an AI provider only when you, or a user in your account, submit it for AI-powered OCR.

6.2 Who processes your documents

By using AI-powered OCR, you agree that the documents you submit are processed by either:

- An AI provider we contract with, acting as our sub-processor: Anthropic PBC, OpenAI, L.L.C. or Google LLC, all in the United States, as listed in our Privacy Policy (Section 6.1). We may use any of them; or
- An AI provider you connect with your own account and API key ("Bring Your Own Key"). That provider processes your documents under your own agreement with it. Grynn GmbH is not a party to that agreement. You are responsible for it, including its data processing terms, international transfers, retention and costs.

Your subscription determines which of these is available, as shown on our pricing page. You may change your subscription, or connect or disconnect your own provider, at any time.

6.3 What is sent

We send the whole document (PDF or image) with everything it contains: for example supplier names, addresses, bank details, VAT numbers, amounts, line items and any personal data in it. We do not remove or mask any of it before sending.

6.4 Risks you accept

AI providers may process documents outside the EEA and Switzerland, for example in the United States. There, the data may be subject to local law, including access by public authorities. Providers may keep the data for a limited period under their own terms, for example for abuse monitoring. For providers we contract with, we use the safeguards described in our Privacy Policy (Section 10).

6.5 Your choice

You decide whether to use AI-powered OCR and which documents to submit. If you do not want a document processed by an AI provider, do not submit it for AI-powered OCR.

6.6 No guarantee of accuracy

~~Our Services include AI-powered Optical Character Recognition (OCR) and data extraction capabilities. By using these features, you acknowledge and agree that:~~

- ~~• Third-party processing: Invoice images, PDFs, and related documents submitted for OCR processing may be transmitted to third-party AI and OCR service providers for data extraction, classification, and analysis. These providers act as sub-processors on our behalf.~~
- ~~• Data transmitted: The data sent to third-party providers may include invoice contents such as supplier names, amounts, line items, tax details, and any other information contained in the submitted documents.~~
- ~~• Provider obligations: We select third-party providers that maintain appropriate technical and organisational security measures. All sub-processors are bound by data processing agreements that require them to process data only for the purposes of providing the OCR service and to delete data after processing.~~

~~No guarantee of accuracy:~~ AI-powered OCR results are provided on a best-effort basis. ~~While we strive for high accuracy, we~~ We do not guarantee that extracted data will be error-free. You are responsible for reviewing and verifying ~~OCR the~~ OCR the output before relying on it for accounting, ~~tax, tax~~ or compliance purposes.

- ~~• BYOK option: On certain plans, you may use your own API keys ("Bring Your Own Key") for third-party AI services. In such cases, your use of those services is additionally governed by the respective provider's terms and you are responsible for any costs incurred with that provider.~~

~~If you do not wish for your documents to be processed by third-party AI providers, you may disable AI-powered OCR features in your account settings, where available, or refrain from using those features.~~

7. Customer Responsibilities

- Data accuracy: You are responsible for the accuracy and completeness of data you submit, including invoice contents, ERP configurations, and business details.
- Compliance: You must ensure your use of the Services complies with all applicable laws, including e-invoicing mandates, tax regulations, and data protection laws in your jurisdiction.
- Security: You must maintain the security of your account credentials and promptly report any security incidents.
- Backups: You are responsible for maintaining backups of your data as set forth in Section 5.

8. Data Privacy and Security

For the purposes of applicable data protection laws, you are the Data Controller and we act as the Data Processor for Customer data processed through our Services.

- We access Customer data only as necessary to provide the Services or as authorised by you.
- All Customer data remains your property.
- We will not sell, share, or disclose Customer data to third parties except as required to provide the Services or as required by law.
- We implement the security measures described on our Security page. Customer data is hosted on Hetzner servers in Finland (EEA). AI-powered OCR is processed as described in Section 6, and our other sub-processors are listed in our Privacy Policy.
- ~~We implement industry standard security measures. Data is hosted on Hetzner servers in Finland (EEA).~~
- In the event of a data breach, we will notify you promptly.

For full details, see our Privacy Policy.

9. Intellectual Property

All rights, title, and interest in the Services, including software, trademarks, and documentation, remain with Gryn timer GmbH. These Terms do not grant you any intellectual property rights in the Services beyond the limited right to use them as provided herein.

You retain all rights to your data. By using the Services, you grant us a limited licence to process your data solely for the purpose of providing the Services.

10. Scope of Support

10.1 Included

- Platform availability and infrastructure issues
- Peppol connectivity and e-invoice delivery/receipt
- ERP integration support for supported connectors
- Bug fixes and defect resolution
- Email support (all plans) and support portal access (Growth and above)

10.2 Not Included

- Custom development or feature requests
- Implementation, configuration, or training services
- Third-party application support
- Issues arising from Customer modifications or misuse

Out-of-scope services may be available at additional cost.

11. Service Availability

We aim for 99.9% uptime but do not guarantee uninterrupted access. Services may be temporarily unavailable for maintenance, updates, or circumstances beyond our control. We will endeavour to provide advance notice of planned maintenance.

12. Term and Termination

12.1 Term

These Terms are effective from the date you create an account and continue for as long as you use the Services.

12.2 Termination by You

You may terminate at any time by cancelling your subscription through your account settings. Cancellation takes effect at the end of the current billing period.

12.3 Termination by Us

We may terminate or suspend your account:

- Immediately, for violation of these Terms or non-payment.
- With 30 days' notice, for any other reason.

12.4 Effect of Termination

Upon termination, your access to the Services will cease. We will retain your data for 180 days, during which you may export it. After this period, we may delete your data without further notice. You remain responsible for maintaining your own backups as set forth in Section 5.

13. Warranty Disclaimer

The Services are provided "as is" and "as available". To the maximum extent permitted by law, we disclaim all warranties, whether express, implied, or statutory, including warranties of merchantability, fitness for a particular purpose, and non-infringement.

We do not warrant that the Services will be uninterrupted, error-free, or secure, or that defects will be corrected. We do not guarantee the accuracy, completeness, or reliability of any data processed through the Services, including OCR results and AI-generated data.

14. Limitation of Liability

To the fullest extent permitted by law, Grynn GmbH and its directors, officers, employees, and agents shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including loss of profits, data, business, or goodwill, arising from or related to your use of the Services.

Our total aggregate liability for all claims arising under these Terms shall not exceed the total fees paid by you during the twelve (12) months preceding the event giving rise to the claim.

15. Indemnification

You agree to indemnify and hold harmless Grynn GmbH from any claims, damages, losses, or expenses (including reasonable legal fees) arising from:

- Your breach of these Terms.
- Your violation of any applicable law.
- Your use of the Services beyond the permitted scope.
- Inaccurate or fraudulent data submitted through the Services.

16. Confidentiality

Each party agrees to keep confidential all non-public information disclosed by the other party in connection with these Terms. Confidential information may only be used for the purposes of this Agreement and may not be disclosed to third parties except as required by law, with prior notice where legally permissible.

17. Force Majeure

Neither party shall be liable for delays or failures caused by events beyond its reasonable control, including natural disasters, acts of government, war, epidemics, strikes, utility outages, cyberattacks, or failures of third-party services (including the Peppol network).

18. Modifications

We may amend these Terms from time to time. Material changes will be communicated via email or a notice on our Website at least 14 days before taking effect. Continued use of the Services after the effective date constitutes acceptance of the revised Terms.

19. Governing Law and Jurisdiction

These Terms are governed by the laws of Switzerland. Any disputes arising from or in connection with these Terms shall be submitted to the exclusive jurisdiction of the courts of Schaffhausen, Switzerland.

20. Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

21. Entire Agreement

These Terms, together with the Privacy Policy and Cookie Policy, constitute the entire agreement between you and Grynn GmbH regarding the Services and supersede all prior agreements.

22. Contact

Questions about these Terms may be directed to:

Grynn GmbH · Beringen, Schaffhausen, Switzerland · Email: contact@grynn.ch

Privacy Policy

[Last updated: 5 October 2026 · Effective from: 20 October 2026](#)

~~Last updated: 28 March 2026~~

1. Introduction

This privacy policy describes how Gryn timer GmbH ("TAPR AI", "we", "us", or "our") collects, stores, uses, shares, and processes personal information on <https://www.tapr.ch>, <https://cloud.tapr.ch>, and their subdomains (collectively, the "Website").

Gryn timer GmbH is a company registered in Beringen, Canton of Schaffhausen, Switzerland. We encourage you to read this policy alongside our Terms of Service and Cookie Policy.

2. Scope

This policy applies to personal data collected through our Website and Services. It does not cover anonymised or aggregated data, nor does it govern third-party websites, applications, or services linked from our Website. Third-party data collection is subject to their own privacy policies.

3. Information We Collect

Contact Information

Name, email address, phone number, and company name provided when you create an account, request a demo, or contact us.

Billing Information

Billing name, address, VAT/tax identification numbers. Payment card details are processed by third-party payment providers; we receive only limited information such as the last four digits, payment amount, and timestamp.

Technical Information

IP address, browser type and version, operating system, screen resolution, pages visited, referring/exit pages, visit timestamps, approximate location, and clickstream data.

Service Data

Data you upload or process through our Services, including invoices, ERP connection details, and configuration settings.

KYC Information

Where required for Peppol network access, we may collect identity verification documents and business registration details as part of our Know Your Customer (KYC) process.

4. How We Collect Information

- Directly from you: When you create an account, submit a form, book a demo, or contact us.
- Automatically: Through cookies and analytics tools when you interact with our Website (see our Cookie Policy).
- From third parties: Payment providers, ERP systems you connect, and Peppol network participants.

5. How We Use Your Information

To Provide Our Services

Processing invoices, managing your account, providing support, sending service-related communications, and fulfilling our contractual obligations.

For Legitimate Business Purposes

Improving our products and services, detecting fraud, enforcing our terms, ensuring security, and complying with legal obligations.

For Marketing

With your consent, we may contact you about products, services, and offers. You can opt out at any time via the unsubscribe link in any marketing email or by contacting us.

6. Sharing Information with Third Parties

We may share your information with:

- [Service providers \(sub-processors\): The providers listed in Section 6.1. and payment processors.](#)
- ~~Service providers: Hosting (Hetzner, Finland), analytics (PostHog), payment processors, and other providers operating under data processing agreements.~~
- Peppol network: As required for e-invoice delivery and receipt through the Peppol network.
- ERP providers: As necessary to maintain your configured integrations.
- Legal authorities: When required by law, regulation, court order, or governmental request.
- Corporate transactions: In the event of a merger, acquisition, or sale of assets, with prior notification to affected users.

We do not sell your personal data.

6.1 Sub-processors

[Provider | Purpose | Location](#)

[Hetzner Online GmbH | Hosting of the TAPR application and customer data | Finland \(EEA\)](#)

[Amazon Web Services | Offsite backups | EU](#)

[Amazon Web Services | Relay of Website form submissions | United States](#)

[Anthropic PBC | AI-powered OCR, when you use it with our providers \(see Terms, Section 6\) | United States](#)

[OpenAI, L.L.C. | AI-powered OCR, when you use it with our providers \(see Terms, Section 6\) | United States](#)

[Google LLC \(Gemini API / Vertex AI\) | AI-powered OCR, when you use it with our providers \(see Terms, Section 6\) | United States](#)

[PostHog Inc. | Cookieless Website analytics | EU](#)

[Microsoft Corporation | Demo booking \(Microsoft Bookings\) | See Microsoft's privacy statement](#)

[Grynn Advanced Pvt. Ltd. | Development and support of the TAPR application: access to customer data only on the customer's request or approval | India](#)

[If you connect your own AI provider, that provider is not our sub-processor. It processes your documents under your own agreement with it \(see Terms, Section 6\).](#)

7. Your Rights

Under the Swiss Federal Act on Data Protection (FADP) and the EU General Data Protection Regulation (GDPR), you have the right to:

- Access: Request a copy of the personal data we hold about you.
- Rectification: Request correction of inaccurate or incomplete data.
- Erasure: Request deletion of your personal data, subject to legal retention requirements.
- Data portability: Receive your data in a structured, commonly used format.
- Object: Object to processing based on legitimate interests or for direct marketing purposes.

- Restrict processing: Request temporary suspension of processing in certain circumstances.
- Withdraw consent: Where processing is based on consent, withdraw it at any time.

To exercise any of these rights, contact us at contact@grynn.ch.

8. Data Storage and Retention

Your data is hosted on Hetzner servers in Finland, within the European Economic Area. [Offsite backups are stored with Amazon Web Services \(see Section 6.1\).](#)

- Active accounts: Data is retained for the duration of your account and 180 days after termination.
- Billing records: Retained as required by Swiss tax and commercial law.
- KYC records: Retained as required by applicable anti-money laundering regulations.
- Backups: May be retained for up to six months for disaster recovery purposes.

After the applicable retention period, data is securely deleted.

9. Data Security

We implement industry-standard technical and organisational measures to protect your data, including [TLS](#) encryption in transit and ~~at rest,~~ [role-based](#) access ~~controls, and regular security assessments.~~ [controls. The measures in place are listed on our Security page.](#)

10. International Data Transfers

[Customer data is hosted in the EEA \(Finland\). Some processing takes place outside the EEA and Switzerland:](#)

- [AI-powered OCR with our providers \(Anthropic, OpenAI or Google, United States\): under each provider's data processing agreement, which includes the EU Standard Contractual Clauses and a Swiss addendum. We use a provider only once that agreement is in place.](#)
- [Relay of Website form submissions \(Amazon Web Services, United States\): under the AWS data processing addendum, which includes the EU Standard Contractual Clauses and a Swiss addendum.](#)
- [Development and support \(Grynn Advanced Pvt. Ltd., India\): access to customer data only on the customer's request or approval. We are putting a data processing agreement with the EU Standard Contractual Clauses and the Swiss addendum in place.](#)

~~Your data is processed and stored within the EEA (Finland). Where data is transferred outside the EEA or Switzerland, we ensure appropriate safeguards are in place in accordance with FADP and GDPR requirements.~~

11. Children's Privacy

Our Services are not directed at individuals under the age of 16. We do not knowingly collect personal data from children.

12. Changes to This Policy

We may update this policy from time to time. Material changes will be communicated via email or a prominent notice on our Website at least 14 days before taking effect. We encourage you to review this page periodically.

13. Contact

For questions about this privacy policy or to exercise your data rights:

Grynn GmbH · Beringen, Schaffhausen, Switzerland · Email: contact@grynn.ch