



Disclaimer

Terms of use

- After registration as a customer Capiro needs to authenticate your account. To authenticate your account, Capiro asks a transaction of 1 euro. Over your first Capiro-call Capiro subtracts this fee (1 €) on your invoice. After this 1 euro transaction has been completed our interpreter services are immediately available.
- All rates quoted by interpreters are per minute including 21% Dutch VAT (Value-added Tax).
- As long as you are in connection to the interpreter, you are charged for the language support costs of the interpreter.
- The connection costs are charged by your Telecom provider.

- Capiro handles invoices and payment requests by e-mail.
- Invoice amounts include 21% Dutch VAT (Value-added Tax).
- Capiro handles payments in the secured environment of Payment Provider Mollie.
- Delay in your payment will result in a temporary deactivation of our interpreter services till the open payment(s) are successfully completed.

- During a conversation a customer can **invite invitees to the conversation** without registration. Invitees just fill in a display name and the conversation code. During the conversation the customer sends invitees the conversation code by SMS-message, Whapp message, e-mail or telephone. Invitees copy this code in menu option "Join directly" in their opening screen of the Capiro-app. Invitees download and install the Capiro-app on beforehand to the conversation. Their usage of the Capiro-app is for free without prior registration. Invitees can't start conversations with interpreters themselves, therefore they need a full registration as a customer.

- The interpreter guarantees the privacy of the conversation participants.
- The interpreter guarantees the confidentiality, with regard to the conversation itself, the conversation content and the participants of the conversation.
- As customer / applicant you respect the privacy of your interlocutors and the interpreter, as well as the confidentiality.

Liability of Capiro Live Interpreters BV

Capiro accepts no liability for the connection failure, the connection quality, or the unexpected loss of the connection.

The electronic accounting and data processing of Capiro is, unless written evidence to the contrary, as proof. Capiro is not responsible and not liable for setting up the conversations, the conversation times, the call duration and the conversation content, as well as the content and communication about assignments between the client and the interpreter.

Privacy statement

Capiro handles carefully the personal details of interpreters and customers. The data and information might be used to execute agreements, to carry out a financial administration and to inform customers and interpreters about the Capiro services. Capiro can contact a customer directly to check the service. In addition, data and information might be used in the context of handling complaints or requests for service. Capiro does not collect and process substantive data or information directly from discussions. For more information, please refer to: www.capioliveinterpreters.com.

Customer service and questions?

If there are any questions about the use of the application, suggestions to improve the application or when you need support for example in a difference of opinion with a customer or have other questions to Capiro please contact us via info@capiolive.com

More information

For more information, please refer to: www.capioliveinterpreters.com.

Contact

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