openusersystems
USER CENTRED SOFTWARE SOLUTIONS

OUS HUB – SUBSCRIPTION TERMS

VERSION CONTROL

Item	Detail
Terms version	1.0
Effective from	27/10/2026
Issued by	Open User Systems Ltd

The version that applies to you is the one in force when you started or last renewed your Subscription. Section 11 explains how changes work, and the change log at the end lists what changed in each version.

1. ABOUT THESE TERMS

1.1 These terms are between Open User Systems Ltd, a company registered in Scotland (company number SC803008) whose registered office is at 42 Drummond Way, Bertha Park, Perth, PH1 0AQ ("OUS", "we", "us"), and the organisation that uses OUS Hub ("the Customer", "you").

1.2 OUS Hub is sold to businesses only, not to consumers. By accepting these terms you confirm you are acting for a business and are authorised to accept them on its behalf.

1.3 You accept these terms by ticking the box when you start a trial or buy a Subscription. Where one of our partners buys your Subscription for you, you accept them by installing or using OUS Hub, and the partner agrees to make you aware of them.

1.4 Where a partner buys your Subscription, the partner pays us and sets its own price to you. Sections 5 and 6 on payment then apply between us and the partner, and everything else in these terms applies between us and you.

2. DEFINITIONS

Term	Meaning
Authorised User	An individual in your organisation for whom you have bought a seat.
Business Day	Any day other than a Saturday, Sunday or bank holiday in Scotland.
Documentation	Our OUS Hub documentation at https://docs.openusersystems.com/ous-hub/, as updated from time to time.
Licensed Database	The single Odoo database URL your Subscription is registered to.
OUS Hub	Our Microsoft Outlook add-in that connects Outlook to Odoo, with its gateway and licensing services.
Subscription	Your paid right to use OUS Hub for a number of Authorised Users, billed monthly or annually.
Subscription Period	Each month or year of a Subscription, depending on how it is billed.

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3. FREE TRIAL

3.1 New customers can try OUS Hub free for 14 days. No payment details are needed. We may extend a trial on request.

3.2 During a trial, OUS Hub is provided as it is. Sections 10.1 and 10.2 on warranties do not apply to trials.

3.3 When a trial ends, OUS Hub stops working for that database unless you buy a Subscription. Nothing is charged automatically at the end of a trial.

4. YOUR LICENCE

4.1 While your Subscription is active, we grant you a non-exclusive, non-transferable right to use OUS Hub for your internal business purposes, for the number of Authorised Users you have paid for, with the Licensed Database only.

4.2 Each seat is for one named individual. You may move a seat from one person to another, for example when someone leaves, but a seat may not be shared by several people at once.

4.3 If your Odoo database URL changes, for example after a migration, contact us and we will move your licence to the new URL.

4.4 You must not:

- use OUS Hub with any database other than the Licensed Database;
- copy, modify, reverse engineer or decompile OUS Hub, except where the law allows this and cannot be excluded;
- resell, sublicense or rent OUS Hub to anyone else; or
- try to get around licence checks or use OUS Hub for more users than you have paid for.

4.5 We, or our licensors, own OUS Hub and all rights in it. You own your data, including everything in your Odoo database and your mailboxes.

5. SUBSCRIPTIONS, PAYMENT AND RENEWAL

5.1 Prices are those published on our website when you buy or renew. Monthly and annual billing are both available. Annual Subscriptions are paid in advance for the year.

5.2 We are not registered for VAT and charge no VAT. If we become registered, VAT will be added at the rate then applying.

5.3 Your Subscription renews automatically at the end of each Subscription Period, and we take payment using the method you gave us, until you cancel under section 6. For annual Subscriptions, we will remind you by email at least 30 days before each renewal.

5.4 You can add Authorised Users at any time. Additional users are charged pro rata for the rest of the current Subscription Period. Reductions take effect from the next renewal.

5.5 If a payment fails, we will retry it and tell you. If it is still unpaid 7 days after it was due, we may suspend OUS Hub until it is paid.

6. CANCELLING, SUSPENSION AND ENDING

6.1 You can cancel at any time, from your billing account or by emailing us. Cancellation stops the next renewal. OUS Hub keeps working until the end of the Subscription Period you have paid for.

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6.2 We do not refund fees for a Subscription Period that has started, unless these terms or the law say otherwise.

6.3 We may suspend or end your Subscription by email if you materially breach these terms and do not put it right within 14 days of being asked to, or straight away if you breach section 4.4 or become insolvent.

6.4 We may stop offering OUS Hub by giving at least 90 days' notice. If we do, we will refund any fees you have paid for the period after it stops.

6.5 When your Subscription ends, OUS Hub stops working. Your data in Odoo and Outlook is not affected, because we never hold it. We delete your licence record within 90 days unless we need to keep it for accounting or legal reasons.

7. SUPPORT AND UPDATES

7.1 Support is by email to support@openusersystems.com. We aim to respond within 2 Business Days. If a partner bought your Subscription, contact them first; they will escalate to us where needed.

7.2 We update OUS Hub from time to time to fix faults, improve security and add features. Because it is a web add-in, updates reach you automatically. We will not make an update that materially reduces the core features you are paying for during your current Subscription Period.

7.3 We will tell you in advance where we can about planned work that could affect the service.

8. MICROSOFT AND ODOO

8.1 OUS Hub depends on Microsoft Outlook and Microsoft 365, on Odoo, and on Cloudflare's network. We do not control these platforms.

8.2 We support the Odoo versions and Outlook clients listed in the Documentation. If Microsoft or Odoo changes or withdraws something OUS Hub relies on, we will use reasonable endeavours to adapt, but we cannot guarantee that every feature will continue to work.

8.3 If a platform change means we can no longer provide a core feature, we will tell you. You may then cancel and receive a pro rata refund for the unused part of your Subscription Period.

9. DATA PROTECTION

9.1 How OUS Hub handles data is described in the Hosting and Data Privacy section of the Documentation. In short: email content and contact details pass through our gateway to your Odoo database but are not stored or logged; your Odoo API key stays in your own Outlook settings; and our licensing database holds only your company name, database name and URL, numeric Odoo user IDs and subscription status.

9.2 For personal data that passes through OUS Hub on your behalf, you are the controller and we are your processor. We will:

- process it only to provide OUS Hub, on your documented instructions, which are these terms and your use of OUS Hub;
- make sure anyone processing it for us is bound by confidentiality;
- keep appropriate technical and organisational security measures in place;
- use only the sub-processors listed in the Documentation, currently Cloudflare, and tell you at least 30 days before adding or replacing one so you can object;

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- help you, where reasonable, to respond to requests from individuals and to meet your own security and breach obligations;
- tell you without undue delay if we become aware of a personal data breach affecting your data;
- delete any of your personal data we hold when your Subscription ends, unless the law requires us to keep it; and
- give you the information reasonably needed to show we meet these obligations.

9.3 OUS Hub's gateway runs on Cloudflare's global network, so data in transit may be handled outside the UK. Cloudflare's Data Processing Addendum sets out the safeguards that apply to those transfers.

9.4 For your billing and account details, we are the controller. Our privacy notice is at https://openusersystems.com/privacy-policy

10. WARRANTIES AND LIABILITY

10.1 We will provide OUS Hub with reasonable skill and care, and it will work materially as described in the Documentation.

10.2 If it does not, tell us and we will fix the fault within a reasonable time. If we cannot, you may cancel and receive a pro rata refund for the unused part of your Subscription Period. This is your sole remedy for a breach of section 10.1.

10.3 Apart from section 10.1, OUS Hub is provided without other warranties. We do not promise it will be uninterrupted or error-free.

10.4 Nothing in these terms limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be limited by law.

10.5 Neither of us is liable for indirect or consequential loss, or for loss of profit, revenue, business, goodwill or data.

10.6 Our total liability to you under these terms is limited to the fees paid for your Subscription in the 12 months before the claim arose.

11. CHANGES TO THESE TERMS AND PRICES

11.1 We may update these terms by publishing a new version. A new version applies to you from your next renewal after it is published, and we will tell you about material changes by email at least 30 days before they apply.

11.2 We may change our prices. A price change applies from your next renewal, and we will give you at least 30 days' notice by email.

11.3 If you do not accept a change, you can cancel before it applies under section 6.1.

12. GENERAL

12.1 Notices are sent by email: to you at your billing email address, and to us at support@openusersystems.com.

12.2 You may not transfer your Subscription without our written consent. We may transfer these terms to anyone who takes over our business, by telling you.

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12.3 Neither of us is liable for delay or failure caused by events beyond our reasonable control, including outages of platforms we rely on.

12.4 These terms are the whole agreement between us about OUS Hub. If any part is found unenforceable, the rest continues to apply.

12.5 No one other than you and us has any right to enforce these terms, under the Contract (Third Party Rights) (Scotland) Act 2017 or otherwise.

12.6 These terms are governed by the law of Scotland, and the Scottish courts have exclusive jurisdiction.

CHANGE LOG

Version	Date	Changes
1.0	27/10/2026	First issue.

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