# Vikunja Cloud Terms of Service

*Last updated: November 9, 2026*

These Terms of Service (“Terms”) govern your use of Vikunja Cloud at vikunja.cloud and app.vikunja.cloud (the “Service”).

If you have any questions about these Terms, contact us.

## 1. Who We Are and What These Terms Cover

Vikunja Cloud is provided by:

Konrad Langenberg Software
Willy-Brandt-Allee 31A
23554 Lübeck
Germany

Email: support@vikunja.io

Phone number: +49 451 - 62068099

This email address is also our single point of contact for users, authorities, and anyone else who wants to reach us about content on the Service. We communicate in English and German.

These Terms cover:

- Your Vikunja Cloud account at vikunja.cloud
- The hosted Vikunja instance at app.vikunja.cloud and the data you store there
- The Personal, Organization, and Family subscription plans
- Enterprise subscriptions, unless and to the extent an individually negotiated agreement between you and us provides otherwise

The following documents form part of the contract:

- The Privacy Policy
- For Consumers, the Withdrawal Information
- For Business Customers, the Data Processing Agreement (section 14)

These Terms do **not** cover:

- **The Vikunja software itself.** The software is licensed under the GNU Affero General Public License v3 (AGPLv3). Nothing in these Terms restricts, conditions, or modifies your rights under that license, including your right to obtain the source code and run Vikunja yourself.
- **Vikunja Pro**, the license offering for self-hosted instances, which is a separate offering with its own terms.

## 2. Consumers and Business Customers

You are a **Consumer** if you are a natural person entering into this contract for purposes that are predominantly outside your trade, business, or profession (§ 13 of the German Civil Code, BGB). Otherwise you are a **Business Customer** (§ 14 BGB).

Most of these Terms apply equally to both. Where a clause applies to only one group, it says so.

## 3. What You Are Buying

A Vikunja Cloud subscription is a **hosted service**. For the duration of your subscription, we provide:

- Access to Vikunja at app.vikunja.cloud for you and, depending on your plan, the members of your organization
- Storage for your projects, tasks, and attachments within the limits of your plan
- The account area at vikunja.cloud for managing your subscription and organization
- Support as described in section 15

Every subscription also funds the continued development of Vikunja as an open-source project.

## 4. Your Account

To use the Service you need an account. You must provide accurate information when registering, keep it up to date, and keep your credentials confidential. You are responsible for everything that happens through your account. If you suspect unauthorized access, tell us immediately. We recommend enabling two-factor authentication in your account settings.

You must be at least 18 years old to subscribe. If you are younger, you may only use the Service with the consent of a parent or legal guardian, who is then responsible for your use.

Accounts are personal. Each account belongs to one natural person and may not be shared. If several people need access, use an Organization or Family plan.

## 5. Plans

The available plans, their features, their limits, and their prices are shown on the pricing page and at checkout. Currently:

- **Personal**: one user account.
- **Organization**: an organization with any number of members, billed per seat. A **seat** is a member of your organization; the organization owner counts as a seat.
- **Family**: an organization of up to five members for one flat fee. The Family plan is intended for private household use by individuals only and may not be used for business purposes.

Plan limits — in particular the number of members and the attachment storage included — are shown on the pricing page. We may change these limits for new subscriptions at any time; for your existing subscription, section 16 applies.

**Enterprise** subscriptions are set up and invoiced individually. These Terms apply to them unless the individual agreement provides otherwise.

## 6. Organizations

Organization and Family plans create an organization. The person who subscribes is the **organization owner**, our contract partner, and the person who pays. Members join by accepting an invitation; invitations expire after seven days. Each account can belong to one organization at a time.

Members access the Service through the owner’s subscription. If a member had a personal subscription of their own, it is cancelled when they join the organization, and they are billed through the organization from then on. Any unused prepaid time on the cancelled personal subscription is reimbursed pro rata.

On the Organization plan, your seat count follows your member count. Adding or removing members changes your subscription quantity; the difference is prorated for the remaining billing period and settled with your next invoice.

The owner can remove members at any time; removed members lose access to the organization’s Vikunja workspace. The owner may appoint admins who can manage members on the owner’s behalf. The owner remains responsible for compliance with these Terms by all members.

## 7. Free Trial

New subscriptions start with a free trial of 14 days. A payment method is required to start the trial; you are not charged during the trial. **When the trial ends, your subscription converts to a paid subscription and the first billing period is charged automatically**, unless you cancel before the trial ends. We remind you by email before the trial ends.

The trial is limited to one per customer. Upgrading from one plan to another does not start a new trial.

## 8. Payment

Payment is processed by Stripe. Prices are in euros; applicable taxes are calculated at checkout based on your location. Subscriptions are billed in advance for the selected billing period. You receive an invoice from us for every payment.

If a payment fails, we retry it and notify you. If payment does not succeed within a reasonable time, we may suspend your access until the outstanding amount is paid, and ultimately terminate your subscription under section 17.

Promotion codes may be used only in accordance with the conditions under which they were issued.

## 9. Term, Renewal, and Cancellation

The initial term of your subscription is the billing period you select at checkout (one month or one year).

**If you are a Consumer:** After the initial term, your subscription continues for an indefinite period and you can cancel it at any time with one month’s notice. Your subscription ends one month after we receive your cancellation, or at the end of the initial term if that is later.

**If you are a Business Customer:** Your subscription renews for successive periods equal to your billing period unless you cancel with effect from the end of the current period.

You can cancel in the billing portal, which you reach from your account or from the settings in Vikunja. Consumers can also cancel using the cancellation button at vikunja.cloud/cancel after logging in. We confirm every cancellation by email, stating the date on which your subscription ends.

We may terminate your subscription ordinarily with at least the notice periods that apply to you, and never with effect before the end of a period you have already paid for.

**When your subscription ends and what you get back** depends on how it ends:

| How it ends | When access ends | Prepaid, unused time |
|---|---|---|
| Ordinary cancellation by you or us | On the end date stated in the confirmation | Reimbursed pro rata |
| Withdrawal (Consumers, section 11) | When we receive your withdrawal | Reimbursed, less the share for the service used until then |
| Termination for cause by us (section 17) | Immediately, or after the remedy period | Not reimbursed, unless the termination was our fault |
| Account deletion by you (section 20) | Immediately | Not reimbursed; cancel first if you want to use the paid period |

Section 19 describes what happens to your data in each case.

## 10. Prices, Price Changes, and Free Access

The prices shown at checkout apply.

We may change the price of your existing subscription, for example when the costs of providing the Service change or when the Service has grown. If we do, we will notify you by email at least six weeks in advance, stating the new price and the date from which it applies. That date is always the start of a billing period, and never within a period you have already paid for.

The new price only applies if you accept it; we will give you a simple way to do so in the notification. If you have not accepted the new price by the date it takes effect, your subscription ends on that date. Until then, the old price applies. Price changes never apply retroactively.

Discounts and free access — whether by promotion code, individual invitation, or otherwise — are voluntary, granted individually, and do not create an entitlement for future periods. We may end free access with reasonable notice by email.

## 11. Withdrawal and Refunds

**Consumers have a statutory right of withdrawal** for 14 days from the day the contract is concluded. The details, the model withdrawal form, and the consequences are set out in the Withdrawal Information, which you receive before you subscribe and again with your confirmation email. If the service has already started at your request when you withdraw, you pay only for the part used until then in accordance with § 357a II BGB; during the free trial that is nothing.

Your other statutory rights — warranty rights and the pro-rata reimbursements described in these Terms — also remain fully intact.

In addition, if you forgot to cancel and were charged when your trial converted to a paid subscription, you can ask us for a full refund of that first charge within 14 days of the charge. We will refund it and cancel the subscription, no questions asked. This applies to the first charge after the trial only.

Beyond that, we do not operate a voluntary refund program; the free trial is there so you can try Vikunja Cloud before paying.

## 12. Availability, Maintenance, and Backups

We aim for high availability and operate the Service with care, but we do not guarantee a specific uptime. Maintenance that requires downtime is scheduled outside typical working hours where possible and announced in advance where possible. Outages caused by circumstances outside our control — network failures, attacks, force majeure — can happen.

We take regular backups of the Service for disaster recovery. These backups protect against loss of the whole system; they are not a versioned archive of your individual data, and we cannot restore individual items you deleted. Vikunja offers an export of your data in the settings; use it if you want your own copy.

Your statutory rights remain unaffected.

## 13. Your Content, Acceptable Use, and Content Moderation

Everything you store in Vikunja — projects, tasks, comments, attachments — remains yours. We claim no rights to it. You grant us only the technical license needed to operate the Service: to store, transmit, back up, and display your content to you and to the people you share it with.

You are responsible for your content and how you use the Service. You must not:

1. store or share content that is illegal, infringes the rights of others, or that you have no right to use;
2. use the Service to send spam or unsolicited messages, or to harass others;
3. attempt to gain unauthorized access to the Service, other accounts, or our infrastructure, or to disrupt their operation;
4. circumvent plan limits, share an account, or manipulate billing;

5. use the Service for anything other than task and project management — for example as general file hosting, a backup target, or a content delivery mechanism.

**Fair use.** Where a plan describes something as unlimited, this means we do not impose a fixed number. It does not mean the Service is meant for usage far outside what a person or team uses for managing tasks. If your usage is so far above typical that it affects the Service for others, we will contact you first to find a solution.

**How we moderate.** We do not monitor your content and use no automated content filtering or automated decision-making. We act only when we receive a notice or become aware of a problem otherwise, and every decision is made by a person.

**Reporting content.** Anyone can report content they consider illegal by emailing support@vikunja.io. To let us act on it, include: why you consider the content illegal, where it is (a link or a precise description), your name and email address, and a statement that you believe your report is accurate and complete. We confirm receipt, review the report without undue delay, and inform you of our decision and how you can challenge it.

**What we may do, and how you learn about it.** If content violates the law or these Terms, we may remove or block that content, restrict your account, or terminate under section 17 — always choosing the least severe measure that resolves the problem. We inform you by email at the latest when we take the measure, stating what we did, why, whether it was based on a legal or a contractual ground, and how you can respond. The only exception is where the law prevents us from telling you.

**Challenging a decision.** If you disagree with a decision — whether your content was removed or your report was rejected — reply to our email or write to support@vikunja.io. A person will re-examine the decision and answer you. Your right to go to court remains unaffected.

## 14. Data Protection and Data Location

How we process personal data is described in our Privacy Policy.

The Service runs on infrastructure located in Germany and France and is subject to the law of the European Union and its Member States. We only disclose data to authorities where a valid legal basis under EU or Member State law obliges us to; the measures we take against other access requests are described in the Privacy Policy.

**Business Customers** who store personal data of others in Vikunja act as controllers and we as their processor. The Data Processing Agreement under Art. 28 GDPR is part of the contract

between us; it is concluded when you subscribe, without further action. Business Customers may instruct us to delete their data at any time after the subscription ends, ahead of the retention period in section 19.

## 15. Support

Support is provided per plan as described on the pricing page — currently email support, or priority email support for Organization plans.

We usually respond within three business days (Monday to Friday, excluding public holidays in Schleswig-Holstein, Germany); priority requests are handled first. These response times are targets, not guarantees. Support covers your account, your subscription, and reasonable questions about using the Service; it is not a general consulting service. Community channels such as the Vikunja community forum are not part of the support we owe you.

## 16. Changes to the Service

We continuously develop Vikunja and Vikunja Cloud. We may change the Service beyond what is needed to keep it working as agreed for the following reasons: to keep it secure, to comply with the law or a court or regulatory decision, to prevent abuse, to adapt it to a changed technical environment (such as new browser, operating system, or infrastructure requirements), to improve interoperability, or to improve or add features. Changes never cost you extra.

We inform you about changes clearly. If a change impairs your access to the Service or its usability more than insignificantly, we notify you by email a reasonable time in advance.

**If you are a Consumer:** You may terminate your subscription free of charge within 30 days of receiving that notification or of the change taking effect, whichever is later, unless we let you keep using the Service without the change at no extra cost. Any prepaid fees for the time after termination are reimbursed pro rata.

**If you are a Business Customer:** If a change materially reduces the core features or limits included in your plan, we will notify you by email at least six weeks in advance, and you may terminate your subscription with effect from the date the change takes effect. Any prepaid fees for the time after that date are reimbursed pro rata.

## 17. Suspension and Termination for Cause

We may suspend your access or terminate your subscription for cause if you materially breach these Terms, in particular by:

- Violating the acceptable use rules in section 13
- Sharing an account, circumventing plan limits, or manipulating billing
- Not paying despite reminders (section 8)
- Attacking or disrupting the Service or our infrastructure

Except in severe cases, we will first notify you by email, name the violation, and give you at least 14 days to remedy it. Only if the violation continues or recurs will we terminate. In severe cases — illegal content, attacks on our infrastructure, deliberate billing fraud — we may suspend access immediately; we will notify you with reasons on the same day. Section 13 describes what that notification contains and how you can challenge it.

The right of both parties to terminate for good cause under statutory law remains unaffected.

## 18. Switching Provider and Taking Your Data With You

You can leave Vikunja Cloud at any time and move to another provider or to your own server — Vikunja is open source, so you can run the same software yourself.

**What you can take with you.** Everything you stored: your projects, tasks, and all related data, including comments, attachments, labels, filters, teams, and settings. Vikunja's data export in the settings gives you all of this as a ZIP archive containing a JSON file and your attachment files; the same data is reachable through the Vikunja API in JSON. The data structures and formats are documented at vikunja.io/docs. Nothing of yours is excluded. What you cannot take is our own software configuration and infrastructure, which are not your data.

**How switching works.**

- Cancel your subscription as described in section 9; there is no separate notice period for switching beyond that, and never more than two months.
- Export your data yourself at any time while your subscription runs, including during the notice period. The export runs in the background and is usually available within minutes; we guarantee that it completes within 30 days of your request.
- After your subscription ends, your data stays retrievable for the retention period in section 19 — at least 30 days, currently six months — on request by email.
- Switching is free of charge. We help by email if the export does not work for you.
- Once you confirm that you have everything, or once the retention period ends, we delete your data as described in section 19.

Your subscription continues to work normally throughout; we do not restrict the Service because you are leaving.

## 19. When Your Subscription Ends

When your subscription ends — by ordinary cancellation, withdrawal, termination for cause, or non-payment — your access to app.vikunja.cloud is disabled on the end date determined under section 9.

Your data is not deleted right away. We keep it for **six months** after your subscription ends. During that time you can:

- resubscribe and pick up where you left off, or
- ask us for an export of your data (section 18), or
- ask us to delete your data earlier.

After six months, your Vikunja data and your Vikunja Cloud account are deleted permanently. You can also delete your account yourself at any time (section 20). Records we must keep under commercial and tax law, such as invoices, are retained for the statutory periods as described in the Privacy Policy.

## 20. Account Deletion

You can delete your Vikunja Cloud account at any time in your account settings. Deleting your account cancels your active subscription and permanently deletes your Vikunja data, including all projects, tasks, and attachments. Deletion is immediate and irreversible. Export your data first if you want to keep it.

If you want to keep using the Service until the end of a period you have already paid for, cancel the subscription first and delete your account after that period ends. Statutory reimbursement rights of Consumers remain unaffected.

Organization owners must remove all members before deleting their account; members must be removed from the organization by the owner or an admin first.

## 21. Warranty

Your statutory warranty rights apply to the services we owe you under these Terms.

## 22. Liability

We are liable without limitation for damage caused intentionally or by gross negligence, for injury to life, body, or health, under the German Product Liability Act, and to the extent we have expressly assumed a guarantee.

In cases of simple negligence, we are otherwise liable only for the breach of essential contractual obligations — obligations whose fulfilment makes the proper performance of the contract possible in the first place and on whose fulfilment you may regularly rely — and only up to the amount of the damage that is foreseeable and typical for contracts of this kind.

**For Business Customers, additionally:** the foreseeable, contract-typical damage is capped at the total fees attributable to your subscription in the twelve months preceding the event giving rise to liability. Liability for lost profits is excluded. In the event of data loss, our liability is limited to the cost of restoration that would have been incurred with proper, regular backups on your side, such as the export described in section 18. Claims under this section — other than those covered by the first paragraph — become time-barred twelve months after the statutory limitation period begins.

Any further liability is excluded.

## 23. Changes to These Terms

Changes to these Terms and Conditions generally require your consent. We may, in exceptional circumstances, amend these Terms and Conditions without your consent,

1. where we are obliged to do so as a result of a change in the legal situation;
2. where we are thereby complying with a court judgement or an administrative decision against us;
3. insofar as we introduce additional, entirely new services that do not alter the existing contractual relationship to your disadvantage;
4. if the amendment is solely to your advantage; or
5. if the amendment is purely technical or procedural in nature and has no material impact on you.

Notification is only required in the event of material amendments. Changes are considered material if they would significantly alter the contractual relationship to your disadvantage or would be equivalent to the conclusion of an entirely new contract. These include, for example, provisions regarding the nature and scope of the main service or the contract term and termination conditions.

For changes requiring your consent, we shall give you the opportunity to consent six weeks in advance. If you refuse to give your consent, we may terminate the contract.

Changes to prices are governed exclusively by section 10, and changes to the service by section 16.

Amendments to the terms of the contract within the meaning of this section 23 are exempt from the requirement for written form set out in section 26. They shall apply retrospectively to existing contracts entered into in accordance with these terms of contract.

## 24. Assignment

We may transfer this contract to a legal entity that continues our business (for example, in the course of a change of legal form). We will notify you of such a transfer in advance by email, and you may terminate your subscription with effect from the date of the transfer.

## 25. Governing Law and Jurisdiction

These Terms are governed by German law. If you are a Consumer and habitually reside in another country, the mandatory consumer protection provisions of that country remain unaffected.

If you are a merchant, a legal entity under public law, or a special fund under public law, the exclusive place of jurisdiction is Lübeck, Germany.

We are neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board (§ 36 VSBG).

## 26. Final Provisions

Should individual provisions of these Terms be or become invalid, the validity of the remaining provisions remains unaffected. Any invalid or unenforceable provisions are replaced by valid and enforceable provisions whose effects most closely approximate the economic objective which the contracting parties sought to achieve through the invalid or unenforceable provisions. This applies accordingly in the event that the contract proves to be incomplete.

The contract language is English. There are no verbal side agreements.

Unless otherwise specified in the aforementioned provisions, amendments, additions and ancillary agreements to contracts covered by these terms must be in writing to be valid. The requirement for the written form also applies to any waiver of this requirement. For the purposes of complying with

the written form requirement in all matters relating to the contract, transmission by telecommunications means is sufficient; see § 127 II BGB.