

Terms and Conditions

Effective Date: 11-05-2025

Website: www.enquete.com

Company: Research Link

These Terms and Conditions govern your access to and use of Enquete.com's services and products, including the Enquete.com website and all features associated with it. By using Enquete.com's services, you agree to be bound by these Terms. If you do not agree, you must discontinue use immediately.

The Terms incorporate the [Privacy Policy](#) and the [Data Processing Agreement](#), and are subject to change. We will notify users by email at least 10 days in advance of any major update.

1. Definitions

- **"You" / "User"** refers to the individual or organization using Enquete.com.
 - **"We" / "Enquete" / "Us"** refers to Research Link, a company registered in the Netherlands.
 - **"Account"** means the user registration within Enquete.com.
 - **"Survey"** refers to questionnaires created through our platform.
 - **"Respondent"** means any person answering a survey.
 - **"Third Party"** refers to any entity not owned or controlled by Enquete.
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2. Services Provided

2.1 Free Services

Basic survey creation tools are available free of charge.

2.2 Premium Services

Paid plans include advanced features. Pricing and features are detailed on our [Plans & Pricing](#) page.

3. Subscriptions & Payments

3.1 Billing

All fees are listed excluding VAT. Payment processors include Stripe and others as specified at checkout.

3.2 Renewal

Subscriptions renew automatically (monthly or annually). You can disable auto-renewal via your account settings.

3.3 Cancellation & Deletion

You may cancel your subscription at any time. Data is retained for 30 days post-expiration, after which it is permanently deleted.

3.4 Refund Policy

Refunds are granted only:

- Within 14 days of first purchase if no premium features were used.
 - For duplicate charges.
 - For technical issues unresolved within 10 business days.
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4. Acceptable Use

You agree not to:

- Post illegal, abusive, or defamatory content.
- Misrepresent your identity or affiliation.
- Use spam or bots to distribute your surveys.
- Circumvent subscription feature limits.

Violations may lead to account suspension or legal action.

5. User Responsibilities

- Maintain confidentiality of login credentials.
 - Keep account and payment info up to date.
 - Ensure compliance with privacy laws when collecting respondent data.
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6. Intellectual Property

All content on Enquete.com belongs to Research Link or its licensors. Users may not copy or reuse content without permission.

7. Data Protection

We comply with the GDPR and other applicable data protection laws. See our Privacy Policy and Data Processing Agreement for more information.

8. Role of Controller and Processor

- You are the controller of any personal data collected via your surveys.
- Enquete acts as your data processor and stores your respondent data securely in the EEA.

9. Termination

We may suspend or terminate accounts that violate these Terms. You can also terminate your account at any time.

10. Liability & Disclaimer

Enquete is not liable for:

- Data loss or corruption
- Errors or interruptions in service
- Actions of third-party processors
- Content posted by users

Services are provided "as is" without warranties of any kind.

11. Digital Services Act Compliance (DSA)

Enquete complies with Regulation (EU) 2022/2065.

To report illegal content or DSA-related inquiries, contact:

Email: support@enquete.com

Automated moderation may be used to detect violations. Users will be notified of any enforcement actions taken under the DSA.

12. Feedback

We welcome your feedback and suggestions. Please email support@enquete.com with any ideas to improve our services.

13. Governing Law

These Terms are governed by Dutch law. Any dispute shall be submitted to the courts of the Netherlands, unless otherwise required by EU law.

14. Contact Information

Enquete B.V.

Email: support@enquete.com

Chamber of Commerce Number: 69727341