Basic plan terms

Version of 2 November 2026

1. Who provides the service

Josep Maria Bella, sole trader, domiciled in Sabadell · info@waystosecure.com (hereinafter, "WaystoSecure"). For formal notices, write to this email address; the full tax details appear on the invoice and we will give them to you on request.

2. This document

This document contains the terms that govern your plan. You must accept them before you take out the plan (for the Basic plan, when you create your account): the portal shows you the full text, you mark it as read and accepted, and you can download it as a PDF. We record which version you accepted, when, and from which IP address, and you can always download it again under "My plan" in the portal.

If the terms change, we publish a new version, dated at the top, and the next time you log in to the portal we will show it to you for acceptance. Until you accept it, in the portal you will only be able to read it, cancel your subscription, close your account or log out. Corrections that do not change anything you have contracted (a typo, for example) do not require a new acceptance.

What the website and the portal say about what each plan includes forms part of these terms. If you take out a different plan, that plan's terms apply, and you will accept them before paying.

3. The Basic plan

The Basic plan monitors a single email address (your account's, or another one you confirm) against known leaks, every week, and alerts you if it appears in one. It has no cost and no commitment. You can close your account whenever you wish (section 8). WaystoSecure may modify or withdraw the Basic plan by notifying you by email 30 days in advance.

WaystoSecure's services are **obligations of means, not of result**: monitoring reduces risk and shortens reaction time, but no provider can guarantee the complete absence of incidents. If you later want the Radar, you will accept its terms before paying.

4. Orders ("We do it for you")

Orders are tasks that a WaystoSecure technician carries out for you, one at a time, at a fixed price shown on the page of each order, plus VAT, which is locked in at the time of purchase. Which orders you can place depends on your plan, as shown on each order's page. Payment is made in advance on Stripe's secure page; if you close the payment page without paying, no charge is made and the request expires after 24 hours.

A technician picks up the order within **2 working days** of payment and writes to you at every change of status; you can follow it under "My orders". If we need something from you to do the work (for example, a change to your DNS), we will ask you for it and the order will wait for your reply. **We will never ask you for passwords**: when your accounts or your DNS need to be changed, you will do it yourself following our instructions or in a screen-sharing session.

Orders are charged for the work, not the result. Whether a fake domain goes down, a blocklist removes your IP or an email provider delivers your messages to the inbox depends on third parties we do not control, and we do not guarantee it. We never pay third parties for express "takedowns" or "removals". For the takedown of a fake domain, if the domain becomes active again within 90 days of the case being closed, we reopen it at no cost.

Refunds. We refund the full amount if we have not yet started the work, or if at the first review we find that it cannot be done (for example, because the reported domain is not malicious). Once the work has started, it is not refunded. Refunds are made to the same card, through Stripe.

Your statements. To report a domain or request its takedown, you declare that the domain is not yours and that you have not authorised it. Reporting a legitimate domain by mistake can have legal consequences: that is why no report is automatic and a technician always checks it first. If the statement were false, you are liable for any resulting damage.

If you are a consumer. When placing an order, you expressly request that the work begin within the 14-day withdrawal period and you acknowledge that, once the work has been completed, you lose the right of withdrawal.

If you withdraw before the work is completed, you will be refunded the amount less the proportional part of the work already done.

5. Third-party sources

Monitoring draws on third-party information sources (leak databases, domain registries, blocklists, reputation services). If a source changes its terms, stops working or ceases to be available, WaystoSecure may replace it with an equivalent one or withdraw the function that depends on it, notifying you in advance where possible, without this giving rise to any refund as long as the service as a whole is maintained.

6. Your obligations

You verify only assets that are your own or for which you hold authorisation, and you are responsible for that authorisation; you safeguard your credentials and make lawful use of the service. The email addresses you add to monitoring must be yours or belong to people who have consented: each address receives a message to confirm it. If you delegate the `mta-sts` subdomain of your domain to us so that we host the MTA-STS policy, you can withdraw the delegation whenever you wish; when we stop hosting it, we publish a neutral policy ("none") for 30 days before removing it. Leaked passwords in clear text can only be opened with your portal password: WaystoSecure cannot read or recover them; if you lose your password, that content is no longer accessible. WaystoSecure may suspend the service in the event of fraudulent use or use contrary to these terms, notifying you in advance where possible.

7. Availability and liability

Availability. The service runs continuously, but we do not guarantee that it will be available at all times: there may be interruptions for maintenance or for reasons beyond our control (providers, network, third-party sources). When an interruption is planned, we try to let you know in advance.

Liability. WaystoSecure is liable for damage caused by wilful misconduct or gross negligence. In all other cases, and to the extent permitted by law, its liability for any claim relating to the service is limited to the amount you have paid for it during the 12 months before the event giving rise to the claim, and does not include indirect damage or loss of profit. WaystoSecure is not liable for incidents that the monitoring does not detect, for those caused by third parties, or for the decisions you make with the information we give you. If you are a consumer, this limitation does not affect the rights the law grants you.

8. Account deletion

You can delete your account from "My account › Close your account", confirming with your password. Deletion is immediate: we stop monitoring you, your access is closed and, if you have an active subscription, **it is cancelled at once without refund of the part of the cycle already paid**. If you change your mind, you have 7 days to write to us and stop it. What happens to your data is described in the Privacy policy, section "Retention and erasure".

9. Right of withdrawal

The Basic plan is free of charge. If you are a consumer and place an order, what applies is set out in section 4.

10. Data protection

The processing of personal data is governed by the Privacy policy.

11. Law, language and notices

These terms are governed by Spanish law. If you are a consumer, you may bring proceedings before the courts of your place of residence. If you contract as a business or professional, the parties submit to the courts of WaystoSecure's place of business.

Language. These terms are published in Catalan, Spanish and English, and you accept those in your language. All three say the same; in the event of any discrepancy, the Catalan version prevails.

Notices. We write to you at your account's email address, and notices that affect the service also appear in the portal. For any formal notice, write to info@waystosecure.com.

Fingerprint (SHA-256) of the text: a2b4f3493b0921c6029e4a8f88bc425dafca639cb27c60b9ef4afc9397fdf3af