

# Terms of Service – Streamio Subtitling Service

Svenska användarvillkor följer de engelska versionen

**Effective Date:** 2025-09-05

**Service Provider:** Rackfish AB

**Contact:** [support@rackfish.com](mailto:support@rackfish.com)

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## 1. Service Description

Streamio is a free subtitling service provided by Rackfish AB (“we,” “us,” “our”). The service allows users to upload video content and receive automated subtitles and transcriptions.

## 2. Acceptance of Terms

By using our service, you (“user,” “you”) agree to these Terms of Service and confirm that you have read and understood them. These terms are governed by Swedish law and comply with the General Data Protection Regulation (GDPR).

## 3. Content Requirements and Restrictions

### 3.1 Rights to Content

- You must have all necessary rights to any content you upload to our service.
- You represent and warrant that you own or have obtained proper licenses for all uploaded content.

### 3.2 Prohibited Content

You may not use this service for illegal or immoral content, including but not limited to:

- Pornographic content
- Violent content
- Content that incites hatred or discrimination
- Content you do not have rights to, including copyrighted films, series, or other media owned by third parties
- Content that violates Swedish law or applicable international laws

### 3.3 Content Monitoring

In accordance with the Swedish Electronic Bulletin Board Act (BBS Act 1998:112), we reserve the right to monitor uploaded content. Content violating these terms may be:

- Flagged for analysis
- Reported to relevant authorities
- Retained for investigation purposes as legally required

## 4. Service Provision

### 4.1 Free Service

- This service is provided free of charge.
- We provide no guarantees regarding service availability, accuracy, or performance.
- Service may be interrupted or discontinued at any time without notice.

### 4.2 Technical Infrastructure

- Service is provided exclusively using equipment owned by Rackfish AB.
- All processing occurs in our own datacenters within Sweden.
- We do not use third-party cloud providers from countries with inadequate privacy protections.

## 5. Marketing Communications and Consent

### 5.1 Marketing Email Agreement

By using our free service, you agree to receive marketing emails from us. This agreement serves dual purposes under Swedish law:

- **Marketing Act (2008:486):** Consent for marketing communications via email
- **GDPR:** Legal basis for processing your personal data for marketing purposes

### 5.2 Opt-Out Rights

- You may unsubscribe from marketing emails at any time.
- Every marketing email will contain a clear unsubscribe link.

## 6. Data Processing and Privacy

### 6.1 Legal Basis for Data Processing

We process your personal data based on:

- Your consent for marketing communications (Article 6(1)(a) GDPR)
- Legitimate interests for service provision (Article 6(1)(f) GDPR)
- Legal obligations under Swedish law (Article 6(1)(c) GDPR)

### 6.2 Data Usage Authorization

By using our service, you authorize us to:

- Analyze uploaded content for the purpose of generating subtitles and transcriptions
- Process your personal data for order fulfillment
- Use aggregated, non-personal data for service improvement and marketing analysis

### 6.3 Data Sharing and Third-Party Access

- We will not share your data with any third parties
- All data processing is conducted exclusively by Rackfish AB personnel
- No external service providers have access to your personal data or uploaded content

## 7. Data Retention and Deletion

### 7.1 Automatic Deletion

Uploaded videos and generated subtitles are automatically deleted upon completion of transcription within 24 hours of processing completion from the subtitling system. For urgent removal, contact [support@rackfish.com](mailto:support@rackfish.com).

### 7.2 Expedited Removal

- For faster content removal, contact [support@rackfish.com](mailto:support@rackfish.com)
- We will process removal requests as quickly as technically feasible

### 7.3 Legal Retention

Content conflicting with these terms may be retained longer than standard periods if:

- Flagged for legal analysis
- Required for reporting to authorities
- Subject to legal preservation obligations

## 8. User Rights Under GDPR

You have the right to:

- Access your personal data
- Rectify inaccurate data
- Request erasure of your data
- Restrict data processing
- Object to data processing
- Data portability
- Withdraw consent at any time
- Lodge complaints with the Swedish Authority for Privacy Protection (IMY)

To exercise these rights, contact [support@rackfish.com](mailto:support@rackfish.com).

## 9. Liability and Disclaimers

### 9.1 Service Limitations

- Service is provided “as is” without warranties.
- We disclaim all liability for service interruptions, data loss, or inaccuracies.
- Users assume full responsibility for their uploaded content.

### 9.2 User Liability

You are solely responsible for:

- Ensuring you have rights to uploaded content
- Compliance with applicable laws
- Any consequences arising from your content or service usage

## 10. Governing Law and Dispute Resolution

These terms are governed by Swedish law. Disputes shall be resolved in Swedish courts with jurisdiction in Stockholm, Sweden.

## 11. Changes to Terms

We may modify these terms at any time. Continued use of the service after changes constitutes acceptance of new terms. Significant changes will be communicated via email or service notifications.

## 12. Contact Information

**Rackfish AB**

Email: [support@rackfish.com](mailto:support@rackfish.com)

For GDPR-related inquiries: [support@rackfish.com](mailto:support@rackfish.com)