

Kinlet™ — Terms of Service

Version 2026-09-25

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Provider: PurrGiants (sole proprietor, *toiminimi*), Finnish Business ID (Y-tunnus) 2702464-3, Rannanpohja 7A, 91800 Tyrnävä, Finland

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In these Terms, "**we**" and "**us**" mean the Provider, "**you**" means the business that installs or buys Kinlet, and "**members**" means the people in your community.

1. The agreement

These Terms, the **Privacy Policy** and the **Data Processing Addendum ("DPA")** together form the agreement between you and us. **The DPA forms part of these Terms**, so accepting these Terms also accepts the DPA.

Kinlet is an app on the Whop platform. Your use of Whop itself — your Whop account, your community, Whop's checkout — is governed by **Whop's own terms**, which we do not change. Where these Terms and Whop's terms cover the same thing (for example payment processing or refunds made through Whop), **Whop's terms apply to what Whop does, and these Terms apply only to Kinlet.**

Whop is not a party to these Terms. We alone are responsible for Kinlet. Whop is not responsible for Kinlet or for any fault or harm it causes, does not provide support for it, and has no liability arising from your installation or use of it.

2. What Kinlet does

Kinlet is a retention tool for paid online communities. It reads activity and subscription signals from your community platform, ranks members who appear to be drifting away, and sends some of them a short invitation through the platform.

Automatic mode is on by default. You can switch to manual mode at any time in the app's settings; in manual mode nothing is sent to a member until you send it yourself.

★ **Kinlet does not guarantee that any member will stay, that your churn will fall, or any other business result.** It is a tool that acts on signals. Any impact figures shown in the app are measurements of what happened, not a promise of what will happen.

3. Businesses only

Kinlet is sold **only to businesses**: people and companies who run a paid community as part of their trade or business. **It is not sold to consumers**. Selling memberships counts; you do not need a registered company, and a business ID or VAT number is optional.

Before Kinlet starts, and again before any paid checkout, you confirm this in the app by ticking a separate box:

I'm using Kinlet for my paid community as a business, not as a consumer.

By ticking it you confirm that you are acting for the purposes of your trade or business and not as a consumer. The confirmation is recorded with a timestamp and the version of these Terms. If you do not tick it, Kinlet does not start and checkout does not open.

Because Kinlet is sold only to businesses, **rights that the law gives only to consumers — including the 14-day right of withdrawal for distance sales — do not apply**. If mandatory consumer law nevertheless applies to you, the rights it gives you apply.

You must be at least 18 and have authority to bind the business you represent. You are responsible for everything done under your installation.

4. Plans and prices

Prices are in **US dollars**, as shown at checkout. Payments are taken by Whop (\$ 9).

plan	price	what it includes
Free	\$0	Kinlet watches every member and shows who is at risk · 3 automatic actions per calendar month
Growth	\$49 per billing period	automatic actions without a monthly limit · corrective actions · monthly report
Large	\$179 per billing period	everything in Growth · impact measurement · price does not rise with member count up to 5,000 paying members

Billing period. The billing period is the one shown at checkout (currently 30 days). **Annual billing, where offered at checkout, is ten months' price for twelve months** (\$490 Growth, \$1,790 Large).

Free trial of a paid plan. A new installation gets a paid plan free for its first **30 days**: Growth if your community has up to 250 paying members, Large if it has more. No card is needed and nothing is charged. The trial is given **once per business** and starts when these Terms are first accepted; reinstalling does not start a new one. During the trial the plan-limit notices in § 5 do not apply. We tell you **7 days before** the trial ends. After it, Kinlet continues on the Free plan unless you buy a paid plan; nothing is deleted.

The Free plan itself does not expire.

4.1 How your plan is determined

You choose your plan. Kinlet never changes your plan or your price.

Growth is for communities with **up to 250 paying members**. Large has no member limit. A member counts as paying when their membership is active on a plan priced above zero. A free trial at \$0 does not count. Free members never count.

4.2 Very large communities — above 5,000 paying members

At exactly 5,000 paying members the Large price is still \$179. Above that, Large costs **\$5 more per 1,000 paying members** above 5,000, calculated per member (half a cent each) and rounded to the cent. For example: 10,000 paying members → \$204.

This is never applied automatically. We contact you first, and a new price takes effect only **after you agree**, at the start of a billing period, and **is never charged retroactively**. If you do not agree, **Large simply continues at \$179** — nothing is limited or cancelled.

4.3 Founding price

The first **50 customers** can buy Growth at **\$39 per month** (the "founding price") instead of the list price. The founding price:

- is **locked for as long as that subscription stays active, with no time limit**, and list-price changes under § 5.1 **do not apply** to it;
- ends only if that subscription ends — you cancel it or switch plans (a switch is a new subscription, § 5), or it lapses after failed payments;
- is monthly only;
- can be bought during the free trial. Billing then starts when you buy, and the remaining trial days are not credited.

The number of founding places left, shown in the app, is the real number not yet bought. The free trial does not reserve a place. When all 50 are taken, Growth is sold at the list price.

5. Plan limits and plan changes — what we commit to

These are contractual commitments.

1. **Your paying-member count is shown in the app.** You never have to guess which side of the limit you are on.
2. **You are told at 80 % of the Growth limit** (200 paying members), and **again when the limit is passed**.
3. **Kinlet never changes your price or your plan.** You switch plans yourself in the app. A switch is a new subscription at checkout; your old subscription ends at the end of the period you already paid for. There is no proration and no partial refund. You are never charged for two plans beyond the end of the old plan's period.
4. **★ If Growth passes 250 paying members, the period you paid for stays paid for.** Growth stays fully on until the end of that period. If Growth then renews while you are still above 250 paying members — and at least **7 days** after we told you — automatic actions for that period follow the Free plan (3 per calendar month) until you switch to Large or fall back to 250 or fewer. Nothing is charged, nothing is cancelled and nothing is deleted. Everything else in Growth keeps working.

5. **Moving down works the same way.** If you no longer need Large, you switch to Growth yourself; Large stays on until the end of the period you paid for.
6. **A paid plan never moves you to Free on its own** — Free is only ever your choice.

5.1 Changes to list prices

We may change list prices for new customers at any time. For an existing customer, a list-price change takes effect no earlier than the start of the billing period beginning at least **30 days** after we notify you. This does not apply to the founding price (§ 4.3), which does not change while that subscription stays active.

6. Automatic actions are sent on your instructions

This section matters because Kinlet contacts **your** members.

1. **Messages are sent on your behalf and in your name** through your community platform. Leaving automatic mode on, or sending a message in manual mode, **is your instruction to send it.**
2. **What automatic mode does on its own:** sends a payment reminder when a member's payment fails — no earlier than **2 days** after the first failure, because the platform sends its own reminder first — and invites quiet members, or members who never started, to ask a question in the community chat. Finding quiet members requires a chat in your community that Kinlet can read; without one, Kinlet says so in the app.
3. **What automatic mode never does:** create a discount, open a support chat, contact a member you chose to leave alone (for 30 days), or message a member who is cancelling or whose trial is ending.
4. **Every message Kinlet sends is logged**, and you can see it in the app. 4a. **A member gets at most 3 messages in any 120 days** through Kinlet, whether sent automatically or by you. After that, Kinlet offers only "leave alone" for that member until the window has passed.
5.  **A message never tells a member that their absence was noticed** or that any tracking exists. This is enforced by the software and is not configurable.
6. **Measuring whether it works.** On **Large**, where the comparison is shown, Kinlet deliberately leaves about **5 %** of discretionary cases alone and compares the outcome, unless you switch it off in settings, so that impact figures are measured rather than guessed. Failed payments are never held back, and nothing is held back on Free or Growth.
7. **Your consent to member notifications.** By installing Kinlet and accepting these terms, you expressly consent to, and authorise, Kinlet (as the app developer) sending in-app notifications to the members of your community through the platform's notification feature, as described in this section, on your behalf. This is the consent to communicate with users referred to in the Whop Developer API Terms, section 10. You can withdraw it at any time by switching Kinlet to manual mode or uninstalling it.
8. **Leaving alerts to you.** Kinlet tells **you** — never the member — when a paying member cancels or a paying member's payment fails. The alert shows the event, the member's monthly price and the days left in their paid period, not the member's name. Kinlet checks once a day. Alerts are on by default and you can switch them off in settings.

You are responsible for:

- confirming that your own terms with your members allow you to contact them through apps you install in your community, including Kinlet — Kinlet contacts members only through the platform's notification feature and only on your instruction;
- having a lawful basis for us to process your members' data on your behalf, and your own privacy notice to your members;
- the content of any message you write, edit, approve or send;
- complying with the laws and platform rules that apply to messages you send to your members.

You must not use Kinlet to send unlawful, misleading or harassing messages, or to contact people who have asked you not to contact them.

Indemnity. You will compensate us for claims made against us by your members or by authorities to the extent they arise from your breach of this § 6, from content you provided, or from your lack of a lawful basis for the processing you instructed.

7. Your data and your members' data

You are the controller of your members' data. We are your processor. The DPA sets out how we process it. The Privacy Policy explains what we collect about you as our customer.

Kinlet does not store members' names, email addresses or the content of any message or post a member writes. It does keep, word for word, the messages it sends to members on your behalf, so you can see them in the app. What it stores, and for how long, is listed in the Privacy Policy § 2 and § 6.

Anyone you give administrative access to your community on the platform — including moderators — can see Kinlet's information about your members. You decide who that is.

8. Availability and changes to the platform

We aim for high availability but **do not offer a contractual uptime guarantee.**

Kinlet depends on the Whop platform and its programming interface. **If Whop changes, limits or withdraws what Kinlet can read or do**, features may stop working; the app shows you which data sources are missing rather than showing an empty list as if nothing were wrong. We are not responsible for Whop's availability or decisions.

We will not delete your data as part of maintenance, a price change or a suspension, except as described in the Privacy Policy's retention section.

9. Payment, cancellation and refunds

Payments for Kinlet are taken **through Whop's checkout**. Whop processes the payment; **we are the seller of Kinlet** and are responsible for it, including decisions on refunds. Whop may also refund a payment under its own rules (for example fraud, a legal requirement or a card-network rule); a refunded period counts as unpaid. We never see your full card number.

Taxes. We are not registered for VAT and do not charge VAT ourselves. Where VAT or sales tax applies to your purchase, **Whop calculates, collects and remits it** as the merchant of record for tax purposes only; any such tax is shown at checkout and on Whop's receipt. This does not make Whop the seller of Kinlet or responsible for the service.

Cancellation. You may cancel at any time. Cancellation takes effect at the end of the period you have already paid for; **we do not cut off access you have paid for**. Periods already paid are not refunded pro rata, except where the law requires it or where we end the service without cause (§ 12).

10. No warranty

Apart from what these Terms expressly promise, Kinlet is provided "**as is**". We do not warrant that it is error-free, that every member at risk will be detected, or that any action will change a member's behaviour.

11. Limitation of liability

To the maximum extent permitted by law:

1. Our total liability arising from or relating to Kinlet is limited to **the greater of the amount you paid us in the 12 months before the event giving rise to the claim, and 100 euros**.
2. We are not liable for indirect or consequential loss, including lost profits, lost revenue, lost members or lost data kept only in Kinlet.
3. We are not liable for loss caused by messages sent on your instructions (§ 6), by content you provided, or by the Whop platform or other services outside our control.

Nothing in these Terms limits liability that cannot be limited under applicable law, including liability for wilful misconduct or gross negligence.

Force majeure. Neither party is liable for delay or failure caused by events beyond its reasonable control, including outages or changes of the Whop platform, hosting providers or the internet.

12. Suspension and termination

We may suspend or terminate an installation that breaches these Terms or is not paid. If we end the service **without cause**, or because Whop withdraws the app or its interface, we refund the unused part of any prepaid period.

When the service ends — you uninstall Kinlet or we terminate it — member data is handled as the DPA § 8 and the Privacy Policy § 6 describe: **member identifiers are removed within 30 days**, and

statutory accounting records are kept for the period the law requires. If only a paid subscription ends, Kinlet continues on the Free plan and nothing is deleted.

13. Changes to these Terms

We post material changes in the app at least **14 days** before they take effect — **30 days** for a list-price change (§ 5.1) and for adding or replacing a subprocessor (DPA § 5). A material change — to pricing terms, the data processed, retention periods, subprocessors, liability or termination — must be accepted again in the app before Kinlet continues.

14. Governing law and disputes

These Terms are governed by **Finnish law**. Disputes are resolved by the **District Court of Oulu (Oulun käräjäoikeus)**.

15. Trademark

Kinlet™ is an unregistered trademark of PurrGiants (Y-tunnus 2702464-3).

Kinlet™ — Data Processing Addendum (DPA)

Version 2026-09-25

Last updated: 25 September 2026

This Addendum forms part of the Kinlet Terms of Service between

PurrGiants (sole proprietor, *toiminimi*), Finnish Business ID (Y-tunnus) 2702464-3, Rannanpohja 7A, 91800 Tyrvävä, Finland ("**Processor**"), and

the business that installs Kinlet ("**Controller**").

1. Roles

The Controller operates an online community. The Processor provides Kinlet, which processes personal data of the Controller's members **only on the Controller's documented instructions**.

The Processor is **controller** — not processor — of its own customer, billing and accounting data about the Controller. That data is covered by the Privacy Policy § 3, not by this Addendum.

Whop, Inc. is the Controller's own platform provider. The Processor does not engage Whop; it accesses the Controller's community through Whop's interface under the Controller's installation.

Whop is therefore not a subprocessor under this Addendum, and the Controller's own agreement with Whop governs the data at its source.

2. Documented instructions

The Controller's documented instructions are:

1. the Terms of Service and this Addendum;
2. the Controller's settings in the app — in particular **automatic mode** (on by default; switchable to manual) and **impact measurement** (Large only; on by default there; switchable off);
3. messages the Controller writes, approves or sends in the app.

If the Processor believes an instruction infringes data protection law, it will tell the Controller.

3. Subject matter, duration, nature and purpose (Art. 28(3))

Subject matter	identifying members at risk of leaving and inviting them back
Duration	while Kinlet is installed, plus up to 30 days (§ 8)

Nature	reading activity (who posted in the community's chat channels, and when) and subscription signals from the platform; showing the Controller members' display names next to their status; ranking; sending platform notifications to selected members; recording what was sent and what followed; showing the Controller the recurring revenue of members at risk; notifying the Controller (not the member) when a paying member cancels or a payment fails
Purpose	retention of the Controller's members, and measuring whether it works
Personal data read, not stored	platform member ID; display name or username (shown to the Controller only); join date; author and time of chat posts (the text is discarded unread); subscription status (cancelling, trial end, failed payment); whether the member has paid, the plan's recurring price and currency, and the end of the paid period
Personal data stored	platform member ID in the action log, together with what was done, when, by whom (automatic / Controller), the message sent, and the outcome; platform member ID in the leaving-alert log, with the event type and date, so each event is reported to the Controller once; on Large with measurement on, platform member ID in the measurement log, with the date the case was left alone and whether the member stayed 30 days later
Categories of data subject	members of the Controller's community
Special categories	none — Kinlet neither requests nor stores them

★ Kinlet does **not** store member names, usernames, email addresses, phone numbers, avatars, IP addresses, or the content of any message, post or submission written by a member. A member's display name is shown to the Controller in the app, read fresh and never saved. The platform returns message text when Kinlet reads who posted and when; it is discarded immediately without being stored or analysed. Kinlet does not request the platform permissions for member email addresses or phone numbers.

4. Processor obligations (Art. 28(3)(a)–(h))

The Processor shall:

- (a) process personal data only on the Controller's documented instructions (§ 2), including as to international transfers, unless EU or Member State law requires otherwise — in which case it informs the Controller first, unless the law prohibits it;
- (b) ensure that persons authorised to process the data are bound by confidentiality;
- (c) implement the measures in § 7;
- (d) engage other processors only as set out in § 5, and impose the same data protection obligations on them;
- (e) assist the Controller, insofar as possible, in responding to data subject requests: on the Controller's written request (by email to purrgiants@gmail.com), **remove a member's identifier from all records within 30 days** and confirm it in writing. A verifiable deletion request received directly from a member or from Whop is handled the same way, and the Controller is informed;

- (f) assist the Controller with security, breach notification (§ 9) and data protection impact assessments, taking into account the nature of the processing;
- (g) at the end of the service, delete member personal data as set out in § 8 — **except where EU or Member State law requires storage**;
- (h) make available the information necessary to demonstrate compliance and allow for audits (§ 10).

5. Subprocessors

The Controller gives general authorisation for the subprocessors below. The Processor gives at least **30 days' notice** in the app before adding or replacing one, and the Controller may object on reasonable data protection grounds; if the objection cannot be resolved, the Controller may terminate and receives a refund of the unused prepaid period.

subprocessor	purpose	location	transfer basis
Supabase — contracting entity under Supabase's DPA: Supabase Pte. Ltd. (Singapore)	database and serverless functions: stores the action log, runs the webhook receiver	EU — Frankfurt (eu-central-1): stored there and primarily processed there (Supabase DPA § 6.1)	Standard Contractual Clauses, Module Three (processor to processor), incorporated in the Supabase DPA (Version 1, 1 August 2026), Schedule 2 § 1.1(b)
Whop (Whop Inc., USA) — app interface	hosts Kinlet's interface as part of the Whop app platform; requests from the interface reach Kinlet's API through Whop's proxy, which attaches the signed-in user's identity	USA	not engaged by the Processor as a subprocessor: Whop is the platform the Controller already uses, and the data passing through is data Whop already holds about the Controller's community

Supabase's own subprocessors are the Controller's sub-subprocessors. Supabase publishes them at supabase.com/legal/customer-resources/subprocessor-list (list dated 1 June 2026), is bound to impose equivalent obligations on them, and remains liable for them (Supabase DPA § 6.2). According to Supabase, the database is hosted on Amazon Web Services, logs on Google Cloud (BigQuery) and real-time processing on Fly.io, and data may be transferred to the United States and Singapore under the safeguards stated in its transfer impact assessment.

Changes to Supabase's subprocessors are passed on to the Controller within **3 days** of the Processor receiving Supabase's notice. The 30-day notice above applies to subprocessors the Processor engages directly.

★ **Where the data is processed.** Member data is stored in Frankfurt and primarily processed there; Supabase's subprocessors may process it elsewhere under the transfer bases stated. Supabase Edge Functions run by default near the *caller*, which for a Whop webhook means the United States, so Kinlet's webhook address carries an explicit `forceFunctionRegion=eu-central-1` parameter (for requests from the app interface: the `x-region: eu-central-1` header) to run in Frankfurt.

Not subprocessors: Whop (see § 1). Anthropic, PBC receives only server diagnostics for internal monitoring alerts and **no personal data covered by this Addendum**; if that ever changes, it is

added to the table above with 30 days' notice first.

6. International transfers

Member personal data is stored and processed in **Frankfurt**. Where a subprocessor's access involves a transfer outside the EU/EEA, it is made under the European Commission's **Standard Contractual Clauses** (Implementing Decision (EU) 2021/914) or another valid Chapter V mechanism. For Supabase this is **Module Three** of the Standard Contractual Clauses (processor to processor), incorporated in Supabase's DPA and governed by Irish law (§ 5).

7. Technical and organisational measures (Art. 32)

- **Data minimisation by design:** only the fields in § 3 are used. The platform permissions for member email and phone are not requested.
 - **Encryption in transit:** all traffic over HTTPS.
 - **Authenticated ingest:** incoming platform events are verified with HMAC-SHA256 over the raw request body and a 5-minute time window in both directions; unsigned, altered, replayed or out-of-window events are rejected.
 - **Closed database:** every table has row-level security enforced and no access for public roles; only the server-side service key can read or write, and only the operations each table needs.
 - **Records that cannot be rewritten:** stored events and acceptance records cannot be updated; action log rows can only receive their outcome or have the member identifier removed.
 - **Private messages only:** a notification without named recipients is refused by the software, so nothing is ever sent to a whole community by mistake.
 - **Logging:** every automatic action is recorded before it is sent; an action that cannot be recorded is not sent.
 - **Access control:** production access limited to the Processor's operator.
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8. Deletion at the end of the service

Within **30 days** after the Controller uninstalls Kinlet or the service otherwise ends, the Processor **removes every member identifier** from its records. What remains cannot be linked to any member.

During the service, member identifiers are removed from the action log and the leaving-alert log after 12 months.

⚠ **Exception, stated plainly:** records that form part of the Processor's own accounting — payment records identifying the **Controller** as a customer — are kept as required by the Finnish Accounting Act (vouchers 6 years, accounts and financial statements 10 years) and **may not be altered or deleted** during that period. They contain no data about the Controller's **members**.

Aggregated statistics. The Processor may compute statistics that combine outcomes across customers (for example, whether invitations improve retention, measured against the deliberately

untouched cases). Such statistics are **anonymous**: they identify no member and no community, and they are not personal data.

9. Breach notification

The Processor notifies the Controller **without undue delay** after becoming aware of a personal data breach affecting the Controller's data, and in any case within 72 hours, with the information available at the time and further details as they become known.

10. Audit

The Controller may, once per calendar year and on 30 days' notice, request written information demonstrating compliance with this Addendum. On-site audits may take place where a supervisory authority requires it or following a personal data breach, at the Controller's cost unless the audit shows a material breach by the Processor.

11. Liability and precedence

Liability under this Addendum is subject to the limitation of liability in the Terms of Service, except where applicable law does not permit it. If this Addendum and the Terms conflict on the processing of members' personal data, this Addendum prevails.