



fynk - Service Description

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Preliminary remark: This Service Description is based on the Terms and Conditions of fynk GmbH, the current version of which is available at <https://fynk.com/de/terms-and-conditions/> ("**Terms and Conditions**"). All terms not defined in this Service Description shall have the same meaning as in the Terms and Conditions.

Upon conclusion of the contract, the Customer receives access to the individual functions offered in the respective package under the following conditions (see Section 1).

The individual functions and the AI functionalities offered as part of these functions can be found at Section 2 and Section 3 in more detail. Subsequently, Section 4 describes the technical basis of the AI functionalities.

The software is subject to continuous further development. fynk is entitled to transfer and implement the software in new versions without prior consent or announcement and to change this Service Description, provided that this does not significantly restrict the agreed scope of services. Customers shall be informed of changes either by e-mail or by a notice in the software.

The contractual language and thus the language of this Service Description is German. If contractual provisions or parts thereof are also drawn up in another language, the German-language version shall apply in the event of ambiguities or deviations.

1. Packages

The document management software offered by fynk is currently available in the following packages; the individual packages differ in terms of functionality and the resources provided.

Note: The prices below are the current prices. In the event of a contract extension, the price that is displayed for the respective package on the website offer (to be found at <https://fynk.com/en/pricing/> or <https://app.fynk.com/account-settings/billing>) at the time of the extension shall apply. The Customer will be informed of any price changes in good time in advance. For details, see Section VIII "Contract term & extension, termination and price adjustment" paragraph 6 Terms and Conditions.

Free

Users	1
Active documents	Unlimited
Range of functions (for details see Section 2)	<ul style="list-style-type: none"> • Document Management • Powerful document editor (without centralized management of multiple internal parties) • Digital signatures • Templates • Document Import and Export (only import of individual documents, no mass import; no mass creation from templates) • Workflows & collaboration • Compliance & Extras: Access logs only <p>AI functions (for details see point 3):</p> <ul style="list-style-type: none"> • Metadata extraction • Clause recognition • Content generation • Translations • Playbooks
Maximum document storage space	5 GB
Monthly price for annual contract	Free
Monthly price for monthly contract	Free

Essential

Users	Up to 10
Active documents	Unlimited
Range of functions (for details see Section 2)	<p>All functions of the “Free” package, plus additionally:</p> <ul style="list-style-type: none"> • Integrations • Document Archive • Document Import and Export <ul style="list-style-type: none"> ○ Mass import of documents ○ Mass creation of documents from a template

	AI functions: All AI functions of the "Free" package.
Maximum document storage space per user	10 GB
Monthly price per user for annual contract	€ 19,-
Monthly price per user for monthly contract	€ 29,-

Business

Users	Up to 10
Active documents	Unlimited
Range of functions (for details see Section 2)	<p>All functions of the "Essential" package, plus additionally:</p> <ul style="list-style-type: none"> • Powerful document editor <ul style="list-style-type: none"> ○ Centralized management of multiple internal parties • Advanced branding for documents and email <p>AI functions: All AI functions of the "Essential" package.</p>
Maximum document storage space per user	50 GB
Monthly price per user for annual contract	€ 39,-
Monthly price per user for monthly contract	€ 49,-

Custom-Pro

Note: The Custom Pro package is negotiated individually between fynk and the Customer.

Users	Individual
Active documents	Individual
Range of functions (for details see Section 2)	All functions of the "Business" package, plus additionally:

	<ul style="list-style-type: none"> Compliance & Extras: All the functions mentioned in Section 2 below, including Single Sign On (SSO) <p>AI functions: All AI functions of the "Business" package.</p>
Maximum document storage space per user	Individual
Monthly price per user for annual contract	According to the Offer Letter
Monthly price per user for monthly contract	According to the Offer Letter

2. Functions

Overview: The software offers comprehensive functions for the central creation, signing and management of company-related documents. This includes the option of storing documents in a structured manner and linking them to relevant metadata to ensure that important information can be found easily and is presented clearly. The integrated document editor enables the creation and editing of documents directly in the software and supports extensive formatting options as well as the use of dynamic fields to automate recurring content. Document templates can be created with the help of templates and used for recurring use cases.

Functions such as the integration of digital signatures, the automatic extraction of metadata and the recognition of contract clauses by AI expand the software's application options and support the customer. Work processes can be designed efficiently thanks to definable workflows and the option to collaborate within teams or with external partners. The connection to external systems such as CRM platforms facilitates the synchronization and use of data from third-party applications and thus ensures seamless integration into existing processes.

Note: For packages with an unlimited number of active documents, the number of documents is limited by the document storage space used. Furthermore, fynk is entitled to restrict excessive use.

Exclusions: Certain uses of the software are expressly excluded and are explained in more detail in the respective functions where necessary.

fynk assumes no liability for damages or legal violations resulting from use of the software that violates the exclusions defined in the service description.

Should further exclusions become necessary during the term of the contract, these will be set out in an updated version of this service description and communicated as agreed.

Document Management

Document Management is used to centrally organize, store and manage company-related documents. It makes it possible to store documents such as contracts, addenda, attachments or communication protocols in a central storage location in a structured manner. The aim of document management is to support the systematic and efficient processing of documents in order to ensure traceability and security when dealing with contract-related documents. The storage and indexing of a document in fynk is also the starting point and thus a prerequisite for many other functions (including the *Digital Signatures* and *Workflows & Collaboration* functions); these functions are not available for documents not managed in fynk.

A distinction is made between active and archived documents: The full contractual range of functions is available for active documents, but they also count towards any document quota in accordance with the selected package (see point 1 above). Archived documents do not count towards the latter quota and can be displayed and exported for an unlimited period of time, but are excluded from all other functions. It is possible to reactivate archived documents; conversely, active documents can be archived.

Integrated AI functionalities: Automated summarization, metadata extraction, clause recognition, Playbooks (see below in Section 3)

Powerful Document Editor

Documents saved in fynk can be edited using the integrated powerful document editor. This offers a WYSIWYG interface (What You See Is What You Get), which makes it possible to format documents as rich text (with headings, various fonts,

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colors, bulleted lists, etc.). The editor essentially provides all the functions that other commercially available editors have for editing text documents

The editor also offers the option of importing existing Microsoft Word documents.

The document editor also allows you to create dynamic fields in documents, which can be inserted at one or more points in the document in the form of a building block. This allows repetitive content to be uniformly defined and adapted. For example, the names or contact details of the parties can be inserted at all necessary places in the document and quickly adjusted if necessary.

Metadata allows additional information about the document to be saved outside of the document text. In addition to predefined information such as parties, start and end dates, terms and other deadlines, users can freely add any other data fields. On the one hand, this should enable the user to record and recognize all essential contract information quickly and clearly; on the other hand, other functions such as *workflows* or *automation* use the metadata saved for a document as a data source. Metadata fields and dynamic fields can be linked to simultaneously adopt the value of a dynamic field as the value of the metadata field.

Information such as names and addresses is stored centrally and can be inserted directly when editing documents. In some packages, multiple internal parties can be managed. This is particularly helpful if the company consists of several legal companies and documents are therefore regularly issued on behalf of different legal parties.

Exclusions: With regard to the import of Microsoft Word documents during the creation of documents, fynk does not guarantee the correctness or even the importability of a particular Word document in fynk. The reason for this is the high technical complexity of the document format used by Microsoft.

Integrated AI functionalities: Automated summarization, metadata extraction, clause recognition, content generation, translations, playbooks (see below under Section 3)

Digital Signatures

fynk enables the electronic signing of documents, whereby a distinction is made between three signature variants, SES (Simple Electronic Signature), AES (Advanced Electronic Signature) and QES (Qualified Electronic Signature). SES and

AES are non-qualified advanced electronic signatures within the meaning of the eIDAS Regulation, whereby AES, in contrast to SES, requires a telephone number to be provided and verified using a one-time code as part of the signature process.

With QES, fynk offers qualified advanced signatures within the meaning of the eIDAS Regulation, whereby these signatures are provided with the help of a third-party provider and fynk itself is therefore not a qualified trust service provider. QES signatures are offered as an additional service, whereby fynk waives the charging of costs in this respect until revoked at any time (with reasonable notice in advance) within the framework of fair use. In this context, fynk reserves the right to charge additional costs for QES signatures created beyond the fair use with prior notice.

Templates

Templates allows you to create and manage templates for recurring document types.

In addition to the functions described above under "Powerful Document Editor", different variants of a document can be mapped in templates using conditions, which enables documents to be designed flexibly. This is implemented by rule-based display or hiding of certain sections of the document, whereby rules are linked to dynamic fields. Instead of inserting gaps or blank spaces in the template, the desired design of a document can be predefined in the template, which prevents the creation of documents with unwanted content and helps to ensure a uniform approach throughout the company.

Templates must be published by the creator before they are used to create documents. This ensures that no drafts are used for the creation of documents.

In addition, fynk provides its customers with some predefined templates for common documents or contracts. However, the provision of these exemplary templates is not part of the contractual service and is provided without guarantee and to the exclusion of any liability.

Dokument Import and Export

fynk offers the option of importing documents that have already been signed into the document management system. This means that any existing legacy documents can be entered into fynk. It is not possible to edit the content or sign these documents, but an AI analysis is performed (creation of summary, metadata

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extraction and clause recognition) and additional metadata can also be stored manually.

Documents from fynk, including the saved metadata, can also be exported and downloaded as a zip archive

Automations also allow the automated, mass creation of similar documents from a template.

Integrated AI functionalities: Automated summarization, metadata extraction, clause recognition, playbooks (see point 3 below)

Workflows & Collaboration

fynk provides a number of functions that simplify collaboration in document management and support the customer in handling tasks and processes related to documents.

A fine-grained authorization system can be used to ensure that individual users only have access to the documents relevant to them. Documents can be assigned to teams so that all members of a team have access to the respective documents. The number of user profiles is limited in accordance with the selected contract package or billing is based on the number of user profiles booked (see point 1 above).

Documents can be subjected to a review process directly in fynk, during which comments and changes can be suggested, and the document can also be shared with external users for this purpose. This allows contract negotiations to be handled directly via fynk.

To map company-specific workflows, tasks can be defined that are assigned to users depending on the date (a task is linked to a date stored in the metadata). For example, it can be mapped that a specific user or user group is informed before a document assigned to them expires.

Checkpoints could also be defined in templates to map approval processes. These are points in the life cycle of a document at which the approval of one or more people is required to move the document to the next phase. For example, it can be specified that the head of the HR department must approve a new employment contract before signing can be initiated.

Integrated AI functionalities: Playbooks (see Section 3 below)

Integrations

fynk offers data connections to some third-party customer relationship management (CRM) platforms (currently Hubspot and Salesforce). These allow data from the CRM platforms to be imported into fynk and documents to be created using a template that uses the imported data. Any changes to the data in the CRM can be transferred to the documents derived from it in fynk, thus avoiding inconsistencies. One use case, for example, is to create offers directly from the information recorded in the CRM without having to enter data manually in fynk, which means a considerable simplification and acceleration of the contract initiation and sales process. However, mass or automated document creation from the CRM data is currently not possible.

The prerequisite for the use of the integrations is a license or a right to use the respective CRM software. The object of the service on the part of fynk is only the provision of the connection to the above-mentioned platforms. fynk shall not be liable for the non-availability of the integration if this is due to circumstances that lie within the area of responsibility of the third-party provider. Before using the integrations, the Customer is obliged to inform himself about any additional costs on the part of the CRM platform.

The external API provides a technical interface that allows customers to access their fynk environment programmatically. Defined endpoints can be used to create, read, and modify documents and templates, synchronize metadata and tag structures, and export document revisions in PDF format. The exact scope of functions of the external API can be found in the technical API documentation: <https://app.fynk.com/v1/docs#/>.

Compliance & Extras

The functions under Compliance & Extras include tools that can be used to ensure that the use of the software complies with the Customer's technical and organizational requirements. For example, data access can be viewed and checked (access logs), and there is also the option of integration with the Customer's internal authentication and authorization system using Single Sign On (SSO) and API-based provisioning (i.e. creation, management and deletion) of users in fynk via SAML.

Using these functions, all company-specific plans regarding authentication and access control can also be implemented and adhered to with regard to fynk.

3. AI-Functionalities

Overview: The AI functionalities enhance the software with innovative tools designed to enable customers to work more efficiently. This includes the ability to automatically recognize the key content of a document and present it clearly in the form of a summary or metadata. In addition, the AI analyzes documents for common clauses, which can be displayed directly and edited further if required. The AI also supports the generation of customized content based on specific user input and enables documents to be translated into multiple languages.

fynk uses some of its own developments to provide the AI functions, but also uses tools from third-party providers. In general, some functions are based exclusively on solutions from external providers. The following service description serves to present the functional characteristics and possibilities of the AI functionalities offered. A detailed technical description of the implemented systems and functions, as well as a description of which components are operated by fynk and which are provided by an external provider, is provided separately in Section 4.

Note on the technical limitations: It should be noted that AI-based tools, especially those with machine learning components, are not yet completely error-free according to the state of the art. Due to technical, data-based or other systemic limitations, there is a risk of incorrect output or incomplete results.

fynk will take reasonable measures to promote the performance and reliability of the functionalities offered, but cannot guarantee error-free results. The correctness, completeness and suitability of the results of the AI-supported document analysis for a specific customer purpose are therefore expressly not part of the contractual services (see point IV. "Type and scope of service" paragraph 6 of the Terms and Conditions). The Customer is therefore obliged to check the results independently and to provide suitable backup mechanisms for critical applications.

Exclusions: Certain uses of the software are expressly excluded and are explained in more detail in the respective AI functionalities. With regard to the exclusion of liability and the possibility of modification, Section 2 applies accordingly.

No legal advice: The AI functionalities, particularly in the area of contract review, do not constitute legal advice and cannot replace it. They are designed merely as a supporting tool. The Customer is expressly advised to seek professional legal advice in the event of legal issues.

Automated Summaries

Automated summaries can be generated for contracts contained in fynk. This allows users to clearly display the essential information about a document (contracting parties, type or essential content of the contract, terms) as well as the summary of the individual clauses of the contract and thus quickly recognize them.

Metadata Extraction

Metadata extraction can be used to automatically extract metadata from existing documents or documents created in fynk during the import process using AI. Metadata is all additional information stored in fynk for the documents. The customer can individually set for his account which metadata should be read out. For more information on document metadata, see "Powerful Document Editor" above. Once the AI analysis has been completed, it is possible, if desired, to check the results and correct them manually if necessary.

An AI prompt is stored for each metadata field to be read automatically, which is used for the technical implementation of metadata extraction.

fynk provides some predefined metadata fields that can be used by the customer without further customization. However, it is also possible to create your own fields (with the corresponding AI prompts).

In the document view, the user can display the text passage of the document from which the information used to fill the media data field originates. Any incorrectly filled fields can be corrected manually.

Exclusions: Metadata fields provided by fynk and the associated prompts are merely exemplary in nature and are expressly not the subject of the service. fynk therefore assumes no liability, neither for the suitability of the prompts with regard to the respective metadata fields, nor for the correctness of the AI inferences obtained with them.

Clause Recognition

fynk's AI Analysis also checks the documents for common clauses and displays recognized clauses. This should make it easier for the user to identify any unfavorable clauses

The recognized clauses are displayed to the user in the respective column in the document view. By clicking on a clause, the user can jump to the passage in the document in which the AI analysis recognizes the respective clause

A collection of contractual clauses curated by fynk, which is made freely available on the fynk website¹, is used for clause recognition. Customers can add their own clauses in the account settings.

Content Generation

The AI-based function for generating contract content enables users to insert customized text passages directly into documents with the help of an integrated AI chatbot. The chatbot generates suitable clauses, paragraphs or other content based on user requests. Users can have relevant content created by simply entering text specifications, such as "Insert a confidentiality clause". There are two options for AI-supported content creation: On the one hand, using dedicated prompts via the context menu, where the contract content is not given to the AI system as a context. On the other hand, by pressing "??", in which case the last paragraph of the document is sent to the AI system and completed by the AI.

Translations

Users have the option of translating entire documents or individual sections of a document into another language using an AI function. Translation is currently possible between the following languages: English, German, Spanish, French, Italian, Portuguese, Dutch and Polish. To carry out the translation, the text to be translated is sent to the AI system.

¹ <https://fynk.com/en/clauses/>

Playbooks: Automated Document Review (in development)

Playbooks are what fynk calls the automated, AI-supported review of documents. Lists of conditions or requirements regarding the content of the documents can be defined in the *playbooks*.

The playbooks can then be applied to documents and checked automatically. This makes it clear which requirements are fully, partially or not fulfilled.

With regard to conditions, fynk currently only allows the free formulation of conditions that are transmitted to the AI system as prompts.

4. AI Models and System Architecture

AI Analysis

Affected AI functionalities: Metadata extraction, clause recognition, playbooks (see also point 3)

To implement these AI functions, fynk uses the LLMs via Microsoft Azure AI Services². In addition to the connection to Microsoft, pre- and post-processing is carried out using AI technologies developed by fynk itself.

The documents uploaded by customers are not used for training purposes (even by third-party providers) and this is not planned for the future.

Content Generation, Translation and Summaries

Affected AI functionalities: Automated summarization, content generation, translations (see also point 3)

The simple AI functions are provided via a connection to the Microsoft Azure AI Service.

Quality Assurance and Validation

A collection of test data is used for quality assurance and validation of the results in the development and operation of the components of the AI system for which

² <https://azure.microsoft.com/en-us/products/ai-services>

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fynk is responsible and with regard to the parameterization of the connection to the third-party components. This consists of a combination of (non-customer-related) sample documents and synthetically generated test data.

In the event of an error or if the customer reports incorrect results from the AI system, the documents concerned may be used by fynk employees to handle and rectify errors. However, AI training using the customer documents does not take place in this case either.