Service Description of fynk GmbH

Version 3.0, Last Update: 27.08.2026

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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/en/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 are described in more detail in Section 2 and Section 3 respectively. The AI Credits required to use the AI functionalities are explained in more detail in Section 4. Subsequently, Section 5 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.

Note: This Service Description relates exclusively to the paid version of fynk, not to free use. See the Terms and Conditions of fynk GmbH for the free use of fynk in this regard (available at https://fynk.com/en/legal/terms/terms-free/).

1. Packages

The contract lifecycle management software offered by fynk is currently available in the following packages: Essential, Business and Pro. The individual packages differ in terms of functionality and the resources provided; the current package overview is available at https://fynk.com/en/pricing/.

Note: The prices below are the prices in effect at the time this Service Description was last updated. In the event of a contract extension, the price 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 of the Terms and Conditions.

1.1 Essential

Users	Unlimited
Tracked documents	Unlimited (fair use limitations apply)
Maximum document storage space per user	10 GB
Range of functions (for details see Section 2)	All functions of the “Free” package, plus additionally: • Integrations (HubSpot, Salesforce, Pipedrive) • Document archive • Bulk import of documents • Bulk creation of documents from a template **AI functions:** All AI functions of the “Free” package.
Monthly price per user for annual contract	€ 19,-
Monthly price per user for monthly contract	€ 29,-

1.2 Business

Users	Unlimited
Tracked documents	Unlimited
Maximum document storage space per user	50 GB
Range of functions (for details see Section 2)	All functions of the “Essential” package, plus additionally: • Centralized management of multiple internal parties • Advanced branding for documents and e-mails • Custom dashboards & metrics, document calendar • Pricing tables (Beta) • Approval workflows and contract negotiation with external parties • External API, webhooks • Onboarding & setup (add-on) **AI functions:** All AI functions of the “Essential” package.

Monthly price per user for annual contract	€ 39,-
Monthly price per user for monthly contract	€ 49,-

1.3 Pro

Note: The Pro package is negotiated individually between fynk and the Customer and can only be concluded by Offer Letter.

Users	Individual
Tracked documents	Individual
Maximum document storage space per user	Individual
Range of functions (for details see Section 2)	All functions of the "Business" package, plus additionally: • Single Sign-On (SSO) and SAML/SCIM-based user provisioning • Customizable Service Level Agreement (SLA) and customizable Data Processing Agreement (DPA) • DORA Addendum • Dedicated Customer Success Manager, individual training sessions, priority support **AI functions:** All AI functions of the "Business" package.
Monthly price per user	According to the Offer Letter

2. Functions

Overview: The software offers comprehensive functions for the central creation, signing and management of company-related documents. The tables below list each function by category and show, via a plan pill, which package (Free, Essential, Business, Pro) that function is included in; "All plans" means the function is included in every package.

The functions are organized into the following eight categories: Document Management, Document Drafting, Digital Signatures, Collaboration, Workflow & Automation, Analytics & Reporting, Integrations & API, and Security & Compliance. The AI functionalities available within these functions are described separately in Section 3.

Note: For packages with an unlimited number of tracked documents, the number of documents is limited by the fair use limitations applicable to the respective package. 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 this 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.

2.1 Document Management

Document Management is used to centrally organize, store and manage company-related documents in a central storage location (the document hub), including metadata, tags and several views. The storage and indexing of a document in fynk is also the starting point and thus a prerequisite for many other functions (including *Digital Signatures* and *Collaboration*); these functions are not available for documents not managed in fynk.

Feature	Description	Plans
Metadata	Additional, freely definable information about a document outside the document text (parties, deadlines, custom fields).	All plans
Tags	Freely definable labels for additional, cross-team categorization of documents.	All plans
Document List	Central, filterable and sortable list of all contracts and documents.	All plans
Kanban View	A board view of the documents list that groups contracts into columns by stage.	All plans
Version Control	Tracking of document revisions with a full change history across the contract lifecycle.	All plans

Feature	Description	Plans
Linked Documents	Mapping formal relationships between documents (e.g. amendment, renewal) with automatic bidirectional linking.	All plans
Document Types	Classification of documents by their functional role (e.g. contract, template, internal note).	All plans
Bulk Actions	High-volume actions (import, export, updates, document generation) across multiple documents at once.	Essential Business Pro
Document Archive	Archiving completed documents outside the active document quota, while remaining searchable and exportable.	Essential Business Pro
Document Calendar	A calendar view of every deadline, date and task across the entire document portfolio.	Essential Business Pro
Dates & Duration	A right-sidebar panel for capturing a document's date and duration metadata (timeline, termination, expiration).	All plans
Internal File Storage	A right-sidebar panel for uploading and storing internal working files on a document that are not shared with external parties.	All plans

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 Section 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: AI Analysis, AI Summary, AI Review (see below in Section 3)

2.2 Document Drafting

The integrated document editor enables the creation and editing of contracts directly in the software and supports extensive formatting options as well as the use of dynamic fields to automate recurring content. Templates can be created with the help of templates and used for recurring use cases.

Feature	Description	Plans
Document Editor	WYSIWYG editor for drafting and formatting contracts directly in the software (rich text, dynamic fields, AI-assisted writing).	All plans
Templates	Creation and management of reusable templates for recurring document types, enriched with metadata, logic and branding.	All plans
Template Library	A central, filterable index of all of an account's templates with saved views and bulk tools.	All plans
Dynamic Fields	Typed data fields in the document body that are filled in during editing or signing and can feed metadata.	All plans
Conditional Logic	Rule-based showing or hiding of paragraphs in templates depending on a dynamic field's value.	All plans
Headers and Footers	Custom headers and footers for templates and documents for consistent formatting and identification.	All plans
Attachments	Uploading and managing additional files directly on a	All plans

Feature	Description	Plans
	document (e.g. reference material).	
Contract Forms	Turning contract sections into guided, conversational forms for structured data collection.	All plans
DocX Importer	Importing a Word (.docx) file to continue editing it as a fynk document or template.	All plans
PDF Form Field Conversion	Converting embedded PDF form fields into dynamic fields when importing a PDF document or template.	All plans
Fields on PDF	Placing fields and signature blocks directly onto an uploaded PDF for filling and signing in a fixed layout.	All plans
Duplicating Documents	Creating a copy of an existing document or template as the starting point for a new one.	All plans
Field/Metadata Linking	Linking a dynamic field to a metadata field so either one auto-fills the other.	All plans
Advanced Branding	Company-wide consistent appearance (logo, colors, headers/footers) for documents and e-mails.	Business Pro
Pricing Table (Beta)	An editor element for structured pricing tables with line items, quantities and calculated totals in the contract.	Essential Business Pro

Templates must be published by the creator before they can be used to create documents, ensuring 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.

Exclusions: With regard to the import of Microsoft Word documents and fillable PDF forms, fynk does not guarantee the correctness or even the importability of a particular document in fynk. The reason for this is the high technical complexity of the respective document formats used. The “Pricing Table” function is provided in beta status; fynk assumes no guarantee that this function is consistently free of errors.

Integrated AI functionalities: AI Draft (see below in Section 3)

2.3 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.

Feature	Description	Plans
SES / AES / QES	Electronic signing of a document across three levels of assurance, placed via individually configurable signature blocks.	All plans
eIDAS Compliance	Legal validity of signatures under the EU eIDAS Regulation.	All plans
Upload Signed Documents	Importing documents that have already been signed into the document management system.	All plans
Single-Signer Signature Blocks	A separate, individual signature block for every signatory, even where several signatories belong to the same party.	All plans

Feature	Description	Plans
Signature Tracking	Tracking of every signing process and the respective signing status for each document.	All plans
Signature Order	Specifying the order in which parties are invited to sign.	Essential Business Pro
Saved Signatures	Managing several saved signatures (drawn, typed or uploaded) with a default signature.	Essential Business Pro
Pre-Signed Documents	Pre-signing a template once as the internal signatory; every document created from it is automatically signed.	Essential Business Pro
Circular Resolution	Digitally running resolutions passed by circular resolution with multi-party, timestamped approval and audit trail.	Essential Business Pro

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.

2.4 Collaboration

fynk provides functions that simplify collaboration on documents within the company and with external parties.

Feature	Description	Plans
Share Document via Link	Sharing a document via a public or personalized (OTP-verified) link, with no recipient account required.	All plans
My Parties	A library of reusable party records (name, address) that surface as suggestions when adding a party to a document.	All plans

Feature	Description	Plans
External Collaboration & Contract Negotiation	Commenting, proposing changes (redlines) and negotiating directly in fynk, including with external parties without a fynk account.	Essential Business Pro
Multiple Internal Parties	Representing several internal entities (e.g. subsidiaries, brands, departments) in one workspace, each with its own contract ownership and signature.	Essential Business Pro

Integrated AI functionalities: AI Review (see below in Section 3)

2.5 Workflow & Automation

fynk supports the Customer in handling tasks and processes related to documents through definable workflows, tasks and automations.

Feature	Description	Plans
Tasks	Structured, date-dependent or recurring tasks related to a document.	All plans
Notifications & Reminders	Configurable in-app and e-mail notifications for deadlines, tasks and status changes.	All plans
Document Workflow Settings	Account-wide rules for document creation and collaboration (e.g. require team, require template).	All plans
Approval Workflows	Checkpoints in templates at which the approval of one or more people is required before a document can move to the next phase.	Essential Business Pro
Automations (Bulk Creation)	Automated, mass creation of similar documents from a template based on the rows of	Essential Business Pro

Feature	Description	Plans
	an uploaded spreadsheet (e.g. XLSX).	

2.6 Analytics & Reporting

The Customer can evaluate its contract portfolio using configurable dashboards and reports.

Feature	Description	Plans
Data Export	Exporting batches of documents as a ZIP archive (PDFs plus metadata) or as a metadata-only spreadsheet.	All plans
Dashboards	Personal, team, or account-wide dashboards to visualize and filter contract and task data in real time.	Essential Business Pro
Reporting	Dashboard-based reporting on the contract portfolio (stage distribution, values, renewals, activity).	Essential Business Pro
Custom Widgets	Configurable dashboard visualization components (charts, lists, KPI counters, a calendar), most supporting SVG/PNG/CSV download.	Essential Business Pro

2.7 Integrations & API

fynk offers data connections to third-party platforms as well as an external API for programmatic access to the Customer's fynk environment.

Feature	Description	Plans
HubSpot Integration	Creating, tracking and signing fynk contracts directly from HubSpot deals, contacts and companies.	Essential Business Pro

Feature	Description	Plans
Salesforce Integration	Generating, populating and tracking contracts directly from Salesforce opportunities.	Essential Business Pro
Pipedrive Integration	Generating and managing contracts directly from the Pipedrive pipeline, auto-populated with CRM data.	Essential Business Pro
Integrations Hub	A central overview of all available integrations with connection status and configuration access.	Essential Business Pro
External API	A secure REST API to automate document creation, metadata synchronization and other contract workflows.	Business Pro
Webhooks	Definable HTTPS endpoints to which fynk automatically sends notifications on defined events (e.g. signing).	Business Pro

The prerequisite for the use of the CRM 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 an 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 itself about any additional costs on the part of the respective platform. The exact scope of functions of the external API can be found in the technical API documentation: https://app.fynk.com/v1/docs#/.

2.8 Security & Compliance

The functions under Security & Compliance include tools that can be used to ensure that the use of the software complies with the Customer's technical and organizational requirements.

Feature	Description	Plans
User Roles & Access Management	A fine-grained role and permission system controlling who has access to which documents and functions.	All plans
Automatic Document Access	A template-level setting that automatically grants specified internal users access to every document created from the template, as collaborator or viewer.	All plans
Teams	Organizing users into teams for assigning documents and filtering contract data by department or function.	All plans
Multi-Language Support	Using fynk in multiple interface languages; the document language can be set independently.	All plans
Document History & Audit Trail	A complete, tamper-evident record of all activity on a document (creation, changes, access, approvals, signatures).	All plans
Access Logs	Viewing and checking data access.	All plans
Single Sign-On (SSO)	Integration with the Customer's internal authentication system.	Pro
SAML / SCIM Provisioning	API-based provisioning (creation, management, deletion) of users in fynk via SAML/SCIM.	Pro
Customizable SLA & DPA	An individually agreed Service Level Agreement and customizable Data Processing Agreement.	Pro
DORA Addendum	Supplementary contractual provisions to meet the requirements of the DORA Regulation.	Pro

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 as well as, within Playbooks, freely definable conditions and requirements. The AI also supports the generation of customized content,

enables translations, allows natural-language search across the document portfolio, and provides a chat assistant.

fynk uses some of its own developments to provide the AI functions, but also uses tools from third-party providers. A detailed technical description of the implemented systems, 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 5.

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 Section 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 otherwise, 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.

3.1 AI Assistant

All plans

The AI Assistant enables users to interact with fynk using natural-language requests instead of navigating the software’s individual functions through its menu structure. It is available both via the “fynk AI” menu item in the sidebar for more extensive requests, and via an icon displayed during document editing for brief interim questions, without needing to leave the current view.

The AI Assistant can be used in particular for the following purposes: finding documents based on criteria such as status, deadlines or document type; ana-

lyzing documents, for example through summaries or explanations of individual clauses and metadata; content-based search across the document portfolio; creating and editing documents, including creation from templates, adding signatories, updating contract values and moving documents to another phase of the workflow; organizational management of documents, for example by assigning tags or tasks; and creating reports and dashboards based on criteria defined by the user.

The AI Assistant can only access information and take actions that the respective user is already authorized to access or take under their existing permissions; using the AI Assistant does not extend the user's access or editing rights.

Exclusions: The "AI Assistant" AI functionality is provided in beta status; fynk assumes no guarantee that this functionality is consistently free of errors.

3.2 AI Analysis

All plans

AI analysis can be used to automatically extract metadata from existing documents or documents created in fynk during the import process using AI. The Customer can individually set for its account which metadata should be read out; 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; it is also possible to create custom fields together with the corresponding AI prompts. Once the AI analysis has been completed, it is possible to check the results and correct them manually if necessary; in the document view, the user can display the text passage of the document from which the respective information originates. This analysis can also be re-run across several documents at once (bulk AI analysis).

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.

3.3 AI Summary

All plans

Automated summaries can be generated for contracts contained in fynk. This allows users to clearly display the essential information about a document (con-

tracting parties, type or essential content of the contract, terms) as well as the summary of the individual clauses of the contract and thus quickly grasp them.

3.4 AI Review

All plans

fynk's AI analysis also checks documents for common clauses and displays recognized clauses, making it easier for the user to identify any unfavorable clauses. The recognized clauses are displayed to the user in the respective column of 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 website[1], is used for clause recognition. Customers can add their own clauses in the account settings.

fynk calls the automated, AI-supported review of documents **Playbooks**. Lists of conditions or requirements regarding the content of the documents can be defined in Playbooks; the Playbooks can then be applied to documents and checked automatically, making it clear which requirements are fully, partially or not fulfilled. With regard to conditions, fynk currently allows the free formulation of conditions that are transmitted to the AI system as prompts.

Exclusions: fynk's AI Review functionality, particularly with regard to legal questions, is not a substitute for review by qualified professionals, but is intended only to support the user in their work. fynk is therefore not liable for incorrect results or clauses that are not recognized.

3.5 AI Draft

All plans

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 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.

[1] https://fynk.com/en/clauses/

In addition, 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.

3.6 AI Search

All plans

Users can search the document portfolio using natural-language queries without needing to know fynk's filter taxonomy (e.g. "show me contracts in review stage"). AI Search interprets the query and automatically translates it into the corresponding structured filters of the document list.

4. AI Credits

Pursuant to Section VI of the Terms and Conditions, the Customer requires AI Credits in order to use fynk's AI functionalities. That section also sets out more detailed provisions on their acquisition, consumption, lapse, and on exceeding the quota.

4.1 AI Actions

When using the AI functions, AI Credits are consumed as follows:

AI Action	Credits
Creating an AI analysis upon import or creation of a document	10
Starting a bulk AI analysis for existing documents	5 per document
Applying the results of an AI analysis	0
Applying the results of a bulk AI analysis for existing documents	0
Text autocomplete in the document editor ("??")	0
Spelling and grammar correction in the document editor	0
Generating contract content in the document editor (AI Draft)	0
AI Search (natural-language search across the document portfolio)	1
Automated filling of the document type form in account settings	1
Generating optimized conditions for Playbooks	1

AI Action	Credits
Automated filling of the metadata form in account settings	1
Translation of documents or individual sections	0
Looking up information via the AI Assistant	1
Making a change via the AI Assistant	1
Processing a document uploaded via the AI Assistant	5

If an action is marked with “0” Credits, this means that no AI Credits are currently consumed for it.

Note: The values above represent the credit costs in effect at the time this Service Description was last updated. Section VI of the Terms and Conditions applies to any changes to these values.

4.2 Top-up Packages

If the quantity of Subscription Credits included in the respective package is not sufficient, the Customer may purchase additional Top-up Credits at any time (see Section VI.2 of the Terms and Conditions). fynk offers the following credit packages for purchase:

Bundle	AI Credits	Price
S	50	€ 10,-
M	500	€ 75,-
L	2,000	€ 200,-

Note: The prices above represent the prices in effect at the time this Service Description was last updated; the price shown at the time of ordering in the offer, on the website, or in the Service Description shall always be decisive for the Customer (see Section VIII.4 of the Terms and Conditions).

5. AI Models and System Architecture

5.1 AI Analysis

Affected AI functionalities: AI Analysis, AI Review (see also Section 3)

To implement these AI functions, fynk uses LLMs via the Microsoft Azure AI Services[2]. In addition to the connection to Microsoft, pre- and post-processing is carried out using AI technologies developed by fynk itself.

[2] https://azure.microsoft.com/en-us/products/ai-services

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

5.2 Content Generation, Translation, Summaries, Search and Chat

Affected AI functionalities: AI Summary, AI Draft, AI Search, AI Assistant (see also Section 3)

These AI functions are likewise provided via a connection to the Microsoft Azure AI Services, complemented by components developed by fynk itself for pre- and post-processing (including for the implementation of natural-language search and the document-based chat assistant).

5.3 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 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's documents does not take place in this case either.