Streamio Terms of Service

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Agreement documents

Streamio is provided under these Terms of Service together with TechSverige's General Terms and Conditions for Cloud Services, TechSverige's Special Terms and Conditions for the Processing of Personal Data with the associated specification, the Rackfish SLA and the Rackfish Acceptable Use Policy. The documents are available at my.rackfish.com/downloads and are linked from rackfish.com/legal and streamio.com/legal, also for anyone who has not yet registered an account. TechSverige's terms are shown to customers who log in at my.rackfish.com. Others can request them using the form at rackfish.com/en/legal. In the event of conflict, any separate written agreement prevails, followed, in matters concerning personal data, by TechSverige's Special Terms and Conditions for the Processing of Personal Data with the specification, then these Terms of Service, then the Rackfish SLA and the Rackfish Acceptable Use Policy, and finally TechSverige's General Terms and Conditions for Cloud Services.

In these terms, the customer means the company or organisation that holds a Streamio account, a user means a person who has a user account with access to a Streamio account, and a viewer means anyone who views content published by the customer.

These terms are available in Swedish and English. In the event of any discrepancy between the language versions, the Swedish version prevails.

These terms apply from 14 October 2026 to agreements entered into on or after that date. For agreements entered into before then, they apply from the date stated in Rackfish's notice of the new terms, no earlier than 30 days after the notice. Until then, the previous terms apply.

Rackfish may amend these terms. Changes to the customer's disadvantage are notified by email to the account's contact address at least 30 days before they take effect. If the customer does not accept the change, the customer may terminate the agreement with effect from the day the change takes effect.

Registration and accounts

To use Streamio, you must register an account by providing the complete and accurate information requested during registration. Using your real name and a correct email address is a requirement. Account names are free form – use your company name, product name or whatever you think fits best. Account names may not contain Streamio or any other trademark owned by Rackfish AB and may not be obscene, inappropriate or offensive by a general moral standard.

Streamio is intended only for companies and organisations. Private individuals cannot register accounts.

Rackfish sends the emails needed for the service, for example subtitle deliveries and messages about the account. Rackfish also sends newsletters and a welcome series with tips about Streamio. Users can unsubscribe from these at any time via the link in each email. Anyone who signs up via the subtitling page can opt out when signing up.

Account security

Users may not give others access to their user accounts. All users who need access to Streamio must have their own user account. Several user accounts can be invited to one Streamio account, and the same user account can have access to several Streamio accounts.

Trial accounts

Trial accounts are free but require renewal every 30 days. We will email you when it is time to renew your trial account. If the account is not renewed, it is frozen, which we also inform you of by email. A frozen account is then deleted no later than 60 days after it was frozen. You may use a trial account under these limitations for as long as you like, subject to our right to change or terminate the trial account at any time without notice or liability of any kind. We do not allow trial accounts to be used commercially in a way where viewers pay for access, such as pay-walled or pay-per-view content. Contact us if you need to develop such functionality and want to use a trial account during development.

Streamio's paid accounts do not require renewal every 30 days and may also be used for paid content.

Subtitling

Streamio offers automatic subtitling using speech recognition (AI) for speech in Swedish and English. Subtitling is included in Streamio at no extra cost. The subtitles may contain errors, and the customer is responsible for reviewing them before they are published.

Subtitling can also be ordered via the free subtitling page on streamio.com. A trial account is then created, and the rules for trial accounts apply. Sign-up must be made with an email address belonging to the customer's organisation. Personal email addresses are not accepted.

Audio and video to be subtitled are processed on Rackfish's own equipment in Sweden. The customer's material is not used to train AI models.

Content rules

Streamio may not be used in any way for content that:

- Infringes the rights of third parties
- Violates laws
- Is hateful or discriminatory
- Depicts violence or cruelty towards people or animals
- Is pornographic
- Promotes pyramid schemes, MLM or other dubious business practices
- Exploits minors or depicts child sexual abuse
- Contains threats of violence or incites violence
- Constitutes bullying, harassment, defamation or incitement to hatred against a group
- Encourages illegal acts
- Promotes unlicensed gambling
- Promotes work-from-home schemes and similar
- Is DRM-protected or copyrighted material that the customer has no right to use

The Rackfish Acceptable Use Policy also applies and describes, among other things, prohibited use of the service.

Illegal content can be reported to abuse@rackfish.com. If we remove or restrict content, we will inform the account holder of what has been done and why.

Rackfish reviews reports and suspected violations manually. We may remove or restrict access to content and suspend accounts that violate these terms. In the notice of such action, we state the reasons and how the customer can request a review, by replying to the notice or writing to abuse@rackfish.com. Authorities and users can contact Rackfish on matters under the EU Digital Services Act at abuse@rackfish.com, in Swedish or English.

Content rights, warranties and indemnity

The customer warrants that it holds the rights to all content uploaded to Streamio and will pay all royalties to third parties required to use the content. The customer also warrants that the content does not infringe the rights of any third party and complies with this agreement.

The customer shall indemnify Rackfish AB, as well as our suppliers, resellers and employees, including the board of directors and management, against all third-party claims that:

- Result from a breach of any part of this agreement
- Result from uploaded content violating any law or rights

The rights to the content are not affected by it being uploaded to Streamio. By uploading content, the customer grants Rackfish AB the right, during the term of the agreement, to store, transcode, copy and distribute the content, including via links and through CDN, to the extent necessary to provide the service. Deletion in the service is immediate and cannot be undone. The content does not, however, disappear immediately worldwide: copies in the CDN providers' caches are normally removed within 48 hours.

Personal data

For personal data in content uploaded to Streamio, the customer is the data controller and Rackfish is the data processor under TechSverige's Special Terms and Conditions. Sub-processors, including CDN providers, and the countries where processing takes place are listed in the specification. Rackfish assigns a CDN provider to the account. The customer may request a change of provider. Rackfish may also change CDN provider to secure delivery or for technical or contractual reasons, to a provider listed

in the specification. For customers within the EU/EEA, CDN providers outside the EU/EEA, such as Fastly, are used only if the customer has requested this in writing. Rackfish does not use viewers' personal data for its own purposes. Rackfish's processing of account holders' own data is described in our privacy policy.

Streamio Channels

When the customer publishes a channel in Streamio Channels, the customer is the data controller for the processing of viewers' personal data and Rackfish is the data processor. The customer shall link to its own privacy policy in the channel settings and is responsible for analytics tools, chats and other third-party services that the customer adds to the channel. The customer shall ensure that such services requiring consent are only loaded once the viewer has given consent.

Disclaimer

Rackfish reserves the right to change the service and software and gives no guarantee that Streamio will be error-free. Paid accounts are covered by the same SLA as Rackfish's other shared services, available at my.rackfish.com/downloads. Trial accounts are provided as is, without guaranteed availability.

Traffic terms

If the subscription's traffic limit is exceeded, the traffic is charged according to the account's terms for overage traffic. A maximum of 25% of the traffic is included for distribution to areas outside Europe and North America. Traffic beyond that to such areas is charged according to the account's terms for overage traffic.

Prices and payment

Prices are stated in the order and in Rackfish's price list. This section applies instead of section 10.2 of TechSverige's General Terms and Conditions for Cloud Services. Rackfish may change the price with at least one month's written notice, either when Rackfish's costs from suppliers change, for example licence or CDN fees, or as part of a general adjustment of Rackfish's price list. The new price applies from the first billing period starting after the notice period. Periods already paid for are not affected. In the event of a price increase, the customer may terminate the agreement with effect from the date the change takes effect, by written notice to support@rackfish.com before that date. Fixed prices in a quotation or a procured agreement apply for the period stated there.

Credit-approved customers are invoiced with 30 days' payment terms, and the service is activated when the order has been received. Other customers pay in advance, and the service is activated and renewed only when payment has been received. Rackfish decides on credit approval and may at any time require advance payment, for example after late payments. If an invoice remains unpaid after a reminder, Rackfish may suspend the service until payment has been made, no earlier than 10 days after the due date for customers who pay in advance and no earlier than 30 days after the due date for credit-approved customers. This applies instead of the provisions on suspension in section 10.6 of TechSverige's General Terms and Conditions for Cloud Services. The customer remains liable to pay during the suspension. Content is not deleted because of the suspension.

Termination and account deletion

Rackfish may suspend an account if the customer breaches these terms. If the breach is material and the customer has not remedied it within 30 days of written notice, Rackfish may terminate the agreement and delete the account. Trial accounts that are not renewed are frozen and deleted as described under Trial accounts. Deleted material or links to deleted videos cannot be restored. Rackfish may also remove content that violates the content rules. Illegal content may be removed immediately.

Paid accounts are renewed automatically for one agreement period at a time. The length of the agreement period is stated in the order. If either party does not wish to renew, written notice of termination must be received by the other party – by Rackfish at support@rackfish.com – no later than the last working day of the month falling two months before the month in which the agreement is renewed. Example: if the agreement is renewed on 1 October, notice must be received no later than the last working day of August. Working day means Monday to Friday, excluding public holidays, Walpurgis Eve (30 April), Midsummer Eve, Christmas Eve and New Year's Eve. The customer shall retrieve its content before the agreement ends, in the interface or via the API, or extend the agreement to allow time for this. Rackfish has no obligation to store or hand over content after the agreement has ended, and the content is deleted no later than 60 days after the agreement has ended. Disaster recovery backups on tape are not deleted file by file. Deleted content is marked as deleted there, is thereafter put beyond use, is not used and cannot be restored, and disappears completely when the tapes are overwritten, within a

maximum of 25 months. In the event of switching provider under Clause 21.3 of TechSverige's General Terms and Conditions for Cloud Services, Clause 22 applies instead.

Miscellaneous

Streamio is a registered trademark of Rackfish AB.

These terms are governed by Swedish law. The parties shall first attempt to resolve any dispute by mutual agreement. If the parties cannot agree, the dispute shall be settled by the Swedish general courts, with Uppsala District Court as the court of first instance.