

Subscription Cancellation

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Controlling language: Français / French / Frans

The French version is controlling. In case of any discrepancy between language versions, the French version prevails unless mandatory law provides otherwise.

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Sommaire / Inhoud / Contents

1. 1. Principle
2. 2. Effect
3. 3. After the paid period
4. 4. Data retained
5. 5. Reactivation
6. 6. Difference from account deletion

1. Principle

Cancellation must be clear and accessible through the account or Customer Portal when available. It does not require a sales negotiation or mandatory phone call.

2. Effect

Regular cancellation stops the next renewal. Access continues until the end of the paid period shown in the account, except where law, security, fraud or a serious violation justifies earlier restriction.

3. After the paid period

- Paid-plan functions may become unavailable.
- Ads/videos may be hidden or marked inactive according to the applicable workflow.
- The account may remain accessible for information, payment remediation or resubscription.
- Cancellation does not itself delete the account or constitute an erasure request.

4. Data retained

Invoices, payment history, security logs, reports, appeals, complaints and information needed for accounting or legal claims remain subject to the Privacy Policy retention periods.

5. Reactivation

A business may subscribe again if its account is not blocked and required verifications remain valid. New access is enabled only after server-side confirmation of the new payment.

6. Difference from account deletion

Cancellation stops future renewal. Account deletion closes the account and follows the separate Account Deletion and Data Export procedure.