

# ProjeQtOr

Open-source Quality based Project Organizer

## TERMS AND CONDITIONS

Version 6.1 - 06/02/2026

### CONTACT

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### LEGALE NOTICE

**PROJEQTOR**  
Société par Actions Simplifiée  
Social Capital 10 000 Euros  
R.C.S. Toulouse 811 853 167

Intracommunity VAT number: FR93 811 853 167  
Training activity declaration: 73 31 07956 31

## SERVICES AND PRODUCTS

### PROJEQTOR SOFTWARE

ProjeQtOr software is a free project management application published by the company ProjeQtOr under the AGPL V3 license.

Complete terms of license are available at address <http://www.gnu.org/licenses>.

### ASSISTANCE

**Daily based** <sup>(1)</sup> activity that can cover different needs, technical or functional:

- Technical assistance to setup, configure and run ProjeQtOr,
- Functional assistance to parameter and adapt to customer's context.

**This kind of activity can be performed on site on remotely**

#### REMOTELY

For remote assistance, communication is performed through web-conferencing means (Zoom).

<sup>(1)</sup> Assistance sessions are limited to ½ days.

#### ON PREMISE

The service is performed at the customer's premises. Customer provides any means required to execute the mission.

The days are by standard working days of 7 hours maximum, for example:

- 9:00-12:30 / 14:00-17:30.

## TRAINING

**Daily based** <sup>(2)</sup> activity that can cover any training need about ProjeQtOr or Project Management. Standard modules are proposed (*see detail of modules on Appendix*).

These modules can be adapted to customer needs and any request will be studied.

**This kind of activity can be performed on site or remotely.**

<sup>(2)</sup> Remote training sessions are preferably conducted in half-day sessions.

### REMOTELY

Communication is provided through web-conferencing means.

Participants must be equipped with suitable means of communication to access the web-conference either on their desktop or in fully equipped meeting room for a web-conference.

The set-up of the means of participation to the web-conferencing by participants is the customer responsibility.

The customer must ensure to have a sufficiently stable network, open and efficient to ensure web-conferencing for all the participants in good conditions (latency <3 seconds, fluid display).

The service provides access to Jitsi Meet web-conferencing, including screen sharing. Depending on their constraints, the client may provide another equivalent type of web conference, offering screen sharing.

<sup>(2)</sup> Remote training sessions are limited to ½ days.

The number of people attending the presentation is limited to 10.

This limit can be adjusted on request and will be stated on the quotation.

### ON PREMISE

The service is provided at the customer's premises or premises chosen and managed by the customer.

The number of persons attending the presentation is limited to 10.

This limit can be adjusted on request and will be stated on the quotation.

The training modules are designed on basis of half days of 3.5 hours which can be set for example as:

- 9:00-12:30 / 14:00-17:30.

**IMPORTANT NOTICES** These are training designed to teach the **generic use of the ProjeQtOr** software, they cannot be adapted to the specific context of the client and its processes.  
**Any recording** of training sessions by the client or the participants, in any form whatsoever (video, audio or other), **is prohibited**.

## SUBSCRIPTION

**Subscription service** which covers the provision of updates over time, automatically or manually.

This service also includes updating to a new community version, automatically or manually, according to the same principle as the "Automatic installation" plugin.

Users subscribing to this service will have priority in the processing of community support requests on the Forum, without being able to claim contractual priority, unlike users who have subscribed to support.

## SUPPORT

**Subscription service** that covers the provision of support over time to respond to ad hoc technical or functional requests during the subscription period of the service.

**The operating conditions of the service are:**

- Dedicated project is opened on <https://track.projeqtor.org> to submit and follow-up requests,
- The number of persons able to contact the support is limited to 10% of users
  - The client should specify the information about persons able to contact the support
- Commitment for answers within 1 open day,
- Commitment to resolve blocking anomalies (solution or workaround) within 3 open days,
- Delivery of fixes for blocking anomalies through corrective patches,
- Other anomalies integrated in future community patch or version.

The delays and commitments are by hours and days in France:

- Monday to Friday between 9:00 and 18:00 French time,
- Excluding Saturdays, Sundays and public holidays in France.

## HOSTING

**Subscription service** that allows you to benefit of an instance of ProjeQtOr software in SaaS mode (Software As A Service) without worrying about installation and maintenance.

**This service includes set-up and technical maintenance of the instance.**

- Installation of your instance of ProjeQtOr software on ProjeQtOr servers,
- Initial configuration with the default settings and capacity to send emails,
- Hosting on [projeqtor.org](https://projeqtor.org) domain, providing of sub-domain for direct access to the application, in https mode (SSL encrypted) with url to access your instance looking like <https://yoursubdomain.projeqtor.org>),
- Hosting on dedicated servers managed by ProjeQtOr team, stored in Scaleway Data Centers localized in France,
- Unlimited traffic
- 24/7 availability provided by Scaleway, providing IT energy
- Import of data from a ProjeQtOr database upon installation for a subscription of at least 3 months.
- Data return at the end of the contract (database dump, files, documents).

## TECHNICAL FEATURES

- **Database**
  - Dedicated database,
  - Daily backup,
  - Last 7 days backups saved and kept,
  - Dump of database provided on request,
  - Restoration of backup on request.

Except at the “dedicated server” level of the offer, no direct access to the database can be provided to the customer.
- **Files**
  - Global backup of files (daily differential backup),
  - No possible unitary restore, global restoration in case of major failure.
- **Updates**
  - Upgrade to new community version on request,
  - These operations are included in prices, at no extra fee.
- **Support**
  - Free community support (without any warranty) on site forum
  - Possibility to subscribe to professional support service.
- **Plugins**
  - All plugins distributed by ProjeQtOr are available for hosted instances without additional cost.

## USER QLAB

**Subscription service** which allows participation in the ProjeQtOr club of users (user Qlab).

The user Qlab is intended to forge a link between the different users of ProjeQtOr as well as with the ProjeQtOr company team.

It allows users to:

- Share their experience of ProjeQtOr use
- Be informed about upcoming new features
- Be informed about the new features provided on latest versions
- Actively participate in the roadmap:
  - Propose changes
  - Participate in definition of priority of tickets
  - Participate in the specification of developments

For this, the user Qlab offers:

- Participation in monthly meetings, about 1 hour each, alternating between the 3 subjects:
  - Webinar: formal presentation on a previously announced subject
    - Presentation of a specific feature
    - Technical focus
    - Feedback
  - Roadmap:
    - New features brought by the latest version
    - Discussion about the upcoming version
    - Discussions on prioritization of developments
    - Details on the planned implementation of some features
- Contribution in the specifications of new features
  - Possibility to create new requests as "Qlab" Tickets (on a dedicated project) which will be discussed and prioritized during a Qlab meeting.
  - Possibility to add notes to roadmap tickets to specify the needs to be covered, recommend an implementation method, propose a model, and so on.

**IMPORTANT NOTICE** Currently (release date of this version of the document), **all discussions and meetings take place in French.**

## PLUG-INS:

**Additional plug-ins** are available to extend the functionality of special needs, particularly in terms of customization and technical integration.

The conditions defined in this document apply only to plug-ins provided by the company ProjeQtOr on its own web sites ([projeqt.com](http://projeqt.com), [projeqt.org](http://projeqt.org) and [projeqt.net](http://projeqt.net)).

Buying a plug-in gives the rights to install it on a single production instance and an additional test / validation instance (not production instance).

The plug-ins are available in ProjeQtOr shop: <https://www.projeqt.net/en/shop/plugins>.

Plugins can also be purchased through a standard buying process (quote, order, invoice) from ProjeQtOr.

ProjeQtOr accepts no responsibility for the installation and/or use of plugins acquired through any other means.

## ON DEMAND EVOLUTIONS

Quotation based service proposed to implement some customer's need into ProjeQtOr software.

Two kinds of evolutions are proposed depending on customer's need: private or community evolutions

### PRIVATE EVOLUTIONS

- Evolutions are not deployed in the community version,
- It's not possible any more to migrate to new community versions to benefit from new community evolutions and fixings. Integration of community evolutions and fixing must be requested, on command, after an estimate, on same principles as evolutions (to merge to a community version),
- Whenever possible an option will be proposed on quotation to implement evolutions as a plug-in (or any other method) to keep compatibility with community version (to preserve capacity to migrate to future community versions).

### COMMUNITY EVOLUTIONS

- Evolutions are included in community version,
- Possibility to migrate to new community versions to benefit from new community evolutions and fixings,
- Reduced cost (compared to private evolutions).

### CHOICE BETWEEN COMMUNITY OR PRIVATE EVOLUTIONS

- The type of evolution is proposed in the quotation according to the specificity of the requirements,
- Evolutions very specific to customer needs will not be included in community version.

### THIS SERVICE INCLUDES ALL DEVELOPMENT STEPS

- Analysis of the request,
  - Solution proposal (in the quote),
  - Realization of evolution,
  - Tests,
  - Delivery,
  - Warranty covering fixing of anomalies concerned by evolution identified during two months after delivery.
- Any modification of the code by the client is permitted but voids the warranty.

## LICENSE

### PROJEQTOR SOFTWARE:

ProjeQtOr is free software: you can redistribute it and / or modify it under the terms of the Affero General Public License ("GNU Affero General Public License") as issued by the "Free Software Foundation" version 3 of the License, or (at your option) any later version.

ProjeQtOr software is distributed in the hope that it will be useful, but WITHOUT ANY WARRANTY; without even the implied warranty of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. Consult the Affero General Public License ("GNU Affero General Public License") for details.

You will find copy of the Affero General Public License ("GNU Affero General Public License") with the software.

You can also view the full terms of the license at <http://www.gnu.org/licenses/>.

In any case, if you redistribute the ProjeQtOr software (whatever the version, even adapted by you, even under another name) you must:

- Distribute it under AGPL V3 license (or higher) and therefore give free access to all source code,
- Reference the original product (ProjeQtOr)
- Not leave any ambiguity about the origin of the product, which might suggest that you are the author.

The term distribution includes any delivery, even to a single customer, or diffusion to a third party as a service (distribution in SaaS mode).

Internal diffusion to the enterprise is not taken into account. This means that you can bring changes specific to your enterprise (and possibly confidential) without having to redistribute source code to the users as long as use is only internal to your company.

**Allowing the free of use does not transfer any property right.**

**The license requires to preserve the open character of diffusion and forbids to change property references. This includes the obligation to keep the original title block and license reference present on each file.**

**Violators will be prosecuted.**

### ADDITIONAL PLUG-INS:

Plug-ins are not distributed under an open-source license. They are distributed in a proprietary mode. The company ProjeQtOr remains owner of all the plug-ins it delivers.

Any changing to a plug-in without the explicit agreement of the company ProjeQtOr is prohibited.

The diffusion (or re-distribution) of a plug-in is prohibited.

**Violators will be prosecuted.**

### ON DEMAND EVOLUTIONS:

The code produced for on demand evolution remains the property of the company ProjeQtOr.

As part of "**community evolutions**", the code incorporates the community version of ProjeQtOr software, under the same conditions as the rest of the code of ProjeQtOr software under the same license.

As part of "**private evolutions**", the customer gets the right to use and modify the code provided, but not to redistribute it without the explicit agreement of the editor. Also, any change in the code made by the customer will stop any warranty.

Unless otherwise explicitly requested by the customer and recorded in the quotation, the company ProjeQtOr keeps the right to reuse the produced code, partially or fully, either to integrate it into a community version, as part of an evolution, a plug-in or for any other use.

Any modification of the code by the client is permitted but voids the warranty.

## OWNERSHIP

Whatever the provided service, the company ProjeQtOr remains owner of the code.

This covers, among others (list not exhaustive):

- The original code, as distributed in the community version of the software,
- The code produced as part of an evolution, either community or private,
- The code produced as part of a corrective patch,
- The code constituting a tool,
- The code of any plug-in released by the ProjeQtOr company.

As such, the ProjeQtOr company keeps the right to reuse the produced code. This includes for example the possibility to integrate, in part or in full, in the community version or in an additional plug-in the code produced in the context of an evolution, even if it is specific.

Any recording of the services (training, assistance or other) by the client or the participants, in any form whatsoever (video, audio or other), is prohibited.

## CONFIDENTIALITY

Customer data hosted on servers managed by the company ProjeQtOr or provided as part of support requests are confidential.

The company ProjeQtOr prohibits any consultation or disclosure of customer data.

The company ProjeQtOr implements all standard means to secure access to these data.

However, the company ProjeQtOr cannot be held responsible for disclosures related to improper use of the software by its customers or fraudulent theft of data.

## RESPONSIBILITY LIMIT

As described by the AGPL V3 License, under which ProjeQtOr software is deployed, " this software is distributed in the hope that it will be useful, but WITHOUT ANY WARRANTY; without even the implied warranty of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. "

Consult the Affero General Public License ("GNU Affero General Public License") for details.

The company ProjeQtOr or its representatives cannot be held responsible for:<

- Damage linked to a software malfunction,
- Loss of data,
- Any damage unrelated to a service provided by the company ProjeQtOr.

Under no circumstances penalties or other compensation for damages can exceed the price of the delivered service.

**The company ProjeQtOr assumes no responsibility for the consequences, effects and impacts related to the modification of any part of code done by a third party, either:**

- By the customer himself,
- By a third party, commissioned by the customer or not,
- By adding a plug-in not deployed by the company ProjeQtOr or obtained by other means than official ProjeQtOr sites ([projeqtor.com](http://projeqtor.com), [projeqtor.net](http://projeqtor.net) and [projeqtor.org](http://projeqtor.org))

## TERMINATION, CANCELLATION

Unless otherwise specified in a contractual document (quotation, agreement, etc.) all the services ordered are firm and final. The services ordered will be invoiced.

Some planned services (training, assistance) may possibly be postponed depending on the constraints of the various participants, as long as this does not impact the travel costs previously incurred. In the event of a delay in services due to the client, the initial costs incurred may be charged in addition.

## HOW TO SUBSCRIBE

### SUBSCRIPTION SERVICES

#### Subscription, Support, Hosting, Qlub

- Provide the following information:
  - Name and address of the company, name and email of the contact inside the company,
  - Duration of subscription,
  - Number of users.
  - The selected services
- A quotation will be sent, then a bill, and hosting will start as soon as order or payment is received.
- Receipt of the customer order or payment will trigger validation of the order.
- To benefit from the updates offered by the subscription service, the customer must initiate an order in the ProjeQtOr store. The order number will be the service validation code in the application.

### ASSISTANCE AND TRAINING

- Provide the following information:
  - Name and address of the company, name and email of the contact inside the company,
  - Type of service (training module, context for assistance or audit),
  - Number of persons attending the training session,
  - Location (address) where session will be held,
  - Wished date for sessions.
- A detailed quotation will be provided.  
Sessions will be planned on receipt of the signed quotation or validated sales order.

### ON DEMAND EVOLUTION

- Provide the following information:
  - Name and address of the company, name and email of the contact inside the company,
  - Detailed requirements of the desired evolution, or reference to a ticket of a community evolution (*see track database at <http://track.projeqtor.org>, log in as : guest/guest*),
  - Wished date for delivery.
- A detailed quotation will be provided.  
Work will begin on receipt of the signed quotation or validated sales order.

### RESERVE

- Option to order a set volume (reserve) of training or assistance services, billed as needed.
  - You order a set volume of services, which are then placed on reserve.
  - Time spent on each intervention is deducted.
  - Only completed interventions are billed.
- • Conditions for using the reserve:
  - Interventions are scheduled as soon as possible based on the availability of the participants.
  - The minimum unit of consumption is ¼ day.  
For instance, for 1 hour of intervention (1 hour / 7 hours = 0.14 day), ¼ day (0.25 day) is deducted.
  - The ordered reserve must be used within 12 months of the order.  
Any remaining balance is cancelled (not billed).  
It is possible to extend the use of the remaining balance for another 12 months by billing it in advance.  
In the latter case, the remaining balance 24 months after the order is lost.

## PRICES

### PRICES FOR SUBSCRIPTION SERVICES <sup>(1)</sup>

Number		Service					
User <sup>(3)</sup>	Contacts <sup>(4)</sup>	Simple Subscription	Support	Hosting	Hosting and Support	Space <sup>(5)</sup>	User Qlub
1 to 20	2	96 € / month	192 € / month	144 € / month	312 € / month	20 GB	54 € / month
		960 € / year <sup>(2)</sup>	1920 € / year <sup>(2)</sup>	1 440 € / year <sup>(2)</sup>	3 120 € / year <sup>(2)</sup>		540 € / year <sup>(2)</sup>
21 to 50	5	192 € / month	384 € / month	282 € / month	624 € / month	50 GB	102 € / month
		1 920 € / year <sup>(2)</sup>	3 840 € / year <sup>(2)</sup>	2 820 € / year <sup>(2)</sup>	6 240 € / year <sup>(2)</sup>		1 020 € / year <sup>(2)</sup>
51 to 100	10	318 € / month	636 € / month	420 € / month	996 € / month	100 GB	204 € / month
		3 180 € / year <sup>(2)</sup>	6 360 € / year <sup>(2)</sup>	4 200 € / year <sup>(2)</sup>	9 960 € / year <sup>(2)</sup>		2 040 € / year <sup>(2)</sup>
101 to 200	20	576 € / month	1 152 € / month	708 € / month	1 740 € / month	200 GB	306 € / month
		5 760 € / year <sup>(2)</sup>	11 520 € / year <sup>(2)</sup>	7 080 € / year <sup>(2)</sup>	17 400 € / year <sup>(2)</sup>		3 060 € / year <sup>(2)</sup>
> 200 dedicated server	30	828 € / month	1 656 € / month	1 116 € / month	2 616 € / month	500 GB	408 € / month
		8 280 € / year <sup>(2)</sup>	16 560 € / year <sup>(2)</sup>	11 160 € / year <sup>(2)</sup>	26 160 € / year <sup>(2)</sup>		4 080 € / year <sup>(2)</sup>

### PRICES FOR DAILY BASED PRESTATIONS <sup>(1)</sup>

Prestation	Conditions	Prices
<b>Training, Assistance</b>		
Remotely intervention	Up to 10 participants	1 700 € per day
On premise intervention	Up to 10 participants	1 700 € per day + travel fees <sup>(6)</sup>
Inter-enterprises training	Up to 20 participants	530 € per day and per participant
<b>On demand evolution</b>		
Community evolution	Request for a quote	370 € per day of realization workload
Private evolution	Request for a quote	580 € per days of realization workload

<sup>(1)</sup> All prices as ex VAT. Value Added Taxes applied as required. Not applicable for customer out of France and European Union.

<sup>(2)</sup> Optimized annual rates allowing you to save the equivalent of 2 months of subscription per year.

<sup>(3)</sup> Active users, able to connect to the application: a user is a record in table « resource » with isUser=1 and idle=0

<sup>(4)</sup> Maximum number of accounts on track database and contacts able to directly contact the support.

<sup>(5)</sup> Espace disque dédié à l'instance hébergée pour le stockage de fichiers (fichiers attachés, documents, images)

<sup>(6)</sup> Travel and subsistence expenses from Toulouse for an intervention on site.

Travel expenses also include the loss of productivity during the duration of the journeys involved.

## PAYMENT CONDITIONS

- Payments in Euro.
- Services with subscription (Subscription, Support, Hosting, Qlub):
  - Invoice issued upon receipt of the order: the firm order triggers the start of the service.
  - Payment is due upon receipt of the invoice.
- Timely delivered service (on demand evolution, assistance, training):
  - Invoice is sent on delivery,
  - Payment required at 15 days end of month.
- Plug-in:
  - Payment is due on order,
  - Payment triggers the delivery of the plug-in.
- Fixed compensation for recovery costs in case of late payment: 40 euros (in accordance with Articles L. 441-3 and L. 441-6 of the French Commercial Code)