



# BALTHAZAAR

## COMPETITIVE INTELLIGENCE TERMS OF SERVICE

Effective date: 12 August 2026

Entity: Balthazaar Private Limited ("Balthazaar," "we," "us")

Registered address: 68 Circular Road, #02-01 SG 049422

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Contact: support@balthazaar.net

### 1. What Balthazaar provides

Balthazaar provides periodic, analyst-reviewed competitive-intelligence reports for businesses ("Reports"), covering publicly available signals such as advertising activity, search visibility, social presence, website changes, hiring activity, and press/news mentions for competitors that the Customer names ("Tracked Competitors").

Reports are generated using a combination of automated data collection from public and paid sources and a human analyst review pass before delivery. We do not guarantee completeness of any Tracked Competitor's activity, as our Reports rely on accessible data sources and cannot capture private, unpublished, or paywalled competitor information.

### 2. Plans and trial

- Trial Report — a single one-off report per organisation, no subscription, no auto-renewal.
- Subscription Plans (Foundation / Growth / Intelligence Pro) — sold on 6-month or 12-month prepaid terms only. There is no month-to-month plan. See [balthazaar.net/pricing](https://balthazaar.net/pricing) for current tier coverage and pricing.
  - Keyword Analysis Add-On — a one-off report, priced separately, covering up to 100 keywords. Prices are in Singapore Dollars (SGD), unless stated, and inclusive of GST as stated at checkout.

### 3. Payment

Payment is processed via Stripe. By purchasing, you authorize us to charge the payment method on file for the plan term selected. Subscription plans are prepaid in full for the 6- or 12-month term at checkout; there is no additional charge during that term.

At the end of each term, your subscription automatically renews for a further term of the same length, at the price then in effect, and your payment method on file will be charged again — unless you cancel in writing at least 30 days before the end of the then-current term.

### 4. Delivery

Reports are delivered by email from [insights@balthazaar.net](mailto:insights@balthazaar.net) within 5 working days of receiving your completed onboarding inputs (competitors, target country, keywords, reporting period). Delivery timelines may extend if inputs are incomplete or if a Tracked Competitor's public data is unusually limited (we will notify you if this affects your Report).

## 5. Refunds and cancellation

Trial Reports are non-refundable once report generation has started.

Subscription terms are non-refundable after the first Report is delivered. Subscriptions automatically renew as described in Section 3; you must cancel a subscription from auto-renewing more than 30 days before the end of the period chosen.

## 6. Acceptable use

You agree not to: resell, redistribute, or publish Balthazaar Reports to third parties without our written consent; use Reports to harass or defame a Tracked Competitor; attempt to reverse-engineer our data collection methods; or use the service for any unlawful purpose.

## 7. Intellectual property

Reports are provided for your internal business use. Balthazaar retains ownership of the report format, methodology, and underlying analysis frameworks. You own the right to use the factual findings in your own internal decision-making and materials.

## 8. Disclaimers

Reports are based on publicly available information at the time of collection and are provided for informational purposes only. Balthazaar does not guarantee the accuracy, completeness, or currency of third-party data, and Reports should not be the sole basis for material business, legal, financial, or investment decisions.

## 9. Limitation of liability

To the maximum extent permitted by Singapore law, Balthazaar's total liability arising from any Report or Subscription is limited to the amount paid by the Customer for that Report or the then-current term. Balthazaar is not liable for indirect, consequential, or lost-profit damages.

## 10. Data protection

See our Privacy Policy ([balthazaar.net/privacy-policy](https://balthazaar.net/privacy-policy)) for how we collect, use, and protect personal data in accordance with Singapore's Personal Data Protection Act (PDPA).

## 11. Governing law

These Terms are governed by the laws of Singapore. Disputes are subject to the exclusive jurisdiction of the Singapore courts.

## 12. Changes to these Terms

We may update these Terms from time to time. Material changes will be notified by email to active customers at least 14 days before taking effect.

## 13. Contact

Questions about these Terms: [support@balthazaar.net](mailto:support@balthazaar.net)