General Terms and Conditions
Storytel Pulse

1. General

These General Terms and Conditions (the "**Terms**") constitute a binding agreement between Storytel Sweden AB corporate reg. no. 556696-2865, Box 24167, 104 51 Stockholm, Sweden ("**Storytel**", "**we**" or "**us**") and the individual author who has been invited to, and creates a profile on the Service (as described below) ("**you**" or "**author**").

The Service is intended for authors acting in a professional capacity related to their authorship. By accepting these Terms and creating a profile, you confirm such professional use.

2. The Service

2.1 Use of Service

Storytel provides Storytel Pulse – an online service, available at authors.storytel.com, for you as an author to manage your author presence and access data insights and statistics relating to the consumption of your Works (as described below) (the "**Service**"). We may also offer third-party products and services through the Service.

Storytel and our licensors retain all ownership rights to the Service. Subject to your compliance with these Terms, we grant you a limited, non-exclusive, non-transferable and revocable right to access and use the Service for your professional purposes as an author. This right remains in effect until terminated by you or Storytel in accordance with these Terms. For the avoidance of doubt, Storytel does not transfer any rights or title to Service, any trademark or its content to you.

You agree to at all times use the Service, including all its features and functionalities, in accordance with these Terms, all applicable laws, rules and regulation, and Storytel's Content Policy available in the Service. As a user of the Service, you are not allowed to:

- Copy, reproduce or duplicate any part of the Service;
- Modify, adapt, translate or create derivative works based on the Service;
- Reverse engineer, decompile, disassemble or otherwise attempt to discover the source code or underlying algorithms of the Service;
- Display or publish the Service's content or code outside the Service;
- Distribute, share or broadcast the Service's materials to third parties (except for Your own Content as described below);
- Sell, rent, lease or otherwise commercially exploit the Service's content;
- Use the Service to spread spam, malicious code or illegal material;
- Attempt to gain unauthorised access to the Service or other users' accounts;
- Use automated tools (bots, scrapers, crawlers or similar technologies) without Storytel's written consent;
- Impersonate anyone else or mislead about your identity.

2.2 Access to the Service

The Service is invitation-based. You will gain access to the Service when we or your publisher sends an invitation to your email address, which we have received directly from you or from your publisher.

You must provide correct information at registration and maintain an active email address and phone number. You are responsible for keeping all contact details current and notifying Storytel of any changes. You must maintain control of your account, keep access to your registered email address and phone number secure, and prevent unauthorized access to the Service. You are solely responsible for all activity that occurs under your account.

2.3 Changes to the Service

We reserve the right to modify, suspend, or discontinue any part of the Service, including the types of data and functionalities offered, at our sole discretion and without prior notice. This includes the occasional introduction of features used to evaluate new ideas (**"Pilot Features"**). These Pilot Features are not permanent and may be updated, significantly altered, or removed at any time.

The Service is provided free of charge. We reserve the right to introduce fees for the Service or specific features in the future. In such cases, we will provide you with reasonable prior notice before any charges are implemented.

3. Intellectual Property Rights

3.1 Your Content

After creating an account, you can build your author profile and share content on the Service. You may for example write a biography and other information about your authorship or publish posts containing text, images and video. All such information, materials and other content that you create, add, upload, submit, distribute or post to the Service is referred to in these Terms as "**Your Content**". For the avoidance of doubt, these Terms govern Your Content exclusively. Your audiobooks and e-books (collectively, your "**Works**") available on the Storytel digital streaming service (the "**Storytel Platform**") remain governed by separate agreements with Storytel or our affiliates and are unaffected by these Terms.

Your Content may be visible to readers and listeners on the Service and the Storytel Platform, who can, among other things, follow your profile, like and comment on Your Content. You are expected to interact in a respectful and professional manner at all times. When posting Your Content or engaging with users, you must comply with the prohibited content requirements set out in section 3.2. You may report inappropriate comments through the reporting function described in section 5.2.

You are solely responsible for Your Content and by uploading or sharing Your Content on the Service, you represent and warrant that:

- You own or have obtained all necessary rights, licences, consents and permissions to publish Your Content on the Service;
- Your Content does not and will not infringe or violate any third party's intellectual property rights, data protection rights or other rights;
- Your Content complies with these Terms and all applicable laws and regulations; and

- All Content you provide is truthful, accurate and not misleading.

3.2 Prohibited Content

Certain types of content are not permitted on the Service. You may not upload, post or otherwise make available any content that:

- Is in breach of Storytel's content policies and guidelines (including Storytel's Content Policy;
- Infringes any third party's copyright, trademark or other intellectual property rights;
- Violates any person's right to privacy or publicity, or includes personal data of third parties without proper legal basis or consent;
- Impersonates any person or entity, or falsely states or misrepresents your affiliation with a person or entity;
- Constitutes spam, unsolicited advertising or unauthorised commercial communications;
- Encourages or enables any other individual to violate these Terms; and
- Contains AI-generated or manipulated content that is misleading or deceptive without appropriate disclosure.

Storytel reserves the right to remove or restrict access to any content that violates these Terms or applicable law. For information on content moderation, reporting and appeals, please see section 5.

3.3 Intellectual Property Rights in Your Content

You retain all ownership rights to Your Content. By publishing Your Content to the Service, you grant Storytel (including its affiliates) a perpetual, non-exclusive, worldwide, royalty-free, transferable and sublicensable licence to use, store, display, reproduce, modify, distribute, publish, commercially exploit, communicate and translate Your Content (including through automated and AI-based translation tools) for the purpose of:

- Providing and further developing the Service;
- Marketing and promoting you as an author, the Service and the Storytel Platform; and
- Displaying Your Content to users of the Storytel Platform.

3.4 Social Media Integration

The Service may allow you to share or link Your Content to third-party social media platforms. If you choose to share Your Content on social media platforms, you are solely responsible for complying with the terms, guidelines and other policies of those platforms.

You acknowledge that Storytel has no control over third-party social media platforms and is not responsible for how those platforms display, use or moderate Your Content.

3.5 Collaboration

If you create Your Content together with others, you are responsible for ensuring that all collaborators have granted you the necessary rights to publish the content on the Service and to grant the licences set out in these Terms.

3.6 Feedback

If you provide us with feedback, ideas or suggestions and similar regarding the Service (collectively “**Feedback**”), you grant us all rights and ownership of such Feedback without any obligation or compensation to you.

4. Access to Data and Statistics

4.1 Consumption Data

Through the Service, you gain access to statistics and data about the consumption and performance of your Works on the Storytel Platform (**"Consumption Data"**), which may include:

- Audience interaction and activity
- Follower statistics and growth
- Review ratings and feedback
- Author page performance
- Geographic distribution of audience

The specific types of Consumption Data available may vary depending on the features offered through the Service and may change from time to time. Historical Consumption Data may not be available indefinitely.

4.2 Ownership and Use of Consumption Data

The Consumption Data remains the property of Storytel. You are granted a non-exclusive, non-transferable right to access and view the Consumption Data solely for your own professional purposes related to your authorship during the term of your account.

4.3 Accuracy and Liability

The Consumption Data provided is indicative and does not constitute a guarantee. The Consumption Data is provided for informational purposes only and may differ from data used for other purposes, including any payments or royalties under applicable agreements. Storytel does not warrant the accuracy, completeness or reliability of the Consumption Data, and the Consumption Data may contain errors, inaccuracies or technical faults. Storytel may change the type, scope and presentation of Consumption Data in the Service at its sole discretion and without prior notice.

Storytel accepts no liability for any loss or damage arising from decisions made or actions taken in reliance or use of Consumption Data. You acknowledge that Consumption Data is provided for informational purposes only and should not be the sole basis for any business, creative or financial decisions.

5. Content Moderation and Reporting

5.1 Storytel's Moderation Rights

Storytel reserves the right to monitor, review, remove or restrict access to any content (including Your Content) on the Service that violates these Terms, applicable law, or that we determine, in our sole discretion, to be inappropriate or harmful. We may, but are not obliged to, review content before it is published.

Storytel acts as an intermediary service provider and is not responsible for content published by you or other users on the Service or the Storytel Platform. Storytel is not liable for user-generated content, except in cases where we are obliged to act by law.

5.2 Reporting and Removal

You may report content that you consider to be inappropriate, illegal or in violation of these Terms by logging in to the Storytel Platform and using the reporting function available therein. This includes comments, interactions or other user-generated content that you encounter in the Service. All reports will be evaluated by Storytel. By accessing or using the Storytel Platform, you acknowledge and agree to be bound by the Storytel Platform Terms and Conditions.

In the case of manifestly illegal content, Storytel will act without undue delay to adjust, remove or disable access to such content after becoming aware of it. If Storytel removes Your Content, we will endeavour to inform you of the removal and the reason for it, unless such notification is not appropriate or necessary due to the nature of the content or legal requirements.

5.3 Appeal

If Your Content has been removed, you have the right to appeal the decision by contacting author.support@storytel.com within six (6) months of Your Content being removed. Storytel will evaluate your appeal and notify you of the decision.

6. Term and Termination

These Terms will continue to apply until terminated by either you or Storytel. You may terminate your account at any time by contacting Storytel at author.support@storytel.com.

Storytel may also terminate or suspend your account if:

- Your contractual relationship with Storytel or our affiliates has expired or been terminated;
- You violate these Terms or applicable law; or
- Your use of the Service is harmful or may damage Storytel, our affiliates or third parties.

If your account is terminated (by you or by Storytel), Storytel reserves the right to retain Your Content in accordance with section 3.3 and to the extent necessary to fulfil legal obligations, resolve disputes or maintain legitimate business interests.

7. Indemnity and Liability

You agree to indemnify and hold Storytel and our affiliates harmless from any claims, damages and expenses (including legal fees) arising from Your Content, your breach of these Terms, or your violation of applicable law. This obligation survives termination of these Terms.

If you are dissatisfied with the Service or these Terms, your sole remedy is to terminate your account in accordance with section 6. As the Service is provided free of charge, Storytel's liability to you under these Terms is excluded to the extent permitted by law.

8. Miscellaneous

Availability. Storytel aims to keep Service running 24/7, however, Storytel provides no guarantee that the Service will always be free of errors or interruptions. Any faults or interruptions affecting Service will not be construed as a breach of contract by Storytel. Storytel also has the right, at our own discretion and without prior notice, to close Service, e.g. for carrying out upgrades and maintenance when deemed necessary by Storytel.

Changes to the Terms. Storytel may at any time update or change these Terms. If we make changes that negatively affect your interests, we will notify you via email or by posting a notice in Service at least 14 days before they take effect.

Newsletters and Communications. By creating an account, you consent to receive newsletters and updates from Storytel via email. You may unsubscribe at any time by following the link in the emails.

Error Reporting and Support. In the event that Service, or parts thereof, are incorrect or faulty, you are urged to contact Storytel via email to author.support@storytel.com from the valid email address used to register your account. To find more information about Service or if you need assistance with any feature or with your account, please contact author.support@storytel.com.

Third-Party Services. Storytel is not responsible if mobile networks, internet providers, or other third-party services prevent you from accessing Service.

Force Majeure. Storytel shall not be liable for any failure or delay in performing its obligations under these Terms due to circumstances beyond its reasonable control, including but not limited to, natural disasters, war, terrorism, labour disputes, internet outages, or government actions.

Assignment and Subcontractors. Storytel has the right to transfer our rights and obligations under these Terms and has the right to engage sub-contractors to help fulfil our obligations under these Terms.

Personal Data. Storytel's processing of your personal data is governed by Storytel Pulse Privacy Notice. By using Service, you consent to such processing and you warrant that all data you have provided is accurate.

Sanctions and export control. You may not use, access or otherwise export or re-export the products or services except as explicitly permitted in these terms and to the extent permitted by applicable law. In particular, but without limitation, the Services may not be exported, re-exported or otherwise made available (a) into any country or region embargoed by the U.S. Government, or (b) to any party listed on any list of prohibited parties or subject to sanctions imposed by the UN, EU, UK or other 8 countries. By using the Services, you represent and warrant that you are not located in any such country or listed on any such list.

Entire Agreement. These Terms, together with the Storytel Pulse Privacy Notice referenced in section 8, constitute the entire agreement between you and Storytel regarding the Service and supersede all prior agreements and understandings.

9. Governing Law and Dispute Resolution

These Terms shall be governed and construed in accordance with the laws of Sweden. In case of a dispute between Storytel and you, the dispute shall be settled by Stockholm District Court as first instance.

Last updated: 19 March 2026