

Synology Active Insight

Terms and Conditions

Clause 1. By using Synology Active Insight (hereinafter referred to as "Active Insight"), you agree to follow terms and conditions: You will not rent, distribute, license, lease, or lend Active Insight to any third party without Synology's consent.

Clause 2. Synology retains the right to make modifications to Active Insight and to update the hardware and software required for the implementation of Active Insight from time to time without prior notice.

Clause 3. Synology reserves the right to terminate your access to the Free Plan at any time in Synology's sole discretion if (a.) there has been no activity within any of Active Insight for three hundred and sixty-five (365) days; or (b.) Synology no longer provides the Free Plan to all users.

Clause 4. If you choose a free trial for your use of Active Insight, your free trial will be converted to a paid subscription at the end of the trial period.

Clause 5. The credit card you provide will be billed on the date you purchase Active Insight. The price (applicable taxes excluded) of each plan is shown when you choose your plan on the Active Insight web portal. You shall pay the full amount of the price shown on the Active Insight web portal without any deduction, offset or withholding of any kind or nature or for any reason whatsoever.

Clause 6. Synology will send a notice to you seven (7) days before the expiry date of your plan. If you do not intend to continue to use Active Insight, you must select "Cancel" in the Active Insight web portal before the expiry date of your plan or before the end of your free trial. Your plan will, in that case, expire on the applicable expiry date.

Clause 7. On the expiry date of your plan, your purchase of Active Insight will be automatically renewed and your credit card will be re-billed in accordance with the plan to which you subscribed to, unless you selected "Cancel" in the Active Insight web portal prior to the expiry date. Synology retains the right to adjust or change the content of the plans and will inform you of material changes to the plans at least thirty (30) days in advance of the effective date of such changes or adjustments. No such change or adjustment will prejudice your rights under your chosen plan.

Clause 8. After expiration of your subscription for which you have disabled automatic renewal on the Active Insight web portal or the number of managed hosts (i.e., Synology NAS devices) exceeds the licensed number, or for which you have failed to make a payment for any reason for your subscription to Active Insight after the payment expiration date shown in the Active Insight web portal (such dates of expiration herein referred to as the "Active Insight Expiration Date"), you will have a twenty-one (21)-day grace period to make payment for your subscription, subject to the following conditions:

A. On the twenty-second (22nd) day after the Active Insight Expiration Date, your subscription will be changed to the Free Plan automatically.

B. If you do not (a.) assign your Free Plan license to your hosts or (b.) renew your subscription when the number of managed hosts exceeds the limitation of the Free Plan and assign your license by the thirtieth (30th) day after the Active Insight Expiration Date, all collected data stored on the Active Insight will be deleted.

Clause 9. Clause 6 and Clause 7 do not apply to you in the event that you are using Active Insight web portal through your Synology partner. The purchase of Active Insight by your Synology partner, your Synology partner's payment for Active Insight, and related issues shall be subject to the Synology Partner Program Agreement. Your use of Active Insight and payment thereon to your Synology partner shall be governed by the service contract between you and your Synology partner. When your Active Insight is managed by a delegate, all your subscription plans are not effective and certain functions are configurable by the delegate only. ([Learn more](#)) However, please note that, although your Active insight is managed by your Synology partner, your subscription period will continue to count.