Terms of use

In force from November 23, 2026.

1. About these terms

These terms of use govern the use of BatchDash, the software for batch manufacturers published at batchdash.com by Narrativium, 47 rue Vivienne, 75002 Paris, France ("we", "us"). "You" means the business that holds an account, and the people it brings into its workspaces.

Subscriptions, prices and payment are covered by the terms of sale. Personal data is covered by the privacy notice and, for what your workspaces hold, by the data processing agreement.

2. For professional use

BatchDash is meant for businesses, for their professional activity: makers, workshops and companies of any size. By creating an account, you confirm that you act for such a business. The protections French consumer law gives private individuals, such as the 14-day right of withdrawal, do not apply.

3. Accepting these terms

You accept these terms, and the terms of sale, when you create your account by ticking the box on the sign-up form. We record the version you accepted, when, in which language, and the IP address and browser you used.

They take precedence over any general conditions of your own, such as purchase terms, unless we agree otherwise in writing.

4. The service

BatchDash helps you run batch production: recipes and formulas, costs, stock, purchasing, production runs, sales, labels, and the records that trace each batch. An account gives access to one or more workspaces, each with its own data, team and subscription.

BatchDash is provided as is and as available. We can change, add or remove features at any time, and we do not guarantee that the service will suit your needs, give exact results, or run without errors or interruptions. Features marked as a preview or a beta can change or end without notice.

5. Your account

- Sign up with accurate details and an email address you control.
- Keep your password to yourself: what is done in your session counts as done by you.
- Tell us straight away at privacy [at] batchdash.com if you think someone else has used your account.

An account whose email address is never confirmed is deleted 30 days after sign-up.

6. Workspaces and teams

Every workspace has at least one owner. Owners invite and remove members, set their roles and rights, manage the subscription, and can delete the workspace. Those acts bind the workspace and the business behind it.

You decide who joins your workspaces, and you answer for what they do there. Everyone who joins has accepted these terms with their own account.

7. What BatchDash may be used for

Use BatchDash lawfully, to run your own business. You may not:

- break into, probe, overload or disrupt the service, or get around its limits;
- read or take data that belongs to another workspace;
- copy, decompile or reverse-engineer the software, except where the law allows it;
- resell, rent or share access with people outside your business;
- store content that is unlawful or infringes someone else's rights;
- collect data from the service with automated tools.

We can suspend or close an account or a workspace that breaks these rules, or that puts the service, its users or anyone else at risk, at once and without notice.

8. Your data

What you and your team enter stays yours. You allow us to host, copy, process and display it as far as running BatchDash for you requires, and for nothing else.

An owner can export a workspace at any time from its settings, as CSV files, free of charge. When a workspace is deleted, its data is erased after a 30-day grace period during which we can restore it on request. Encrypted backups keep a copy until they expire, within 12 months.

You answer for the data you store and for your right to store it, including the personal data of your customers, suppliers and staff.

9. Figures, labels and suggestions

BatchDash computes costs, yields, stock levels, nutrition and allergen fields, and labels from what you enter, and its optional AI features suggest readings and values. They are working tools. Check a figure or a label before you rely on it: none of it is legal, regulatory or professional advice, and the compliance of what you make and sell stays your responsibility.

The AI features only run when you ask for them. What you send them goes to our AI provider to answer that request. We do not use it to train AI models.

10. Intellectual property

The software, the BatchDash name and everything we built belong to Narrativium. A subscription gives your business a non-exclusive, non-transferable right to use them while it lasts.

Ideas and feedback you send us about the product are ours to use freely.

11. Availability and support

We run BatchDash with care: monitored servers, encrypted nightly backups, and updates that roll back when they fail. Maintenance can make it unavailable for a while.

For help, write to us through the contact form.

12. Liability

We are not liable for indirect damage, such as lost profit, lost business or harm to reputation, nor for damage caused by the way you use the service or by a third party. Our total liability is capped as set out in the terms of sale. Nothing in these terms limits a liability the law does not allow to be limited.

Do not use BatchDash as the only control on anything where a failure could hurt someone.

13. Leaving, suspension and closure

You can stop using BatchDash at any time: cancel the subscription as the terms of sale describe, or delete the workspace from its settings. To have your account itself deleted, write to privacy [at] batchdash.com.

We can suspend or close an account or a workspace at once, without notice, if it breaks these terms, puts the service at risk, or when the law requires it. We can also end our relationship for any other reason, by telling you at least 30 days ahead; the terms of sale say what happens to the time already paid.

14. Changes to these terms

We may update these terms, for example when the product or the law changes. We announce a change in the app or by email at least 15 days before it applies to your account, unless the law requires it sooner. If you do not accept it, you can stop using BatchDash before that date. Using it afterwards means you accept the new version. An account created after we publish a new version accepts it when it signs up.

15. Governing law and disputes

These terms are governed by French law. Before going to court, we each try for 30 days to settle a dispute amicably, starting from a written notice. If that fails, the courts of Paris have sole jurisdiction.

These terms exist in English and in French. If the two differ, the French version prevails. If a clause is found invalid, the others still apply, and not enforcing a clause once does not waive it.
