

LEGAL

Terms of Service

Last updated: September 22, 2026 · Version 2026-09-20

These terms govern your use of CertLister. Please read them carefully. By using CertLister, you agree to be bound by these terms.

Acceptance of Terms

CertLister is operated by VISIONLANDER LTD., an Ontario corporation ("CertLister", "we", "us"). By creating an account, accessing, or using the CertLister platform (the "Service"), you agree to these Terms of Service ("Terms"), our [Privacy Policy](#) and our [Data Processing Addendum](#). If you use CertLister on behalf of an organization, you confirm that you have authority to bind that organization, and "you" means that organization.

The Service is for organizations and professionals. It is not offered for personal or household use.

If you do not agree to these Terms, you may not use the Service.

Service Description

CertLister is a cloud-based platform that lets organizations create, issue, manage and verify credentials. In these Terms, credentials are the certificates, badges, wallet cards and training records you issue through the Service. Features include:

- Credential creation and PDF generation
- Training records management and tracking
- Credential expiry monitoring and reminders
- Public credential verification pages and embeddable widgets
- Team collaboration with role-based access
- Design Studio for custom credential templates
- CSV import and bulk operations

Features available to you depend on your subscription plan. We reserve the right to modify, add, or remove features at any time.

AI features. Some features suggest content using AI. Suggestions may be wrong. Review them before you use them.

Third-party services. Services we connect to, such as Stripe and Google sign-in, are governed by their own terms.

Accounts & Access

Account Registration

To use CertLister, you must create an account with a valid email address and a secure password, or sign in via Google OAuth. You are responsible for maintaining the confidentiality of your login details and for all activity that occurs under your account.

Account Security

- You must notify us immediately at support@certlister.com if you suspect unauthorized access to your account
- You may not share your login details with others outside your organization
- Accounts are locked after repeated failed login attempts as a security measure

Team Members

Organization admins may invite additional team members. Each team member must agree to these Terms individually. You are responsible for the actions of all users in your organization on CertLister.

Age Requirement

You must be at least 18 years old to create a CertLister account. By registering, you confirm you meet this requirement.

Acceptable Use

You agree to use CertLister only for lawful purposes. You must not:

- Issue fraudulent, misleading, or falsified credentials
- Use CertLister to impersonate another person, organization, or credential-issuing authority
- Upload or transmit malicious code, viruses, or harmful content
- Attempt to gain unauthorized access to our systems or other users' data
- Interfere with or disrupt the integrity or performance of the Service
- Scrape, crawl, or harvest data from the Service by automated means without our written consent
- Use the Service in any way that violates applicable laws or regulations
- Resell or sublicense access to the Service without our written permission
- Put medical records, information about a person's health conditions, social insurance or social security numbers, passport or driver's licence numbers, or payment card numbers into credential fields, custom fields or uploads. Professional licence and registration numbers are fine.
- Send unsolicited bulk email through credential or reminder emails. You confirm you have a lawful basis to email each recipient.

We reserve the right to suspend or terminate accounts that violate these rules without refund.

Your Content

Ownership

You retain full ownership of all data you upload to CertLister — including recipient records, credential data, organization details, and uploaded assets. We do not claim any ownership over your content.

License to Us

By using CertLister, you grant us a limited, non-exclusive license to store, process, and display your content solely to provide the Service to you. We do not use your content for any other purpose.

Responsibility for What You Issue

You are solely responsible for the accuracy, quality, legality and legitimacy of everything you upload and every credential you issue. CertLister is not the issuer. We do not check, endorse or certify any credential, recipient or issuing organization.

Recipient Data

You decide what recipient data is collected and why, and we handle it on your behalf. You are responsible for having the consent or other legal basis to give it to us. If you issue credentials to minors, you are responsible for any required parental consent. Our [Data Processing Addendum](#) explains how we handle this data, and it is part of these Terms.

Content Removal

We have no duty to monitor content. We may remove content or suspend an account that we reasonably believe breaks these Terms or the law.

If You Rely on a Verify Page

A verify page, a recipient portal page or an embedded verification widget shows what the issuing organization entered. "Verified" means the record matches what that

organization stored with CertLister. We have not confirmed the training, the person or the issuer, and we are not responsible for decisions you make by relying on a credential. If you have doubts about a credential, contact the organization that issued it.

Reporting a Problem

If you believe content on CertLister infringes your copyright or trademark, or that a credential or an issuer is fake, email support@certlister.com with the details: what you are reporting, where it appears, and how to reach you. We review reports and may remove content or suspend the account.

Billing & Subscriptions

Plans

CertLister offers a Free plan and paid plans (Basic and Pro) billed monthly or annually. Plan features and limits are described on our [Pricing page](#) and may change with notice.

Free Plan

Every account starts on the Free plan at no cost. No credit card is required to use the Free plan. You are charged only when you subscribe to a paid plan or buy a credit pack.

Payment

Payments are processed by Stripe. By subscribing, you authorize us to charge your payment method on a recurring basis (monthly or annually). All prices are in USD. You are responsible for any taxes applicable in your jurisdiction.

Upgrades & Downgrades

- **Upgrades** take effect immediately and are prorated for the remainder of your billing period
- **Downgrades** take effect at the end of your current billing period; you keep your current plan features until then

- **Cancellations** take effect at the end of your current billing period; your account moves to the Free plan

Refunds

If you are not satisfied within the first 30 days of a new paid subscription, contact us at support@certlister.com for a full refund. After 30 days, payments are non-refundable except where required by law.

Failed Payments

If a payment fails, we will retry and notify you by email. If payment remains unresolved, your account may be downgraded to the Free plan until payment is settled.

Availability & Uptime

We strive to keep CertLister available at all times, but we do not guarantee uninterrupted access. The Service may be unavailable due to maintenance, upgrades, or circumstances outside our control (including third-party infrastructure issues with Google Cloud Platform).

We will make reasonable efforts to notify users of planned maintenance in advance. Downtime does not entitle you to a refund or service credit unless separately agreed in writing.

Termination

By You

You may delete your account at any time from Settings → Danger Zone. Deletion permanently removes your organization and all associated data. This action cannot be undone. We recommend exporting your data before deleting your account.

By Us

We may suspend or terminate your account immediately if you violate these Terms, engage in fraudulent activity, or if we are required to do so by law. We will attempt to

notify you before termination except where prohibited or where doing so could cause harm.

We may also suspend your account for non-payment or for a security risk, with notice where practical.

Effect of Termination

Upon termination, your right to access the Service ceases. Your data will be deleted in accordance with our [data retention policy](#). Sections of these Terms that by their nature should survive termination (including disclaimers, liability limits, indemnification, governing law, and the General section) will continue to apply.

Disclaimers

The Service is provided **"as is"** and **"as available"**. CertLister and its directors, officers, employees and contractors (the "CertLister Parties") give no warranties of any kind, express or implied, including warranties of merchantability, fitness for a particular purpose, or non-infringement.

We do not warrant that:

- The Service will be error-free or uninterrupted
- Credentials issued through CertLister will be recognized or accepted by any third party
- The Service will meet your specific requirements

You are solely responsible for ensuring that credentials you issue comply with applicable laws, regulations, and industry standards in your jurisdiction.

Limitation of Liability

To the fullest extent permitted by law, the CertLister Parties are not liable for any indirect, incidental, special, consequential or punitive damages, including loss of profits, data, business or goodwill, arising from or related to the Service or these Terms.

The CertLister Parties' liability for all claims arising from or related to the Service or these Terms is limited, in total for all claims, to the greater of:

- The amount you paid to CertLister in the 12 months before the first claim, or
- USD \$100

These limits apply whether the claim is in contract, negligence or anything else.

Some jurisdictions do not allow limitations on implied warranties or exclusion of liability for certain types of damages. In such jurisdictions, our liability is limited to the extent permitted by law.

Indemnification

You agree to indemnify, defend, and hold harmless the CertLister Parties from any claims, damages, losses, and expenses (including reasonable legal fees) arising from:

- Your use of the Service in violation of these Terms
- Content you upload or credentials you issue through CertLister
- Your violation of any applicable law or third-party rights

We will tell you promptly about any such claim, let you control the defence, and cooperate at your cost.

Governing Law

These Terms are governed by the laws of the Province of Ontario and the federal laws of Canada that apply there. Any dispute will be decided by the courts in Toronto, Ontario, and both of us accept their jurisdiction.

Changes to Terms

We may update these Terms. When we make material changes, we will tell you by email or in the app at least 14 days before they take effect, and update the date and version at

the top of this page. Changes the law requires, and terms for a new feature, may take effect when posted.

If you do not agree to a material change, you may cancel before it takes effect and we will refund the unused part of any fees you prepaid. Continued use of the Service after a change takes effect means you accept the revised Terms.

Previous version: [September 14, 2026 \(PDF\)](#).

General

Events outside reasonable control. Neither of us is responsible for a delay or failure caused by events outside that party's reasonable control.

Assignment. You may not transfer these Terms without our written consent. We may transfer them as part of a merger or a sale of the business.

Entire agreement. These Terms, the Privacy Policy and the Data Processing Addendum are the whole agreement between us about the Service. If we do not enforce a term, we have not given it up. If a court finds part of these Terms unenforceable, the rest stays in force.

Language. If a translation of these Terms differs from the English version, the English version governs where the law allows.

Notices. We give notice by email to your account's address or in the app. You give notice by email to support@certlister.com.

Contact Us

CertLister is operated by VISIONLANDER LTD., Ontario, Canada. If you have questions about these Terms, please contact us:

- **Email:** support@certlister.com
- **Contact form:** certlister.com/contact

Looking for our Privacy Policy? [Read our Privacy Policy →](#)

Ready to get started?

Start free. No credit card required.

[Get Started Free](#)

[Contact Us](#)

The digital credential platform for teams and organizations. Issue credentials, track records, and verify instantly.



PRODUCT

[Features](#)

[Pricing](#)

[Verify Credential](#)

[OB3 Validator](#)

[Get Started Free](#)

SOLUTIONS

[Training Companies](#)

[HR Teams](#)

[Professional Associations](#)

SUPPORT

[Help Center](#)

[Contact Us](#)

[FAQ](#)

COMPANY

[About Us](#)

[Blog](#)

© 2026 CertLister. All rights reserved.

 **EN** · [FR](#) · [ES](#)

[Privacy Policy](#)

[Security](#)

[Terms of Service](#)

[DPA](#)