

EULA

Privacy and End-User License Agreement

Introduction

Thank you for choosing Master Packager software (“Master Packager”, “we”, “us”, “our”). By signing up or otherwise using the Master Packager services and Master Packager application available for the Windows Operating system (“Software”) or accessing any content or material that is made available by Master Packager through the software or website (“Content”), the User (“you”, “yours”) is entering into a binding contract with the Master Packager entity indicated in this document.

Your agreement with us includes Terms and Conditions of Use (“Terms”) and our Privacy Policy. The Terms, Privacy Policy, and any additional terms that you agree to, as discussed in the Privacy and End-User License Agreement, are referred to together as “Agreements”. If you wish to review the Agreements, find their effective version on the Master Packager website. You acknowledge that you have read and understood the Agreements, accept these Agreements, and agree to be bound by them. If you don’t agree or cannot comply with the Agreements, then you may not use the Master Packager or consume any Content.

Please read the Agreements carefully as they cover important information about any charges, taxes, and fees we bill you. The Agreements include information about any future changes to these Agreements, limitations of liability, privacy information, and resolution of disputes by arbitration instead of in court.

Ownership

Master Packager and its source code are proprietary products of Master Packager Ltd. and are protected by copyright and other intellectual property laws. Master Packager Software is licensed and not sold. You acquire only the right to use the Software and do not acquire any rights, expressed or implied, in the Software other than those specified in this Agreement.

About us

MASTER PACKAGER is Software developed by Master Packager Ltd to help organizations create, modify, and other ways to work with the Windows Operating System packaging types. Master Packager helps package third-party applications for mass deployment systems in organizations with different standards and requirements.

License Types

1. Perpetual license

Perpetual License grants licensed users unlimited access to use the software version indefinitely.

Perpetual license is per-user license that can be used only by an authorized user who has the license registered. For example, if you have 4 people who need to use the Software, you will need to purchase 4 licenses.

This license grants licensed Users the ability to install, activate, and use the software on unlimited machines.

Licensed User can only use Software versions released within the active maintenance period.

1.1. Maintenance

Active maintenance allows users to download and activate new software versions released during the maintenance period and provides access to software support.

A perpetual license with ended maintenance does not have the right to activate newer software version releases outside of the maintenance period.

If maintenance for the license is not active for longer than 30 days, the license loses the right to purchase maintenance renewal. In this situation, a new license must be purchased in order to receive new software updates.

2. Subscription license

Subscription license grants licensed user access to the Software for a specific period.

Subscription license is a per-user license that can be used only by an authorized user who has the license registered. For example, if you have 4 people who need to use the Software, you will need to purchase 4 licenses.

This license grants licenses users to install, activate, and use the software on unlimited machines.

Within the subscription period, licensed user has right to install and activate software updates.

License editions

1. Community

This license type is available to download from the Master Packager website at any time by anyone without registration.

Community edition is free of charge for everyone including commercial use.

Master Packager Community has limited functionality when compared to other Master Packager license editions.

2. Professional

Professional license edition can be applied to physical persons and legal entities. This license grants rights to use the Software for internal purposes of a business organization only. If it is required to use the Software outside the registered company or provide services with the Software to Third Party then this license cannot be used and instead Service Provider licenses must be required.

The user gets assigned to the licenses using a business email.

3. Service provider

Service provider license grants the rights to use the Software for internal purposes of a business organization as well as for external business purposes providing services to third parties.

4. Non-Commercial Trial license

To evaluate the Software suitability for your requirements, we provide a 30-day trial.

You may download and install the Software without purchasing the license.

Under no circumstances, can you use the Software in your production environment in any way, and/or as a part of your service for commercial benefit, or otherwise commercialize it under the Trial license.

The Trial license is per User.

Licensed User can install Software on an unlimited number of devices, however, a licensed User is the only one who is allowed to use the Software.

Payment

1. Bank/Wire transfer

By choosing this method you will receive an advance invoice to be paid prior to license assigning. After the advance invoice is paid and we have received the payment, we will assign the license during the next 24 business hours.

Advance and Tax invoices will be available in the Master Packager website account.

2. Card

By choosing the Card payment method you'll be able to pay using a credit card. After the payment is done, the license will be automatically assigned to you.

All license costs are indicated on the invoice and must be paid with all applicable taxes included.

All Invoices and purchased licenses are available under your Master Packager website account at any time or you can reach out to info@masterpackager.com for us to send you invoices personally.

Restrictions

Individuals or legal entities that are subject to Latvian, EU sanctions are prohibited from purchasing and utilizing Professional and Service Provider licenses.

The following restrictions are not permitted for any reasons whatsoever.

The Software is licensed, not sold. This agreement gives you limited rights to use the Software only. Master Packager Ltd. reserves all other rights. Unless an applicable law gives you more rights despite this Agreement, you may use the Software only as expressly permitted in this Agreement. In doing so, you must comply with any technical limitations of the Software that only allows you to use it in certain ways.

You may not:

- **Disclose the results of any benchmark tests of the Software to any third party without Master Packager Ltd. prior written approval.**
- **Work around any technical limitations of the Software.**
- **Reverse engineer, decompile, modify, or disassemble the Software, except and only to the extent that applicable law expressly permits, despite this limitation.**
- **Make more copies of the Software than specified in this Agreement or allowed by applicable law, despite this limitation.**
- **Publish the Software for others to copy.**
- **Rent, lease, sublicense, or lend the Software.**
- **Remove any copyright, trademark, or other intellectual property notices contained on or provided through the Master Packager Ltd. and Master Packager.**
- **Provide your password to any other User or use any other User's username and password.**
- **Transfer the Software, any part of the Software, or the rights provided herein to any third party.**

Warranty disclaimer

****THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS, COPYRIGHT HOLDERS, OR LICENSORS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT, OR OTHERWISE, ARISING FROM, OUT OF, OR IN CONNECTION WITH THE SOFTWARE, THE USE, OR OTHER DEALINGS IN THE SOFTWARE. ****

THE USER MUST ASSUME THE ENTIRE RISK OF USING THE SOFTWARE. Master Packager Ltd. ASSUMES NO LIABILITY FOR DAMAGES, DIRECT OR CONSEQUENTIAL, WHICH MAY RESULT FROM USE OF THE SOFTWARE, EVEN IF Master Packager Ltd. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ANY LIABILITY OF THE SELLER WILL BE LIMITED TO REFUND THE PURCHASE PRICE OF THE LICENSE UNDER WHICH THE SOFTWARE IS USED.

License period

A license is effective until terminated. You may terminate the license at any time by destroying the Software, together with all copies thereof. This license will also terminate if you fail to comply with any term or condition of this Agreement. Upon such termination, you agree to destroy the Software, together with all its copies thereof.

Use of information provided by Users in Master Packager Content

We collect and process the bare minimum of your personal data to help us provide you with the product and services you request.

We collect the following information you have provided during the registration on our site:

- Name and surname
- Company name, registration number, address, and VAT number
- Email address
- Acceptance to Cookies on www.masterpackager.com

Use of information provided by Users on Master Packager Software

We collect and process the bare minimum of your personal data to help us provide and improve the product and services you request. Information also is required to evaluate the license data when connected to the internet.

We collect the following information you have provided during the registration on our site:

- Email address

Upon launching the Master Packager Software, we collect:

- Email address the license is registered to
- Workstation title
- User city, state or province, and country or region

Full information on data collected through the Microsoft Application Insights, that Master Packager Software uses for license validation, can be found under the [Azure Monitor Documentation](#).

Information security: how we protect your privacy

We protect the security of your information by using Secure Sockets Layer (SSL) which encrypts the information you input.

We do not display, sell, or transfer any of your provided information to third parties.

We use Microsoft Azure and their protection policies for the data we have collected on the Software.

Processing methods

These are processing methods we use for collected data:

- View
- Collect
- Store
- Erase

Collected data from Software is stored and processed in Azure West-Europe. We store collected information from Software for 730 days after which it is automatically deleted.

Changes to Agreements

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our webpage, prior to the change becoming effective and update the “effective date” at Privacy and End-User License Agreement.

You are advised to review this Privacy and End-User License Agreement periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact us

If you have any questions about this Privacy Policy or you want us to delete all your data that we have collected, please contact us at info@masterpackager.com.

Copyright © 2025 Master Packager Ltd.