 **Seralance.com Policy**

1. **Privacy Policy** (written May 9 /5/2022)

**Our privacy obligations**

Seralance.com is governed by the Ethiopian data protection law stipulated under Computer Crime Proclamation No. 958/2016 ('the Computer Crime Proclamation'); regulate how personal information is handled by seralance.com.

'Personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable. Seralance.com Privacy Policy applies to personal information collected and/or held by sera lance. We will review this policy regularly, and we may update it from time to time.

**The types of personal information we collect and hold**

We collect personal information about our users in order provide our products, services, and customer support. Our products, services, and customer support are provided through many platforms including but not limited to websites, phone, email, and telephone. The specific platform and product, service, or support you interact with may affect the personal data we collect.

Not all information requested, collected, and processed by us is "Personal Information" as it does not identify you as a specific natural person. This will include majority of "User Generated Content" that you provide us with the intention of sharing with other users. Such "Non-Personal Information" is not covered by this privacy policy. However, as non-personal information may be used in aggregate or be linked with existing personal information; when in this form it will be treated as personal information. As such, this privacy policy will list both types of information for the sake of transparency.

**How we collect personal information**

While you use our products and services, you may be asked to provide certain types of personal information. This might happen through our website, online chat systems, telephone, paper forms, or in-person meetings. We will give you a Collection Notice at the time, to explain how we will use the personal information we are asking for. The notice may be written or verbal.

**We may request, collect, or process the following information:**

**Account Details** - username, password, profile picture.

**Contact Details** - email address, phone number.

**Location Details** - physical address

**Identity Details** - full name, proof of identity (e.g. driver’s license, passport), proof of address (e.g. utility bill), photograph of the user.

**Financial Information** - credit card details, wire transfer details, payment processor details tax numbers.

**User Generated Content** - project descriptions and attachments, bid description, user profiles, user reviews, contest descriptions and attachment, user messages etc.

**How we use personal information**

The information we request, collect, and process is primarily used to provide users with the product or service they have requested. More specifically, we may use your personal information for the following purposes:

* to provide the service or product you have requested;
* to facilitate the creation of a User Contract (see Terms of Service for more information);
* to provide technical or other support to you;
* to answer enquiries about our services, or to respond to a complaint;
* to promote our other programs, products or services which may be of interest to you (unless you have opted out from such communications);
* to allow for debugging, testing and otherwise operate our platforms;
* to conduct data analysis, research and otherwise build and improve our platforms;
* to comply with legal and regulatory obligations;
* if otherwise permitted or required by law; or
* For other purposes with your consent, unless you withdraw your consent for these purposes.

2. User Agreement

This User Agreement describes the terms and conditions which you accept by using our Website or our Services.

In this User Agreement:

"Account" means the account associated with your email address.

“Service Seeker" means a User that purchases Services or items from service provider. A User may be both a service seeker and a Service provider under this agreement.

**Eligibility**

You will not use the Website if you:

* are not able to form legally binding contracts;
* are under the age of 16;
* a person barred from receiving and rendering services under the laws of Australia or other applicable jurisdiction;
* are suspended from using the Website; or
* Do not hold a valid email address.

1. **.Freelancer Fees and Charges**

Freelancer is free to sign up, post a project, receive bids from freelancers, review the freelancer's portfolio and discuss the project requirements. If you choose to award the project, and the freelancer accepts, we charge you a small project fee relative to the value of the selected bid, as an introduction fee.

Payment is processed through yen pay online payment platform so when the service seeker pays the service provider for successful projects and the service provider will receive after 10% deducted from his balance by sera lance.