Terms & Conditions

EKHDEMLI PLATFORM - TERMS AND CONDITIONS

1. ACCEPTANCE OF TERMS

Welcome to Ekhdemli. By accessing or using the Ekhdemli platform ("Platform"), you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions ("Terms"). These Terms constitute a legally binding agreement between you and Ekhdemli. If you do not agree with any part of these Terms, you must not use our services.

2. DEFINITIONS

For the purposes of these Terms, the following definitions apply:

- "Task Seeker": Any individual or business entity that posts tasks or job requirements on the Platform

- "Provider": Any individual or business entity that offers services or accepts tasks through the Platform

- "Platform": The Ekhdemli application, website, and all related services and features

- "Coins": The Platform's virtual currency used for task creation and proposals

- "Service/Task": Any task, job, or work performed through the Platform

- "Content": Any information, text, graphics, photos, videos, or other materials uploaded or displayed on the Platform

3. USER ELIGIBILITY AND REGISTRATION

3.1. Basic Requirements

To use our Platform, users must:

- Be at least 18 years old or the legal age of majority in their jurisdiction

- Possess and maintain a valid government-issued identification document, such as an ID card or passport

- Complete the identity verification process, including:

  - Submitting a government-issued ID or passport

  - Providing a selfie with the document for verification

  - Completing the process within the 60-second submission timer

- Have the capability to use a smartphone and access the internet

- Provide accurate, current, and complete personal information

- Maintain a positive reputation on the Platform

- Ensure compliance with all applicable laws and regulations

3.2. Account Security

- Users are responsible for maintaining the confidentiality of their account credentials

- Any activity occurring under a user's account is their responsibility

- Users must notify Ekhdemli immediately of any unauthorized account use

- The Platform reserves the right to suspend or terminate accounts showing suspicious activity

4. TASK POSTING AND ACCEPTANCE

4.1. Task Seeker Responsibilities:

Task Seekers must:

- Provide clear, accurate, and detailed information about the task requirements, including deliverables, timelines, and expectations

- Specify the budget range, location information (if relevant), and all necessary details to complete the task

- Use the Platform's file attachment feature to upload additional information or documents for clarity

- Select Providers based on qualifications, experience, and ratings

- Respond to Provider inquiries in a timely manner

- Ensure tasks posted comply with local laws and Platform policies

- Use the Platform's filtering and search tools to identify relevant Provider's services

4.2. Provider Responsibilities:

Task Providers must:

- Accurately represent skills, qualifications, and experience

- Thoroughly review task details before accepting any assignments

- Complete accepted tasks professionally and within agreed timeframes

- Maintain professional communication throughout the task

- Provide regular updates on task progress when applicable

5. COMMUNICATION AND PAYMENT PROTOCOLS

5.1. Communication Guidelines

- All task-related communications must occur through the Platform's messaging system

- Users are prohibited from sharing personal contact information

- Communication must remain professional and respectful

- The Platform may monitor communications for quality and security purposes

5.2. Payment Terms

- All payments must be processed through the Platform's secure payment gateway

- Task Seekers must deposit sufficient funds into their Ekhdemli wallet before posting tasks

- Funds for tasks are held securely in escrow until task completion and Task Seeker approval

- Payment release requires confirmation from the Task Seeker via the Platform

- Platform fees, including coin usage fees, are non-refundable unless specified otherwise in applicable policies

6. PROHIBITED ACTIVITIES

Users are strictly prohibited from:

- Engaging in any illegal, fraudulent, or deceptive activities

- Violating intellectual property rights or confidentiality agreements

- Harassing, defaming, or causing harm to other users

- Attempting to circumvent the Platform's payment system

- Creating multiple accounts for fraudulent purposes

- Posting inappropriate, offensive, or illegal content

- Manipulating ratings or reviews

- Using automated systems or bots without authorization

7. PLATFORM USAGE AND COIN SYSTEM

7.1. Task Creation and Bidding

- Task descriptions must be clear and comprehensive

- All tasks must comply with local laws and Platform guidelines

- Providers may only bid on tasks matching their verified skills

- Direct contact information sharing is prohibited

7.2. Coin System Regulations

- Coins are assigned specific expiration dates based on the purchased package:

  - Small coin packs expire within 1 month

  - Large coin packs expire within 3–6 months

- Users can view their coin balance, including base coins and purchased coins, in the account dashboard

- Expired coins are automatically removed from the balance and cannot be recovered

- Purchase history is maintained for user review and verification

- Coins are refundable only for unconfirmed tasks

- Coins cannot be transferred between accounts or converted to real currency

- All coin purchases are final and non-refundable, subject to applicable consumer protection laws

8. PRIVACY AND SECURITY MEASURES

8.1. Data Protection

- User data is protected according to applicable privacy laws

- Platform employs industry-standard security measures

- Regular security audits are conducted

- Users must consent to identity verification procedures

- By using the Platform, users consent to the processing and storage of their data in the cloud (server is hold in Germany).

8.2. Monitoring and Compliance

- Platform actively monitors for suspicious activities

- Automated and manual review systems are in place

- Users must cooperate with security investigations

- Violation of security protocols may result in account termination

8.3. Children's Data

Ekhdemli does not knowingly collect data from children under the age of 13. If a user is below the legal age of majority in their jurisdiction, parental or guardian consent is mandatory to use the Platform. Violations of this policy will result in account suspension, and any collected data will be deleted.

Additionally, parents or guardians must complete the identity verification process on behalf of the child if applicable.

9. DISPUTE RESOLUTION AND MEDIATION

9.1. Dispute Process

- Users must first attempt to resolve disputes amicably via the Platform's messaging system

- If unresolved, users may submit a formal dispute request through the Platform's dispute resolution feature, providing all relevant evidence, including task details, messages, and attachments

- Ekhdemli reserves the right to mediate disputes and issue binding resolutions

9.2. Resolution Timeline

- Disputes must be filed within 24 hours of task completion or rejection

- Platform aims to resolve disputes within 10 business days

- Appeals must be submitted within 3 days of initial decision

10. TERMINATION AND ACCOUNT CLOSURE

The Platform reserves the right to suspend or terminate accounts for:

- Violation of these Terms

- Fraudulent or suspicious activity

- Inappropriate behavior or harassment

- Extended period of inactivity

- Multiple policy violations

11. LIABILITY LIMITATIONS

11.1. Platform Liability

- Platform is not responsible for user interactions or disputes

- No guarantee of task completion or satisfaction

- Not liable for indirect or consequential damages

- Users are responsible for their tax obligations

12. INTELLECTUAL PROPERTY RIGHTS

12.1. Content Ownership

- Platform content is protected by intellectual property laws

- Users retain rights to their original content

- Limited license granted to Platform for service operation

- Unauthorized use or reproduction is prohibited

13. MODIFICATIONS TO TERMS

13.1. Updates and Changes

- Terms may be updated periodically

- Users will be notified of significant changes

- Continued use implies acceptance of modified terms

- Previous versions will be archived

14. GOVERNING LAW

These Terms shall be governed by and construed in accordance with the laws of Tunisia. Any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the courts of Tunisia.

15. CONTACT INFORMATION

For questions or concerns regarding these Terms, please contact us at rafik.gharbi@icloud.com. Our support team will respond to inquiries within 10 business days.

By using Ekhdemli, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions. The Platform reserves the right to modify services and terms as needed for operational, legal, or regulatory requirements. Users will be notified of any significant changes to these Terms.

▼ Enhancements Recommendation

Suggested updates to the T&Cs:

Section 7.2 Coin System Regulations should be revised to:

- Coins have specific expiration dates based on purchase package

- Coin usage is tracked and monitored

- Purchase history is maintained for verification

- Users can view available coin balance

- Expired coins are automatically removed from balance

Section 3.1 Basic Requirements should add:

- Users must provide either a valid ID card or passport for verification

- Verification process includes a 60-second timer for document submission

- Both identity document and selfie verification are required

Section 4.1 Task Seeker Responsibilities should add:

- Tasks must include clear deliverables

- Location information must be provided when relevant

- File attachments are supported for task details

- Tasks can be filtered and searched by other users

These changes would make the T&Cs more accurately reflect the actual implementation shown in the codebase. The rest of the terms appear to align well with the code structure and functionality shown.Add context