

# **Terms and Conditions**

## **1. Acceptance of Terms**

- Users must agree to these terms before using the Skillzmentors platform. This section outlines the process by which users acknowledge and accept the agreement, ensuring they understand their rights and obligations. Consent is given by clicking "Accept" or using the app in any form, whether through mobile or desktop.

## **2. Eligibility**

- To access the platform, users must be of legal age and not restricted by law in their jurisdiction. If a user is under the legal age, they must have parental consent or the authorization of their legal guardian to use the service. In addition, certain features of the platform may have specific eligibility requirements, like professional experience for job-related features.

## **3. User Responsibilities**

- Users are responsible for maintaining the confidentiality of their account details, including passwords and personal information. This section also outlines the behaviour expected from users, prohibiting illegal activities such as spamming, fraudulent behaviours, hacking attempts, or using the platform for abusive behavior. It also clarifies the requirement to act respectfully towards other users.

## **4. Account Registration and Security**

- Account creation requires providing accurate personal information. Users must ensure that this information remains up-to-date. Security measures include two-factor authentication for logging in, periodic password updates, and other safeguards. If a user suspects unauthorized access, they must notify the service provider immediately. In case of security breaches, the platform may suspend or terminate accounts to protect the user and others.

## **5. Prohibited Activities**

- Users are forbidden from using the platform for activities that are illegal, offensive, or harmful to the platform's integrity. This includes distributing viruses, sharing harmful links, or attempting to access parts of the system unauthorized. Engaging in activities like data scraping, sending unsolicited advertisements, and impersonating others is prohibited.

## **6. Intellectual Property**

- The platform's content, including logos, trademarks, and educational material, is protected under intellectual property laws. Users are granted limited, non-transferable access to this content only for personal use. Reproducing or distributing any content from the platform, without permission, violates the rights of the intellectual property holders.

## **7. Privacy and Data Usage**

- This section connects to the privacy policy, where detailed information is provided regarding how user data is collected, stored, and used. It includes specifics on data retention, encryption methods, and the sharing of data with third parties for operational purposes. The section also includes user rights regarding data access and deletion.

## **8. Third-Party Links and Services**

- The app may contain links to external sites for educational purposes, job applications, or other third-party services. Skillzmentors does not control these external sites and is not responsible for their content or privacy practices. Users are advised to read the terms and conditions of these linked platforms before interacting with them.

## **9. Termination of Service**

- The app reserves the right to suspend or terminate a user's account if they violate the terms, engage in fraudulent activities, or fail to comply with the app's security measures. Users can also terminate their account at any time by notifying the support team. In cases of termination, users may lose access to certain features, and their data may be deleted based on the app's retention policy.

## **10. Disclaimer of Warranties**

- The app is provided "as-is," and Skillzmentors does not guarantee that it will always be available or error-free. The app does not offer warranties for its performance or reliability. Users should understand that occasional downtime or issues may occur, and the app will not be liable for losses resulting from this.

## **11. Limitation of Liability**

- This clause limits the app's responsibility for any direct or indirect damages, including those caused by service interruptions, data loss, or other issues that may arise while using the platform. Skillzmentors' liability is limited to the amount paid by the user for services within the last 12 months.

## **12. Amendments to Terms**

- These terms may be updated periodically. When changes occur, the app will notify users through prominent alerts or emails. Continued use of the platform after such changes indicates the user's acceptance of the new terms.

## **13. Governing Law and Dispute Resolution**

- The agreement is governed by the laws of the jurisdiction in which Skillzmentors operates. Any disputes will be resolved through arbitration or mediation, depending on the circumstances. This ensures that conflicts are handled efficiently and amicably.

## **14. User Feedback and Suggestions**

- Skillzmentors welcomes feedback from users regarding their experience. Any suggestions submitted may be used to improve the app, but users acknowledge that these contributions become the property of Skillzmentors.

## **15. Indemnity**

- Users agree to indemnify and hold Skillzmentors harmless from any claims, damages, or losses resulting from their misuse of the platform, violation of the terms, or engagement in unlawful activities.

## **16. Force Majeure**

- The app is not responsible for any failure to perform its obligations due to events beyond its control, including natural disasters, pandemics, power outages, or government actions. This clause ensures that external events that disrupt services do not result in liabilities for the platform.

## **17. Contact Information**

- If users have questions or concerns regarding these terms, they can contact the support team through the provided contact channels, including email, phone, or online forms.