

## Partnership Agreement

This Partnership Agreement ("Agreement") is entered into on [Date] by and between TLEFLI ("Platform Provider") and [Partner's Name] ("Partner").

1. **Purpose:** The purpose of this Agreement is to establish a collaborative partnership between the Platform Provider and the Partner for the management and facilitation of lost and found items. This partnership aims to enhance user experience, improve item recovery rates, and ensure secure return methods.
2. **Services Provided:** The Platform Provider will provide the Partner with access to the TLEFLI platform, including but not limited to user registration, item reporting, matching algorithms, notification systems, and verification processes. The Partner will utilize these services to manage lost and found items efficiently.
3. **Partner Responsibilities:** The Partner agrees to actively participate in the lost and found process by logging found items, verifying ownership claims, arranging pickups or deliveries, and providing feedback to the Platform Provider. The Partner is also responsible for maintaining the security and privacy of user data in compliance with GDPR and other relevant regulations.
4. **Data Security and Privacy:** Both parties commit to upholding strong encryption and security protocols to protect user information. The Partner agrees to handle user data responsibly, prevent unauthorized access, and ensure that all data transactions comply with GDPR standards.
5. **Notification and Alerts:** The Platform Provider will enable automatic notifications to inform users of potential item matches. These notifications can be sent via push notifications, SMS, or email. The Partner will ensure timely responses and actions to facilitate smooth item recovery processes.
6. **Verification Process:** The Platform Provider will implement security questions to verify the rightful owners of lost items. The Partner agrees to support this process by asking the required questions and ensuring that only legitimate claims are processed.
7. **Pickup and Delivery:** The Partner will offer users options to pick up items in person or arrange for delivery through the app's partner network. The Partner will manage logistics to ensure timely and secure item returns, including next-day delivery options when feasible.

8. Admin Dashboard Access: The Partner will have access to an admin dashboard to manage lost and found items. This dashboard will provide functionalities like bulk item uploads, status updates, and analytics on item reports and return success rates.
9. Feedback and Support: The Platform Provider will provide a feedback system for users to rate their experience. The Partner agrees to address any issues or concerns raised through this system promptly and work with the Platform Provider to enhance overall service quality.
10. Term and Termination: This Agreement will remain in effect until terminated by either party with [X] days' written notice. The Agreement may be terminated immediately if either party breaches any terms or conditions. Upon termination, both parties agree to cease using each other's services and return any confidential information.
11. Confidentiality: Both parties agree to maintain the confidentiality of all proprietary and sensitive information exchanged during the partnership. This includes user data, business processes, and any other confidential information. Breach of confidentiality will result in immediate termination of the Agreement.
12. Liability and Indemnity: The Partner agrees to indemnify and hold harmless the Platform Provider from any claims, damages, or liabilities arising from the Partner's use of the platform and services. The Platform Provider is not liable for any indirect, incidental, or consequential damages resulting from the partnership.
13. Marketing and Promotion: The Platform Provider and Partner may collaborate on joint marketing and promotional activities to increase user engagement and awareness. Both parties will obtain prior written consent before using each other's branding or proprietary materials for marketing purposes.
14. Training and Support: The Platform Provider will offer initial training and ongoing support to the Partner to ensure a smooth integration and effective use of the platform. The Partner agrees to participate in training sessions and utilize provided resources to optimize their use of the platform.
15. Intellectual Property: All intellectual property rights, including but not limited to trademarks, copyrights, and patents, related to the TLEFLI platform remain the exclusive property of the Platform Provider. The Partner may not use, reproduce, or distribute any part of the platform without express written consent from the Platform Provider.

