

1. Introduction

Welcome to **Kozi Rwanda**, a digital employment and workforce-management platform operated by Kozi E-Recruitment Ltd, a legally registered company in Rwanda. These Terms and Conditions govern your use of Kozi's services including our website, mobile apps, and digital tools.

Kozi is designed to bridge the gap between job seekers and employers by offering a secure, transparent and efficient recruitment ecosystem.

Who We Serve

- **Job Seekers:** From domestic workers to professionals in IT, Accounting, Engineering, and Healthcare.
- **Employers & Businesses:** Seeking qualified candidates for short-term, long-term, part-time or full-time roles.
- **Training Centres & Agents:** Supporting worker enrolment and job-readiness preparation.

Your Agreement

By using the Kozi platform, you agree to be bound by these Terms & Conditions. If you do *not* agree, we kindly advise that you do **not** use the platform. These terms protect all parties by outlining clear responsibilities, rights and expectations, fostering fairness and trust within our community.

Key Objectives of Kozi

- Reduce unemployment via a smart, digital-first job-matching system.
- Shorten recruitment processes by offering verified, readily-available candidates.
- Promote fair and decent work conditions via transparent hiring practices.
- Offer managed services for domestic/non-professional roles including follow-ups and replacements.
- Provide premium features for job-seekers and employers to improve visibility and outcomes.

- Partner with organisations locally and internationally to expand access to jobs and funding.

Who Should Read These Terms

- Individuals applying for jobs on the Kozi platform.
- Employers or companies hiring through Kozi.
- Agents or training institutions registering users on behalf of others.
- Anyone using Kozi tools, communication features or services.

Dispute Resolution (Overview)

In the event of a disagreement or dispute arising between Kozi and any of its users, we encourage amicable resolution through open dialogue and mediation. Users are advised to first contact our support team to submit a formal complaint or concern.

2. Definitions

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

- **“Kozi” or “The Platform”** – Refers to Kozi Rwanda, the digital employment platform operated by Kozi E-Recruitment Ltd, accessible via web, mobile applications or other online services provided for recruitment, job management and talent sourcing.
- **“User”** – Any person or entity that accesses or uses the Kozi platform, including but not limited to job-seekers, employers, institutions, agents, training centres, and platform visitors.
- **“Job Seeker”** – An individual who registers on Kozi to look for job opportunities. Job seekers may include both:
 - Professional workers (e.g., accountants, IT specialists, engineers, etc.)
 - Domestic workers (e.g., cleaners, drivers, housekeepers, chefs, babysitters, etc.)
- **“Employer” or “Job Provider”** – A company, business, organisation, household, or individual who uses Kozi to find and hire workers for part-time, full-time, temporary, or

contract-based jobs.

- **“Partner”** – Refers to agents, training centres, cooperatives, NGOs, or other institutions that collaborate with Kozi in registering, training, referring or managing job-seekers.
- **“Premium Features”** – Additional services or tools offered by Kozi that require payment. These may include priority listing, verification badge, increased visibility, featured profiles, analytics, performance ratings, faster job-matching options.
- **“Service Fee”** – A non-refundable monthly payment made by job seekers to access Kozi’s premium features (paid monthly), or by employers to post jobs, request management support, or access candidate details. Kozi clearly states its charges during the transaction process.
- **“Ongoing Management”** – A service offered mainly to job providers who hire domestic or manual labour workers through Kozi. It includes follow-ups, disciplinary support, replacements, reporting, and acting as a liaison between the two parties.
- **“Profile”** – The online representation of a job seeker, containing details such as their experience, CV, ID, skills, location, availability, and references. These are accessible to verified employers during the hiring process.
- **“Agreement”** – Any contract entered between Kozi and a user (job seeker, employer, or partner), whether digital or physical, which outlines duties, responsibilities, payments, and other terms of engagement.
- **“Verification”** – The process Kozi undertakes to confirm the identity and reliability of job seekers or employers, which may include ID checks, reference calls, background screening, or validation through third-party partners.
- **“Inactive User”** – Any user who has not logged into the platform, applied for a job, or performed any activity for a continuous period of at least 150 days. Kozi may suspend or deactivate such accounts.
- **“Account”** – The digital profile that gives the user access to the Kozi system. Each account is personal and must be used only by the registered person or authorized personnel in case of an organization.

3. User Categories and Responsibilities

Kozi Rwanda serves a wide range of users within its digital recruitment ecosystem. Each group is expected to fulfil its responsibilities to maintain trust, fairness, and operational integrity across the platform.

3.1 Job Seekers (Workers)

These are individuals who register on Kozi Rwanda seeking employment in various sectors ranging from domestic work to professional roles such as IT, Accounting, Administration, etc.

Responsibilities:

- Submit only accurate and truthful information when creating your Kozi profile (e.g., ID, experience, qualifications).
- Understand that registration is free. The only fee applicable is for premium visibility on the platform, and it is only payable to the official Kozi number **067788** (registered under SANSON GROUP).
- Avoid paying any unauthorized person, including individuals who claim to be Kozi agents unless they are listed on www.kozi.rw/agents. Kozi is *not liable* for any funds lost due to unauthorized dealings.
- You are prohibited from charging employers or receiving any cash payments outside the contract terms set via Kozi.
- If caught stealing, misleading or causing damage, your contract will be terminated, and you will be held legally accountable.
- You are expected to respect your workplace, communicate professionally, and not use your phone irresponsibly during work hours.

3.2 Employers / Job Providers

Employers are individuals, families, institutions, or businesses that hire workers through Kozi for domestic or professional services.

Responsibilities:

- Accept that all worker profiles registered on Kozi can also be publicly used as testimonials or examples of talent on the Kozi platform. This contributes to transparency and helps future employers in their selection process.
- Kozi acts as a facilitator, *not* an employer. Therefore, employers are responsible for taking reasonable security measures at their premises (homes or offices). Kozi shall *not*

be held liable for any loss or damage caused by a worker.

- In case of incidents such as theft or fraud, Kozi will provide full verified documentation of the worker to support investigations by legal authorities.
- During ongoing management services (where Kozi supervises the relationship between employer and worker), you agree to allow Kozi representatives to speak to the worker assigned to you through scheduled calls, video or audio interviews while respecting the privacy and safety of your home or workplace.
- If an employer breaches the agreement (e.g., cancels without notice, mistreats a worker, or misuses the platform), they are required to pay the worker's remaining salary and an additional RWF 50,000 fine to cover Kozi's incurred operational costs.

3.3 Agents and Partners (Training Centres, NGOs)

These are third parties authorised by Kozi to register job seekers, refer qualified individuals, or support onboarding and training efforts.

Responsibilities:

- Do not collect money from any job seeker or employer under any circumstances (unless officially authorised).
 - If a job seeker requests help to pay for a premium feature, you must first contact Kozi's management to arrange an official payment process.
 - Always verify that the job seeker or job provider is aware that your services are free, and never misrepresent Kozi's pricing or offerings.
 - You must wear and present valid Kozi identification, and your name must appear on the official list at www.kozi.rw/agents. If not listed, your actions will *not* be endorsed or backed by Kozi.
 - Unauthorized registration, misinformation, misconduct or fraudulent activity will lead to immediate removal from the Kozi partner network and possible legal action.
 - You are *not* allowed to use personal databases or third-party records to register users without their knowledge and consent. Violators will be held fully accountable.
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4. Fees, Payments & Refunds

Kozi Rwanda is committed to transparency and fairness when it comes to fees charged for platform services. Below are the applicable charges, acceptable payment methods, and refund conditions for both job seekers and employers.

4.1 Job Seekers (Workers)

Free Services:

- Registration on the Kozi Platform is completely free for all job seekers.
- Job seekers are allowed to create profiles, browse available jobs, and receive basic job alerts without any charge.

Premium Services:

- Access to premium features (e.g., top-profile visibility, priority placement, or fast-track application) requires a recurring fee.
- The standard fee for accessing premium services is **RWF 2,000** and must **only** be paid through Mobile Money to the official number **067788 (SANSON GROUP)**.
- No one, including Kozi staff, agents, or partners, is authorised to collect cash or mobile payments outside the official method.

Important Note:

- Kozi will *not* be held responsible for any unauthorised payments made to individuals *not* listed as official agents.
- Job seekers who have paid through incorrect channels will *not* be eligible for refunds.

4.2 Employers / Job Providers

Basic Access:

- Employers can register and post a limited number of jobs on the Kozi platform for free.
- Viewing limited public profiles of candidates and receiving standard candidate matches is also free.

Paid Services (Optional but Recommended):

- Employers may choose to pay for additional services including featured job posts, priority access to top-rated workers, faster matching, etc.
- For high-skilled or professional roles (IT, accounting, etc.), employers may pay a **Recruitment Service Fee** to Kozi as an intermediary. This covers sourcing, vetting, interviews, onboarding and replacement where necessary.

4.3 Agents and Partners

- Agents, training centres or partners must *never* collect payment on behalf of Kozi unless officially authorised.
- If a client (job seeker or employer) needs assistance in paying a premium fee, the agent must refer them to official payment instructions or contact Kozi management directly.
- Violating this will result in agent account termination and legal follow-up.

4.4 Payment Methods

- **Mobile Money (MTN MoMo):** Official number **067788 (SANSON GROUP)**.
- In the future, Kozi may support additional secure payment methods (e.g., debit/credit card, bank transfer, third-party gateways like IremboPay or PayPal).
- Kozi will *never* request your PIN, passwords or private financial credentials. Always double-check payment instructions.

4.5 Refunds and Disputes

Job Seekers:

- Fees for premium features are generally non-refundable once the service has been activated.

Employers:

- Refunds for recruitment services will be considered if:
 - Kozi fails to provide a suitable candidate within the agreed timeframe.

- The candidate leaves within a guaranteed replacement window and a replacement is not provided.

Refund Procedure:

- All refund requests must be submitted **in writing via email** to support@kozi.rw within **7 days of the issue**.
 - If approved, refunds will be processed within **14 business days** through Mobile Money or bank transfer.
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5. Liability & Disclaimer

Kozi Rwanda is a digital intermediary and recruitment-facilitation platform designed to connect job seekers with employers across various sectors (domestic work, technical jobs, professional services, on-demand labour). As such, Kozi is *not* the legal employer of the job seekers registered on the platform — unless a specific contract indicates otherwise (such as under managed service contracts).

5.1 Platform Role and Limitations

- Kozi does *not* supervise, control or direct the performance of the workers on a day-to-day basis. Our role is strictly to offer a reliable and transparent connection point between two parties: the employer (job provider) and the job seeker (worker).
- Therefore, Kozi shall *not* be held responsible for the decisions made between these two parties, including—but not limited to—hiring decisions, job terms, payment issues, termination conditions, working conditions, or disputes.
- Kozi provides a vetting process for certain job seekers to help employers make informed decisions, but this does not constitute a guarantee of worker performance, honesty, skill or trustworthiness. Employers are advised to conduct additional screening or interviews as necessary.

5.2 Employer Liabilities

- All employers using the Kozi platform accept full responsibility for their selected workers. Employers must take their own security and safeguarding precautions when hiring someone into their homes, offices or businesses. If any loss, damage or misconduct occurs during the employment relationship, Kozi is not liable for financial or material damages *unless* it is clearly proven that the incident resulted directly from Kozi's internal

negligence (which we take every step to avoid).

- However, if an incident such as theft or abuse occurs, Kozi will cooperate fully with legal authorities and provide all available worker documentation, background data and contact records to support the employer in legal proceedings. This includes identification documents, contract history and agent details (if applicable).

5.3 Worker Responsibility and Consequences

- Any worker found to be misusing Kozi services, engaging in fraudulent behaviour, accepting unauthorised payments or committing any offence (including theft or violence) will be terminated from the platform immediately and reported to the relevant authorities. The platform will not tolerate any breach of professional ethics from any user.
- Additionally, all payments for Kozi services (such as premium feature access) must be made to official accounts under SANSON GROUP. If a worker pays fees to an unauthorised individual or fake agent, Kozi will *not* be held accountable and no refunds will be issued. We urge all users to confirm agent identities on our verified list at www.kozi.rw/agents.

5.4 Third-Party Content and Services

- Kozi may integrate with or redirect users to external services (e.g., insurance partners, training institutions, or payment providers). While we collaborate only with trusted organisations, we do *not* control these third-party systems and are not responsible for errors, breaches or service failures occurring on those platforms.

5.5 Platform Performance

- While we make every effort to ensure that our platform is secure, functional and accessible at all times, we do *not* guarantee uninterrupted service, nor can we be held responsible for delays, downtime, data loss or system malfunctions resulting from unforeseen technical issues, internet failure or cyber-attacks.

5.6 Disclaimer of Warranties

- All platform content and services are provided on an “as-is” and “as-available” basis. Kozi makes no express or implied warranties regarding accuracy, completeness or reliability of any content or listings posted by users.

6. Platform Usage & Content Policy

To maintain a secure, respectful and efficient digital environment for all our users, Kozi Rwanda has established the following usage and content policies. By using our platform, you agree to abide by these rules.

6.1 User Responsibilities

All users (job-seekers, job providers, agents and partners) must:

- Provide accurate, truthful and complete information during registration and profile updates.
- Use the platform only for its intended purpose — connecting employers and job-seekers.
- Act professionally and respectfully toward other users and Kozi staff.
- Regularly update their contact and employment information to ensure accuracy.

6.2 Prohibited Activities

The following actions are strictly prohibited on the Kozi platform:

- Creating fake or duplicate profiles.
- Using another person's identity or submitting false documents.
- Requesting or accepting payments outside Kozi's official channels.
- Impersonating Kozi staff, agents or partners.
- Accessing or attempting to access restricted areas or data.
- Posting jobs that are illegal, deceptive or discriminatory.

6.3 Content Guidelines

- **Profile Information:** Must reflect the real qualifications, skills and experience of the user.

- **Job Posts:** Must be specific, respectful and accurately represent the position offered.
- **Photos and Documents:** Should be clear, authentic and relevant to employment.
- Kozi reserves the right to edit or remove any content that violates these rules without prior notice.

6.4 Communication Standards

- All communication via the platform must be professional and respectful.
- Offensive, harassing or abusive messages are grounds for immediate account suspension.
- Kozi may monitor messages when necessary to investigate abuse, fraud or violations.
- Kozi reserves the right to edit or remove any content that violates these rules without prior notice.

6.5 Account Suspension and Termination

Kozi reserves the right to **edit or remove any content** that violates these rules without prior notice. Accounts may be suspended or terminated if users:

- Violate these usage rules.
- Engage in fraud, deception or unlawful behaviour.
- Abuse the community by harassing, spamming or misleading other users.
Repeat offenders will be blacklisted and reported to relevant authorities — especially in cases involving fraud or criminal misconduct.

6.6 Reporting Violations

- Users are encouraged to report any suspicious, abusive or inappropriate behaviour by contacting our support team at support@kozi.rw. We treat all reports with confidentiality and take necessary actions swiftly.

6.7 Platform Monitoring

- Kozi uses automated and manual systems to monitor user activity, detect misuse and ensure safety across the platform. Users who engage in suspicious behaviour may be flagged for investigation.
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7. Data Protection & User Rights

At Kozi Rwanda, we are committed to safeguarding the personal data of all our users—whether job-seekers, employers or partners. All data collected through our platform is handled in compliance with Rwanda’s Data Protection Law No 058/2021 of 13/10/2021 and any other applicable regional or international data protection standards.

Data Collected & How It’s Used

- We collect personal and sensitive information such as names, ID numbers, contact details, work history and documents strictly for the purpose of improving recruitment processes, verifying worker identity, facilitating matching between job providers and job-seekers, and enhancing overall service delivery. (See Kozi privacy policy) (kozi.rw)
- This data is stored securely and used only by authorised personnel for the intended purpose.

User Rights

Users have the following rights regarding their data:

- **Right to Access:** Every user has the right to access the personal data we hold about them at any time.
- **Right to Correction:** If your personal information is incomplete or inaccurate, you have the right to request corrections or updates.
- **Right to Deletion:** You may request that we delete your personal data when it is no longer necessary or if it was collected unlawfully, unless required by law to retain it.
- **Right to Object to Processing:** Users have the right to object to the processing of their personal data in certain situations, including marketing communications.
- **Right to Data Portability:** You may request that your personal data be provided to you or transferred to another organisation in a readable format, where technically feasible.

- **Right to Restrict Processing:** Users can request that their data be restricted under specific conditions—for instance while verifying its accuracy or legality.
- **Right Not to Be Subject to Automated Decisions:** You have the right not to be subjected to decisions based solely on automated processing, unless required by law or agreed upon during registration.

Kozi's Data Use and Retention

In addition to user rights above, Kozi Rwanda reserves the right to:

- Display verified worker profiles on the public-facing sections of our website for job placement purposes.
- Share job seeker data with officially affiliated third-party service providers (e.g., insurance companies) when necessary and upon user agreement. (See mission and services: workers with insurance, etc.) (kozi.rw)
- Retain user data for the duration of service use and up to a period required by law or for internal performance evaluation and legal accountability.
- Remove, restrict or deactivate any account found misusing the platform, falsifying documents or violating terms.

All registered users agree that Kozi Rwanda may process, store and transfer their data as outlined above. To make a request regarding your data, you may contact our Data Protection Officer via **dpo@kozi.rw**. We aim to respond to all inquiries within **30 business days**.

8. Dispute Resolution

In the event of a disagreement or dispute arising between Kozi and any of its users, we encourage amicable resolution through open dialogue and mediation. Users are advised to first contact our support team to submit a formal complaint or concern.

If no mutual agreement is reached within a reasonable period, the dispute will be escalated to the relevant legal channels within the Republic of Rwanda. All parties agree that disputes shall be resolved under Rwandan law and adjudicated by competent Rwandan courts.

For internal disputes (such as among users), Kozi will act only as a facilitator and *not* an arbitrator or guarantor. We reserve the right to provide support records, registration data and all necessary documentation to support a fair and legal settlement.

9. Contact & Support

For any inquiries, complaints, requests or suggestions, Kozi Rwanda has a dedicated support team available to assist users.

Contact Information:

- Email: support@kozi.rw
 - Website: www.kozi.rw (kozi.rw)
 - Call Centre (Working hours): +250 795 755 552 (kozi.rw)
 - Support hours: Monday–Friday (8:00 AM – 6:00 PM), Saturday (9:00 AM – 2:00 PM) (as per your original text)
We encourage users to reach out *before* taking any external action, as most issues can be resolved through our support process.
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10. About Kozi Rwanda

From publicly available information:

- Kozi Rwanda is an e-recruitment platform built to connect skilled local workers with employers in need. (kozi.rw)
- It was conceived (according to one profile) in 2021 during the aftermath of the COVID-19 pandemic in Rwanda. (hangacentral.org)
- Services span all five provinces of Rwanda and cover service industries including professional cleaning, chef services, security guards, housemaids, pool cleaning, babysitting and driving. (hangacentral.org)
- The platform emphasises dignity through work, giving everyone a chance to earn, grow and thrive. (kozi.rw)

- Verified workers, health insurance, and standard & fair pricing are highlighted features. (kozi.rw)
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11. Why Choose Kozi

Based on the “Why Us” / “How It Works” information:

- Fast and secure hiring: quick matching with reliable workers. (kozi.rw)
 - Trusted & vetted workers: All workers are carefully selected, trained and verified. (kozi.rw)
 - Standard and fair pricing, transparency in billing & no hidden commissions. (kozi.rw)
 - Worker health protection and insurance coverage (for certain roles) emphasised. (kozi.rw)
 - Inclusive range of job-categories: from support workers (cleaners, babysitters, drivers) to professional workers (IT support, accountants, receptionists). (kozi.rw)
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12. Scope of Services

From the website’s service listings:

- Housemaids: trusted, experienced, daily support in cleaning, cooking etc. (kozi.rw)
- Professional Cleaners: for homes/offices, including deep-clean tasks. (kozi.rw)
- Professional Home Tutors: personalised assistance to children at home. (kozi.rw)
- Chefs: skilled cooks for personal, event or restaurant services, customised to diet. (kozi.rw)
- Babysitters: responsible, trained in child safety, for regular or occasional care. (kozi.rw)
- Drivers: professional, trained, reliable for transport, delivery or personal use. (kozi.rw)

- IT Support & Technicians, Accountants, Secretaries & Receptionists, Customer Service agents. (kozi.rw)
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13. Additional Notes

- Kozi emphasises that no job is too big or too small — from one-time tasks to regular support. (kozi.rw)
 - The platform is local (Rwanda) but aims to deliver global-standard trust, verification and fairness.
 - Users should always verify agent status and official payment channels to avoid fraud.
 - The site's trust rating (according to an external scan) is moderate; users are still advised to conduct due diligence. (ScamAdviser)
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14. Termination

By using the Kozi Rwanda platform, you acknowledge that you have read, understood and agreed to the terms and policies outlined herein. Kozi is committed to fostering a trustworthy, transparent and impactful recruitment ecosystem, where businesses, workers and communities can thrive together. We look forward to helping you hire better, work smarter, and build brighter futures.