

(EN) LEGAL TERMS OF USE for the ZWINOO Application

Application Purpose:

ZWINOO aims to be an innovative platform that allows users to request the delivery of items from other countries or cities through travelers in exchange for compensation. The application facilitates connections between requesters and carriers, enabling them to meet their respective needs: accessing items not locally available for requesters and earning compensation by transporting these items for carriers.

Registration and Account Creation:

The registration process on ZWINOO requires the provision of accurate and truthful information such as first name, last name, email address, phone number, a photo of an identity document, a username, and the creation of a secure password. Users must create a single account for personal use and maintain the confidentiality of their login credentials.

Account Termination:

Any user may terminate their account at any time, provided that no transaction is in progress. Zwinoo may also terminate a user's account automatically, without prior notice or delay, if the user fails to comply with the application's terms of use.

Financial Transactions:

The financial process of the Zwinoo application uses various payment channels. Charges are made via credit card and payments are made via bank transfer. The application reserves the right to use other available payment methods to collect and disburse funds and thus expand its payment options.

Funds corresponding to the price of items are deposited into Zwinoo's company bank account, hosted on the STRIPE platform, and are released when the carrier is paid. Zwinoo retains only its commissions.

Refunds of item prices or commissions to either party in case of dispute may take up to 15 business days. These refunds will be made exclusively via bank transfer upon provision of the requester's international bank details (IBAN or SWIFT). These details must match the name provided at registration.

Proper Use of the Application:

Users must comply with local and international laws when using ZWINOO. They must adhere to the terms outlined in this policy, refrain from any illegal, abusive, or unethical activity, and respect other users.

User Responsibility:

Each user is responsible for all activities carried out through their account. They must secure their login credentials and must not share their account with others.

User-Generated Content:

Users retain intellectual property rights over the content they post on ZWINOO while granting the application a license to use such content for platform operations.

User Interactions:

Interactions between users must be respectful, courteous, and free from harmful, abusive, harassing, or malicious behavior.

Privacy Policy and Data Protection:

ZWINOO is committed to protecting users' personal data in accordance with applicable data protection laws. This includes proper collection, use, and storage of personal data, as well as implementing security measures to prevent unauthorized access.

Policy Changes and Notifications:

ZWINOO reserves the right to modify its legal terms of use. Users will be informed of any changes via notifications sent to their registered email address.

Applicable Law and Jurisdiction:

In the event of a dispute, the applicable law and competent jurisdiction will be those of the relevant country or region in which ZWINOO operates. Users agree to submit to such law and jurisdiction.

Waiver and Consent:

By using the application, users waive their right to challenge the jurisdiction of the designated courts and agree to comply with ZWINOO's legal terms of use.

User Conduct: Expected Rules of Behavior**Respect and Courtesy:**

Users must act respectfully toward others and demonstrate courtesy in their interactions.

No Harassment:

Any form of harassment, hate speech, threats, or intimidation is strictly prohibited.

Lawful Use:

Users must comply with local and international laws, particularly by avoiding offering or transporting illegal items.

Content Policy**Appropriate Content:**

Content published on the application must be relevant, lawful, non-offensive, and related to ZWINOO's services.

Prohibited Content:

Any offensive, defamatory, discriminatory, obscene, illegal content, or content that infringes copyright is strictly prohibited.

Privacy

Data Collection:

Explanation of the types of personal data collected by ZWINOO and the reasons for such collection.

Data Usage:

Clarification on how personal data is used by ZWINOO to improve services, personalize user experience, and ensure platform security.

Data Protection:

ZWINOO commits to implementing appropriate security measures to protect users' personal data against unauthorized access or misuse.

Security**Account Protection:**

Users must keep their login credentials confidential, choose strong passwords, and not share their accounts with others.

Reporting Security Issues:

Users are encouraged to report any security issues or suspicious activity to ZWINOO to help maintain overall platform safety.

Violation of Rules**Disciplinary Measures:**

Violations of these rules may result in disciplinary actions, such as temporary or permanent account suspension, depending on the severity.

Legal Consequences:

In cases of serious or repeated violations, ZWINOO reserves the right to take appropriate legal action in accordance with applicable laws.