

1. Welcome to Ziaz

Thank you for choosing **Ziaz**, a family of career, learning, and mentorship products including:

- **MyProfileBook**
- **MindMap**
- **Gurukul**
- **AI CareerBuddy**

These Terms of Service (“Terms”) govern your access and use of any product, website, mobile app, or service offered by **Ziaz Digital** (“we”, “us”, “our”).

By creating an account, subscribing, or using any Ziaz product, you agree to these Terms.

If you do not agree, please do not use Ziaz.

2. What Ziaz Offers

Ziaz provides digital products designed to help individuals learn, showcase skills, offer & receive mentorship, track career growth, and use AI-based tools responsibly to suggest enhancement on profile or provide guidance for desired roles, countries or organizations. Your experience may include:

- Creating a public or private professional profile
- AI-enhanced insights, summaries, recommendations
- Online courses and exams
- Booking mentorship or mock interview sessions
- Subscribing to services
- Referring others and earning **FavourFuel** credits

Each product may also have a **short addendum** with product-specific rules.

3. Eligibility

To use Ziaz, you must:

- Be at least 16 years old (or the legal minimum age in your country)
- Provide accurate information
- Not be barred from receiving services under applicable laws

Mentors in **MindMap** must be at least 18 years old.

4. Your Account Responsibilities

You are responsible for:

- Keeping your password secure
- Not sharing your account with others
- Using accurate, truthful information in your profile
- Complying with all applicable laws

If we detect fraud, abuse, impersonation, or repeated policy violations, we may suspend or terminate your account.

5. Subscriptions, Payments & Billing

Some Ziaz features require paid subscriptions or one-time payments.

5.1 Payment Methods

We use **Stripe** for secure payments and support:

- Credit/Debit Cards
- Apple Pay
- Google Pay
- Bancontact
- UPI (where supported)
- Digital wallets

5.2 Subscription Terms

By subscribing, you agree:

- Your plan automatically renews unless cancelled
- You may cancel anytime (access continues until the end of the billing cycle)
- Refunds are not guaranteed and evaluated case-by-case

5.3 One-Time Payments

MindMap mentoring sessions or AI credits (e.g., FavourFuel) may require one-time payments.
Charges for missed sessions or late cancellations may apply as per product addendums.

6. FavourFuel Rewards & Referrals

Ziaz operates a virtual reward system called **FavourFuel**.
It is **not real money**, but can be used for:

- AI enhancements
- Mentoring sessions
- Discounts
- Marketplace benefits
- Amazon gift cards (as available in regions)

6.1 Earning FavourFuel

You may earn FavourFuel by:

- Referring new customers
- Completing activities inside Gurukul
- Being highly rated as a mentor
- Participating in promotions

Referral earnings are valid for **12 months** from the referred user's subscription date.

6.2 Cash-Out Rules

Only users with a valid **VAT-registered freelance/business identity** may request real-money payouts.

Taxes applicable in your country must be self-handled by you.

Ziaz may decline suspicious or fraudulent referrals or earnings.

7. AI Features & Limitations

Ziaz uses AI (including Large Language Models) to:

- Enhance profiles
- Suggest improvements
- Analyze resumes

- Provide career insights
- Assist learning

AI Limitations

AI may make mistakes.

You should independently verify any content before using it professionally.

Ziaz is **not responsible** for decisions you make based on AI-generated output.

Your prompts and generated content may be temporarily stored for processing, safety, or troubleshooting.

8. Content Rules

8.1 Your Content

You own the rights to your:

- Profile information
- Resume
- Uploaded documents
- Project submissions
- Learning activity
- Media

You grant Ziaz a **non-exclusive license** to display, analyze, and process your content to provide services.

8.2 Prohibited Content

You may not upload or share:

- False or misleading experience
 - Hate speech or harassment
 - Copyrighted materials you do not own
 - Malware or harmful scripts
 - Pornographic or explicit material
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9. Public Profiles & Search

MyProfileBook allows you to create professional profiles visible publicly or privately.

You control:

- What is shown
- What is hidden
- Whether search engines may index your public profile

If you share your profile link, visitors may be logged for analytics or fraud prevention.

10. Mentorship Sessions (MindMap)

If you use MindMap:

10.1 Mentors agree to:

- Attend sessions on time
- Provide genuine guidance
- Avoid discrimination or inappropriate conduct

10.2 Mentees agree to:

- Attend sessions
- Behave respectfully
- Prepare adequately

No-shows or cancellations may result in charges or FavourFuel penalties.

Ziaz does **not** guarantee job placements or outcomes through mentorship.

11. Courses & Assessments (Gurukul)

By participating in Gurukul courses, you agree:

- Not to cheat or share exam answers
- To submit your own work
- To follow the integrity guidelines
- That certificates reflect completion, not guaranteed skill levels

Ziaz may revoke certificates if academic dishonesty is discovered.

12. Suspension & Termination

We may suspend or terminate accounts for:

- Fraud
- Abuse
- Non-payment
- Policy violations
- Illegal activities
- Repeated harassment

You may delete your account anytime.

13. Data Protection & Privacy

Your privacy matters.

Please read our **Privacy & Data Protection Policy**, which explains:

- What we collect
- How we use it
- How long we keep it
- Your rights under GDPR and global laws

Ziaz complies with GDPR, Indian DPDP Act, and relevant international data laws.

14. Intellectual Property

All Ziaz logos, brand assets, product names, UI/UX, educational content, code, icons, and platform design are owned by **Ziaz Digital**.

You may not:

- Copy
- Redistribute
- Reverse engineer
- Sell
- Repurpose

any part of the platform without written permission.

15. Disclaimer of Warranties

Ziaz is provided *as-is* and *as available*.

We do not guarantee:

- A job
- Career improvement
- Exam performance
- Mentor quality
- AI accuracy
- Availability without interruption

16. Limitation of Liability

To the maximum extent permitted by law:

- Ziaz is **not liable** for losses resulting from misuse, inaccurate data, AI suggestions, failed interviews, or third-party platforms.
- Your sole remedy for dissatisfaction is to stop using the service.

17. Changes to These Terms

We may update these Terms as our products evolve.

If changes are significant, we will notify you by email or in-app.

Continued use means acceptance of the updated Terms.

18. Contact Us

You can reach Ziaz at:

support@ziazglobal.com

(You may change this to your actual address later.)

19. Agreement

By using Ziaz, you confirm that:

- You have read and understood these Terms
- You are legally capable of agreeing
- You accept all policies referenced here

Thank you for being part of the Ziaz ecosystem.