

GetJabb

Acceptable Use Policy

1. INTRODUCTION

This Acceptable Use Policy (this "Policy") forms part of, and should be read together with, the GetJabb Terms and Conditions of Service (the "Terms"), the Privacy Policy and the Refund, Cancellation & Dispute Policy published on the GetJabb platform (the "Platform"), each of which is incorporated by reference into the Terms. Capitalised terms used but not defined in this Policy have the meanings given to them in the Terms.

This Policy explains, in clear and practical terms, what GetJabb expects of every person who uses the Platform, whether as a Worker, a Requester, or otherwise (each a "User" and together "Users"), and what GetJabb may do if those expectations are not met. It applies in addition to, and does not limit, any other right GetJabb has under the Terms or applicable law.

By creating an Account, accepting the current version of this Policy, or continuing to use the Platform after a notified update to this Policy takes effect, you agree to be bound by it. If you do not agree with this Policy, you must not use the Platform.

2. WHO THIS POLICY APPLIES TO

This Policy applies to all Users of the Platform, including Workers who offer to perform work, services or tasks, and Requesters who engage Workers to perform work, services or tasks, in each case through the Platform's posting, offer, messaging, checkout and payment functionality.

3. PERSONAL SAFETY AND CONDUCT WHEN MEETING OTHER USERS

Many Engagements arranged through the Platform involve Users meeting in person, or a Worker attending a Requester's home, vehicle or workplace, or a Requester visiting a Worker's premises. GetJabb's verification, rating and review features are designed to reduce uncertainty, but they cannot remove all risk, and Users remain responsible for their own safety and judgement.

- 3.1 Before meeting another User, or allowing another User access to a home, vehicle or workplace, Users must exercise reasonable judgement about whether and how to proceed.
- 3.2 Users must take reasonable steps to secure valuables and sensitive items before granting another User access to a home, vehicle or workplace.
- 3.3 Users must disclose relevant hazards known to them that could affect the safety of the other party, including hazardous conditions at a worksite or risks associated with the task.

- 3.4 In the event of immediate danger to any person, Users must contact the relevant emergency services without delay, and should report the incident to GetJabb as soon as reasonably practicable afterwards.
- 3.5 Users must report safety concerns, suspicious behaviour, or incidents arising from use of the Platform to GetJabb promptly, including through the Platform's reporting or support functions.

4. **PROHIBITED CONDUCT**

Users must not use the Platform, or allow the Platform to be used, to do any of the following.

- 4.1 Post, transmit or display content that is false, misleading, defamatory, obscene, discriminatory, or otherwise unlawful, whether in a Listing, a message, a review, or elsewhere on the Platform.
- 4.2 Harass, threaten, abuse or discriminate against any other User, including on the grounds of ethnicity, gender, religion, disability, or any other characteristic protected under applicable Nigerian law.
- 4.3 Evade or attempt to evade the Platform's protections, including identity verification, safety features, dispute-support tools, or content moderation.
- 4.4 Circumvent, or attempt to circumvent, the Platform's payment or escrow mechanisms, including by soliciting, agreeing to, or making or receiving payment for a Task outside the Platform and PayScrow where the relevant Worker and Requester were introduced through the Platform. This prohibition does not prevent direct materials and transport payments permitted by Clause 8 of the Terms.
- 4.5 Manipulate, fabricate or incentivise ratings or reviews, including by posting a review that is not based on a genuine, completed Engagement, or by offering or soliciting inducements in exchange for a particular rating or review.
- 4.6 Misuse another User's personal data, including by collecting, storing, sharing or using personal data obtained through the Platform for any purpose other than facilitating and performing a legitimate Engagement.
- 4.7 Introduce viruses, malware, malicious code, or any other technology that could harm the Platform, its infrastructure, or other Users' devices or data.
- 4.8 Impersonate any other person or entity, or misrepresent an affiliation with any person or entity, including by creating a false identity or using another User's identity without authorisation.
- 4.9 Interfere with, disrupt, or attempt to gain unauthorised access to the Platform's security, systems or operation, including by scraping, reverse engineering, probing for vulnerabilities, or circumventing rate limits or access controls.
- 4.10 Engage in any activity that is unlawful under Nigerian law, including under the Cybercrimes (Prohibition, Prevention, etc.) Act 2015 (as amended), or that otherwise exposes GetJabb, other Users, or any third party to legal liability.

- 4.11 Use the Platform for any purpose other than the discovery, booking, performance and payment of genuine Engagements between Workers and Requesters, including by using the Platform to send unsolicited commercial communications, to recruit Users for unrelated services, or to collect data for purposes unrelated to an Engagement.

5. LISTINGS, PROFILES AND CONTENT STANDARDS

Workers are solely responsible for the accuracy, legality and completeness of their Listings, including any claims as to skills, qualifications, experience, certifications or availability. A Listing must not be false, misleading, defamatory, or infringe any third party's rights.

Unless GetJabb has expressly labelled a skill as approved, any skill information or supporting evidence submitted by a User, or awaiting GetJabb's review, must not be presented or relied upon as a professional certification.

Users must not upload content to the Platform that they do not have the right to use, including copyrighted material, trade secrets, payment credentials, or identity data that is not necessary for the purpose for which it is submitted.

Reviews must be honest and based on the reviewer's direct experience of a genuine Engagement, and must not contain defamatory, discriminatory or otherwise unlawful content.

6. USE OF PAYMENTS AND THE ESCROW PROCESS

All labour Task payments must be made through the Platform via PayScrow, the Escrow Provider engaged by GetJabb. Users must not pay, or accept labour payment, off-platform for a Worker or Requester introduced through GetJabb. Materials and transport may be agreed and paid directly in accordance with Clause 8 of the Terms.

Direct materials and transport payments and other off-platform payments are outside GetJabb's payment protection and are not eligible for a GetJabb-administered refund under the Refund, Cancellation & Dispute Policy. Users may nevertheless report suspected fraud, threats or other misconduct through the Platform; such reports do not create protection for, or guarantee recovery of, the direct payment.

A Worker must not mark a Task as complete before the agreed work is actually complete, and a Requester must not unreasonably withhold completion confirmation for work that has been properly delivered.

A Worker must not begin work that is unsafe or materially different from the posted scope of a Task, and must use the in-app change, cancellation or dispute process instead of proceeding unilaterally.

7. FAIR USE OF THE RATING, REVIEW AND VERIFICATION FEATURES

The Platform's verification badges, rating scores and approved skill-proof indicators reflect information available to GetJabb at the relevant time and are not a guarantee of a Worker's or Requester's ongoing competence, conduct or reliability. Users must not represent these features as a guarantee to another User or to a third party.

Users must not attempt to manipulate their own or another User's verification status, rating, or review score by improper means, including through fraudulent submissions, coordinated activity, or threats or inducements directed at another User.

8. ENFORCEMENT

GetJabb may investigate any suspected breach of this Policy. Where GetJabb reasonably believes that a User has breached this Policy, applicable law, or poses a risk to the safety, security or integrity of the Platform or other Users, GetJabb may, at its discretion and with or without prior notice, take one or more of the following actions.

- 8.1 Remove, hide or decline to publish any Listing, Account, review, message or other Engagement-related content.
- 8.2 Suspend, limit or terminate the User's Account.
- 8.3 Request that the Escrow Provider withhold or reverse payments pending investigation, subject to applicable law and the Escrow Provider's own procedures.
- 8.4 Report the conduct in question to the appropriate law enforcement or regulatory authority where required or permitted by law.
- 8.5 Take any other action GetJabb reasonably considers necessary to protect the Platform, its Users, or third parties.

Any action taken by GetJabb under this Policy is without prejudice to GetJabb's other rights and remedies under the Terms, and without prejudice to a User's right to pursue legal remedies through the courts or arbitration, or to complain to a competent regulator, as set out in the Terms.

9. REPORTING A CONCERN

Users who become aware of conduct that may breach this Policy, or who have a safety concern arising from use of the Platform, should report it to GetJabb through the Platform's reporting function or by writing to support@getjabb.com, noting the type of request in the subject line so that it can be routed correctly.

10. RELATIONSHIP TO THE TERMS

This Policy is incorporated into, and forms part of, the Terms. In the event of any conflict between this Policy and the Terms, the Terms shall prevail to the extent of the conflict. This Policy does not create any relationship of employment, agency, partnership or joint venture between GetJabb and any User, or between a Worker and a Requester.

11. CHANGES TO THIS POLICY

GetJabb may amend this Policy from time to time to reflect changes in law, regulatory guidance, or the Platform's operations, in accordance with the amendment provisions set out in the Terms. Continued use of the Platform after the effective date of an amendment constitutes acceptance of the amended Policy.