

TERMS & CONDITIONS OF **USE**

1. GENERALS

- A. This website (www.convolan.com) is owned and operated by (Advanced Services L.L.C) (شركة الخدمات المتقدمة لإدارة المواقع الإلكترونية ذ.م.م) which is known by ASCO and located in Jordan.
- B. (Advanced Services L.L.C)'s license was issued by Company Control Department having both of National Number and Tax Number.
- C. National Number: 200179611
- D. Tax Number: 40103129

2. PRIVACY POLICY

- A. This privacy policy is made to know your responsibilities, as well as to be familiar with all our terms and conditions.
- B. It is also used to clarify all misleads or uncertainties that users might face.
- C. This privacy policy is subject to change and update at anytime, so we recommend reading it regularly. The date of last update will be displayed at the top on the privacy policy page.

- D. This privacy policy contains many of terms that apply to all users equally, any harm to our privacy policy we have the right to take actions upon it, so we recommend reading this privacy policy very carefully before you sign up to our platform or use our website. However, you can preview this privacy policy at anytime later.
- E. Using this site makes this privacy policy and all its terms and conditions of use applicable immediately. Please read this policy very carefully and make sure that you understand it very well.

3. COPYRIGHTS

- A. All texts, images, quotes and data in this website, all texts, images, quotes and data in its linked social media accounts. All texts, images, quotes and data published by trainers and users are copyrighted to the author and ConvoLan.com as well as (Advanced Services for Websites Management L.L.C). Nobody has the right to republish these data by all means.
- B. While using this platform, all users should not be harming the copyrights of our data by all means, any harmful action will expose the user(s) who took action of harm to legal accountability.

4. USING THE PLATFORM

1. Using this website

- A. Using this platform means you do understand its privacy policy very carefully and agree to it and to all its terms and conditions of use.

2. Signing up

- A. Signing up to this platforms and signing this privacy policy means you do understand it very carefully and agree to all its items, terms and conditions of use.

3. Information

- A. Once you sign up and agree to this privacy policy, you agree to give the rightful Information. Any false information given by you will be upon your own responsibility.
- B. It is forbidden in this platform to try to be someone else or to fake your identity. Any user who might fake their identity or to try to be someone else will be upon their own risk and responsibility. However, www.convolan.com has the right to take actions upon these behaviors in any way that the website deems appropriate.

4. Age

- A. You must be above thirteen years old to be able use this website, we will not allow knowingly any user that is below mentioned age to join this platform. Once you agree to this privacy policy you agree to provide your rightful birthdate.
- B. For Trainers and Sales Representatives subscriptions, users have to be above eighteen years old. www.convolan.com will

not allow knowingly any user that below the mentioned age to have an active subscription. Once you agree to this privacy policy you agree to provide your rightful birthdate.

5. Communications through this platform

- A. By signing this privacy policy,. You agree NOT to submit or use any illegal information which may serve any illegal action including and not limited to communications that are potentially libelous or maliciously false, obscene, abusive, negligent or otherwise harmful or inappropriate. This might be through your submitted content, information you provide or your whole communication through this platform or any linked platforms, or any other way.
- B. By signing this privacy policy, you agree that any illegal information or action you may subject to, which may serve any illegal action including and not limited to communications that are potentially libelous or maliciously false, obscene, abusive, negligent or otherwise harmful or inappropriate, are at your own risk and responsibility. Any user that might commit such actions will be exposed to legal accountability.

5. UPLOADED DATA

1. Copy rights and Accuracy

- A. All uploaded materials are copyrighted to the author and to our website (www.convolan.com) and owner company mentioned in the first part of this policy. You do NOT have the right to resell or to republish or to misuse them in a way they were not meant to be used for.
- B. All copyrights will be dealt according to the privacy of copyrights.
- C. We can NOT guarantee the full accuracy of the uploaded materials by trainers or by the website owners whether via the website or any linked platforms.

2. Inappropriate Uploaded Data

- A. We will review the uploaded materials by trainers and users. However, any information (that may cause harm to any party or include inappropriate information which includes but not limited: abusive actions, discrimination, bullying, racism, violence or any harm) will be at your own risk. www.Convolan.com will not be held responsible for such actions.
- B. By signing this privacy policy you agree NOT to submit or to publish any harmful data that may cause harm to any party or to publish inappropriate information including but not limited: abusive actions, discrimination, bullying, racism, violence or any harm)
- C. By signing this privacy policy, you agree NOT to use any communication that may cause any harm to others, including but not limited: abusive actions, discrimination,

bullying, racism, violence or any harmful action by all means. This includes all your submitted content, information you provide or your whole communication through this platform or any linked platforms.

6. QAQC & LINKED PLATFORMS

1. Suspicious Activity

A. We try to control quality and monitor any suspicious activity or any other activity which may break our privacy policy and its terms and conditions of use, through many ways including random inspections or specialized third parties. However, any activity may cause harm to the clients, students, trainers or guests will be at their own risk. www.Convolan.com will not be held responsible for such actions.

B. Once you sign this privacy conditions you agree to those terms and agree to help us monitor those activities more efficiently by reporting any unknown activity or any activity that may seem harmful or breaking the law or our privacy policy and its terms and conditions of use.

2. Linked Platforms

a. Calls and training sessions are held on a third party platform (Skype), (Zoom) or any other linked platform, by signing this privacy policy you agree that any communication held in this website or any linked platform including (Skype), (Zoom) or any other linked platform are

subject to our privacy policy and its terms & conditions of use.

7. DISCLAIMERS

1. Technical issues

- A. We host our website on a reputable platform, having a supportive team which is highly-qualified in dealing with many common technical problems. However, the website may go down for some technical problems that might take time to solve. Any harm or delay or wrong transaction might take place during that time (while the website is down) is at your own risk and your own responsibility. However, we care about our clients and customers, and we can compensate and reimburse them with their losses if possible. Nevertheless, we will be very sorry if we will not be able to do so, and any harm occurred will be at your own responsibility.
- B. This platform is set to train languages to students. However, to connect culture and to share useful information. It is also to encourage students to improve their performance. As well as, to encourage talented trainers and sales representatives to find better job. This platform might develop new goals during the next time. However, any misuse of this platform such as using this platform to miscommunicate with others or to exploit their features for some actions that were not within www.convolan.com goals will expose those who commit such actions to legal accountability. We recommend our loyal clients to report any action that might

seem to be exploiting our features to commit such actions which are not within our goals. However, any action that users might experience will be at their own risk and responsibility. www.Convolan.com will not be held responsible for such actions.

- C. We will keep on controlling quality through reviewing data, observing actions and random inspections in the training sessions held in our platform or any linked platform including (Skype), (Zoom) or any other related platform.
- D. We will continue to collaborate with any legally certified parties if needed to provide them with all information needed in any investigation or interrogation that might take place.
- E. However, any harmful, violence, racism, bullying or any other inappropriate action that you may be subject to by other members in the platforms or anybody else, is at your own risk. However, we are so pleased to obtain your very useful help by reporting any suspicious or inappropriate action might take place on this platform or any linked platforms.
- F. Any fraud, spam files sent, hacking actions, privacy invasion, sexual harassment, financial scams or any other harmful action that might take place whether on our platform or in the third parties we use including (Skype), (Zoom) or any other platforms, are at the user's own risk. However, we will continue to prevent such actions from happening through continuous review, automated software if possible and random inspections. We also continue to collaborate with any legally certified party to provide the rightful information

under such circumstances in order to take legal actions upon those harmful actions if possible.

2.Loss of data

- A. We host our website on a reputable platform, in where we have a large capacity of storage. We will keep our data secured and safe as well as having a safe backup copy for our data. However, any loss of data or information will be at your own responsibility.

3.Use of personal data

- A. The website uses your personal data in a way that they are encrypted and anonymized, the website deals with it only to process data and for needed technical purposes.
- B. No data will be personalized for personal use or to be shared with others.
- C. The website use cookies and saved data in your browser according to the stated laws and regulations in a way that protect every individual's privacy and rights of personnels.
- D. Read more about the using of personal information in the point (9+10+11)

8. CONSENT

4. Products / Service

- A. By using and browsing this Website, you agree to its privacy policy and all its terms and conditions of use. By signing up

for this website, you agree to its privacy policy and all its terms and conditions of use. By downloading free materials from this website, you agree to its privacy policy and all its terms and conditions of use. By purchasing paid materials or services you agree to its privacy policy and all its terms and conditions of use.

9. PRIVATE INFORMATION

- A. ConvoLan assures to all its users that it will not use their personal data and private information for any inappropriate purpose including and not limited; selling these data to other parties, using this data for blackmailing purposes, exposing or publishing these data to the public or any other inappropriate use of those data.
- B. The website will have the right to have such data such as: site traffic, number of users, sales information usage patterns, users' behaviors and any other relevant information regarding the site statistics and financial data. However, all these data will be anonymized and will not be personalized.
- C. The website has the right to legally share personal information with other legally authorized parties in such circumstances, including and not limited; legislation, court order or governmental/ legal authorities.
- D. The website may need access to those encrypted and anonymized information by the means of using cookies.

- E. The website may access those anonymized and encrypted information for the processing and analyzing operations or any other technical purposes without personalizing these information or sharing it with any other party except it is needed in mentioned points above.

10. COOKIES

1. What are cookies

- A. HTTP cookies (also called web cookies, Internet cookies, browser cookies, or simply cookies) are small blocks of data created by a web server while a user is browsing a website and placed on the user's computer or other device by the user's web browser. Cookies are placed on the device used to access a website, and more than one cookie may be placed on a user's device during a session.
- B. Cookies serve useful and sometimes essential functions on the web. They enable web servers to store stateful information (such as items added in the shopping cart in an online store) on the user's device or to track the user's browsing activity (including clicking particular buttons, logging in, or recording which pages were visited in the past). They can also be used to save for subsequent use information that the user previously entered into form fields, such as names, addresses, passwords, and payment card numbers.

2. Why cookies are necessary

- A. Cookies are used in order to allow the website to perform in the way the user is expecting to, without the cookie, users would need to authenticate themselves by logging in on each page containing sensitive information that they wish to access. Blocking some cookies may affect the website performance in an unexpected way.

3. How do we use cookies

- A. Cookies whether they are (Optional, Functional, Performance, or any other type of cookies) are stored and kept in an encrypted way, and will not be sold or shared with any other parties unless under such circumstances. Cookies will be treated as the same way as the private & personal information mentioned in Points (9) and other points regarding the Private & Personal Information.
- B. Personal Information / Cookies collected by our website: (Including but not limited) :
- HTTP headers
 - Internet Protocol (IP) address
 - Cookies
 - Web beacons and pixel tags
 - Browser fingerprint data
 - Software and hardware configuration data
 - The date and time the website and services were accessed

- Geographical location data
- Other types of personal information required for processing in accordance with the website conditions

C. These types of data will be used for: (Including but not limited):

- For registrations and creating accounts
- Signing in and signing up
- Contact details
- Having statistical numbers and analysis which are necessary to analyze our market and set our studies.
- Collaborate with other trusted parties in social media in order to increase our accuracy in targeting clients.
- Analyzing and improving continuously our provided services, and benefiting from feedback provided by visitors and users.
- Assessing the security risks and other types of risks in order to overcome and solve any related problem within the minimum time frame.
- Detecting technical problems in the website as well as illegal actions, which may take place in our platform or any other connected platforms.
- Maintain administrative records relating to our business.

4. Other use of Cookies

- A. Your personal information are protected. We will not be selling these information for any purpose, or share it with other parties, except under such circumstances mentioned in the Point 8, including and not limited; legislation, court order or governmental/ legal authorities.
- B. Sharing these information will be anonymized and will not be personalized unless there was an urge from other parties to be revealed, these parties include but not limited to:
- Legal agencies, courts and other relevant tribunals or formal authorities.
 - Regulatory authorities including tax authorities.
 - Professional consultants such as attorneys, accountants, auditors, financial and other professionals.
 - Our service providers, including IT hosting & developing companies.
 - Banks, other financial institutions and credit reference agencies.
 - Payment service providers.
 - Third party companies in the event that ConvoLan is involved in a corporate transaction.

11. CHANGE IN DOMAIN NAME OR COMPANY NAME

- A. This website might change its domain into other domain name. The owner company might change its name or the website might be under different ownership. In case of any of the mentioned points. The website will hold its right to all its rights by the current owner personnel of the company. However, the users will not have the right to claim of any of their rights from the same personnel.

12. AUTOMATED DECISION MAKING

1. What is Automated Decision Making

- A. Automated decision-making is the process of making a decision by automated means without any human involvement. These decisions can be based on factual data, as well as on digitally created profiles or inferred data.

2. Why we would do so

- A. We will be using that technology in order to obtain more accuracy in decision making, also to protect individuals privacy, and that takes place when information are anonymously analyzed and processed.

13. TERMINATION

- A. Any user has the right to terminate his/her subscription due to any reason they deem appropriate. However, the user

- will not have the right to claim for any of their subscriptions, allowances or dues.
- B. Any user who decides to terminate his/her subscription will be reimbursed with his/her subscriptions, allowances or dues.
 - C. Users who have terminated their subscription will not have the right to claim for their subscriptions, allowances, or dues.
 - D. Users who have terminated their subscription will not have the right to claim any compensation by any means whatever what is called.
 - E. The company will not be obligated by any how to pay any amount of money or other types of payments to any of Users who have terminated their subscription.

14. SUSPENSION

- A. The platform www.convolan.com intends to be a familiar platform for all, where every user can feel comfortable and secured. The platform ensures to its users that it will not take any arbitrary actions to suspend any user unless the platform deems appropriate to do so.
- B. The platform www.convolan.com intends to be a familiar platform for all, where every user can feel comfortable and secured. In order to achieve that goal, The platform might take some actions accordingly, including but not limited:
 - The platform www.convolan.com reserves the right to suspend any user if the user breaks its privacy policy

and/or its terms & conditions of use, or any other company's policies.

- The platform www.convolan.com reserves the right to suspend any user at its sole discretion.
- The platform www.convolan.com reserves the right to suspend any user without informing the reasons to do so, this might be done in order to preserve the companies' secrets and/or to maintain quality processes of the company and/or might be done due to legal private actions. However, the platform www.convolan.com has the right to suspend any user due to private reasons, which might not be revealed to any party.

- C. Suspended users will not have the right to claim for their subscriptions, allowances, or dues.
- D. Suspended users will not have the right to claim any compensation by any means whatever what is called.
- E. The company will not be obligated by any how to pay any amount of money or other types of payments to any of suspended users.

15. FOLLOWED LAW

- A. If such actions which break our privacy policy or its terms and conditions of use, or somehow break the local or international law, The website has the right to follow the Jordanian Law in which the company is based, or the international Law or the law in which the suspicious activity

took place or any suitable law the company and its legal consultant deems appropriate.

- B. The website has the right to collaborate with any legally certified authority to defend their rights or to submit a lawsuit against who break its privacy policy and or its terms and conditions of use in order to take suitable actions upon.

16. CHANGE IN POLICY(S) OR T&C

- A. This privacy policy is subject to change and update at any time, so we recommend reading it regularly. However, we will provide the date of the last update at the top on the privacy policy page.
- B. If some damage occurs to the platform or any other related social media account, the platform will announce that through all possible means, the platform will not be held responsible for any user that was not informed earlier. This announcement will be considered official, legal, and will not consider any lack of delivery to any of the clients, users or guests.