

# ErandWork Legal Compliance Pack

Business Name: Erandwork Tech Innovations Limited

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## TERMS AND CONDITIONS OF USE TERMS AND CONDITIONS OF USE

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THE ERANDWORK PLATFORM. BY ACCESSING OR USING THE APPLICATION OR WEBSITE, YOU AGREE TO BE BOUND BY THESE TERMS. IF YOU DO NOT AGREE, DO NOT USE ERANDWORK. 1. Introduction These Terms and Conditions ("Terms") constitute a legally binding agreement between you ("User," "Client," or "Service Provider") and Erandwork Tech Innovations Limited ("ErandWork," "we," "us," or "our"). By downloading, accessing, or using the ErandWork mobile application or website (collectively, the "Platform"), you acknowledge that you have read, understood, and agreed to be bound by these Terms. 2. Definitions "Client" means any person or entity requesting errands or services through the Platform. "Service Provider" means an individual or entity providing services or completing tasks/errands for clients through the Platform. "User" refers to both Clients and Service Providers. "Platform" refers to the ErandWork mobile application, website, and related services. 3. Eligibility You must: (a) be at least 18 years old, (b) have the legal capacity to enter into a binding contract, and (c) provide valid identification as required by ErandWork for verification. 4. Account Registration and Security to use the Platform, you must register for an account by providing accurate and complete information. You are responsible for maintaining the confidentiality of your account credentials and for all activities under your account. 5. Nature of Services: ErandWork provides an online marketplace connecting Clients with independent Service Providers for professional and domestic errands/tasks. ErandWork does not employ Service Providers and is not responsible for the quality, safety, or legality of services provided. 6. Payment Terms - Clients shall pay for services via the approved payment gateways integrated on the Platform (including but not limited to Paystack, Flutterwave, and bank transfers). ErandWork will deduct its service commission of TEN PERCENT (10%) from payments before remitting the balance to the Service Provider. If a Client funds their wallet within the app, the funds are not subject to withdrawal, as funds are intended for booking services. Clients are required to fund their wallets when they want to book a service. - Refunds will be processed in accordance with our Refund Policy. 7. User Responsibilities Clients: - Provide accurate details of tasks. - Ensure timely payment for services requested. Service Providers: - Perform tasks with reasonable care, skill, and integrity. - Comply with all applicable Nigerian laws and regulations. 8. Prohibited Activities Users shall not: - Use the Platform for illegal or fraudulent purposes. - Harass, abuse, or harm other users. - Circumvent the Platform to avoid paying service fees. 9. Ratings and Reviews Users may leave ratings and reviews. You agree to provide fair and honest feedback and acknowledge that ErandWork may remove any review that violates our policies. 10. Intellectual Property: All rights, title, and interest in the Platform, including its content, trademarks, and software, belong to ErandWork and its licensors. 11. Privacy and Data Protection Your personal data is processed in accordance with our Privacy Policy, which complies with the Nigeria Data Protection Regulation (NDPR). 12. Limitation of Liability: ErandWork acts solely as an intermediary. We are not liable for any direct, indirect, or consequential damages arising from services rendered by Service Providers. 13.

Termination: We may suspend or terminate your account without prior notice for any violation of these Terms. 14. Dispute Resolution: In the event of a dispute, parties shall first attempt amicable resolution. If unresolved, disputes shall be referred to arbitration in Lagos, Nigeria, under the Arbitration and Conciliation Act. 15. Governing Law: These Terms are governed by and construed in accordance with the laws of the Federal Republic of Nigeria. 16. Changes to Terms: We reserve the right to update these Terms at any time. Continued use of the Platform after changes indicates acceptance of the revised Terms. **PRIVACY POLICY** **PRIVACY POLICY** Effective Date: Erandwork Tech Innovations Limited respects your privacy and is committed to protecting your personal data in compliance with the Nigeria Data Protection Regulation (NDPR). 1. Information We Collect - Personal Identification Data: Full name, email, phone, address, ID. - Account Information: Username, password. - Payment Information: Bank details processed via secure gateways. - Location Data: For matching Clients and Service Providers. - Device Information: IP address, device type. 2. Legal Basis for Processing - Consent Contract - Legal Obligation - Legitimate Interest 3. How We Use Your Information - Manage user accounts - Facilitate transactions - Communicate updates - Prevent fraud - Calculate and apply service fees, including a 10% commission on services. 4. Data Sharing - With Service Providers, Clients, payment processors, regulators. 5. International Transfers: Data may be stored outside Nigeria with adequate safeguards. 6. Data Retention: We retain data only as long as necessary. 7. Your NDPR Rights - Access, rectify, withdraw consent, request deletion, lodge complaints. 8. Security: We use technical and organizational measures to protect data. 9. Cookies: We use cookies for functionality and analytics. 10. Updates: We may update this policy periodically.

Contact: [admin@erandwork.com](mailto:admin@erandwork.com)

## **SERVICE PROVIDER AGREEMENT SERVICE PROVIDER AGREEMENT**

This Agreement is made between Erandwork Tech Innovations Limited and the individual/entity registering as a Service Provider. 1. Independent Contractor Status: You are not an employee of ErandWork. You are responsible for your own taxes and compliance with Nigerian law. 2. Registration: Provide accurate personal details and valid ID. 3. Service Obligations: Perform services professionally and legally. 4. Fees and Payments: ErandWork deducts a service fee of TEN PERCENT (10%) from every successful transaction before remitting payment to you. 5. Use of Platform: No solicitation outside the platform. Do not share account credentials. 6. Confidentiality: Maintain confidentiality of client information. 7. Termination: We may terminate your account for violations. 8. Liability: You indemnify ErandWork for any claims arising from your actions. 9. Governing Law: Nigerian law applies. By registering as a Service Provider, you agree to these terms