

## **1. Contractual Relationship**

This User Agreement (“Agreement”) constitutes a legally binding contract between you (“User”, “you”) and Firma MYAPP Ltd (“MYAPP”, “we”, “us”, “our”), governing your access to and use of the MYAPP mobile application, website, and related services (collectively, the “Services”).

By creating an account or using the Services, you confirm that you:

- have read, understood, and agreed to this Agreement;
- are of legal age and have authority to enter into a binding contract;
- comply with all applicable laws and regulations.

We may amend these Terms from time to time. Updated versions become effective upon publication on our website or app. Continued use of the Services after any modification constitutes acceptance of the revised Terms.

## **2. Description of Services**

MYAPP is a digital marketplace that connects clients with independent professional service providers across the European Union, including but not limited to nannies, drivers, domestic staff, personal assistants, and other specialists.

MYAPP acts solely as an intermediary between clients and service providers. We do not employ, supervise, or control any service provider, nor are we a party to the agreements between clients and providers.

All users are responsible for ensuring that the services provided or received comply with local laws and regulations.

## **3. Risk and Limitation of Liability**

By using the Services, you acknowledge and assume certain inherent risks associated with on-demand service interactions.

To the maximum extent permitted by applicable law:

- MYAPP and its affiliates shall not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages, or for any loss of profits, data, or revenues.
- However, MYAPP remains liable for damages resulting from gross negligence, willful misconduct, or breach of statutory obligations.

Nothing in this Agreement excludes or limits our liability where it would be unlawful to do so.

## **4. User Account**

To access most Services, you must register an account and maintain accurate, complete, and up-to-date information.

You are responsible for maintaining the confidentiality of your login credentials and all activity under your account.

MYAPP reserves the right to verify user identity in compliance with KYC (Know Your Customer) and AML (Anti-Money Laundering) regulations.

Suspicious or fraudulent activity may lead to account suspension or termination.

## **5. Payments**

Payments for services are processed securely through Stripe Payments Europe, Ltd, a regulated payment institution under the supervision of the Central Bank of Ireland.

You authorize MYAPP and Stripe to charge your chosen payment method for any transactions made through the platform, including applicable taxes.

If your payment fails or your card expires, you remain responsible for outstanding amounts. Payment disputes must be reported within 10 business days from the end of the month in which the charge occurred.

## **6. Privacy and Data Protection**

Our collection and processing of personal data comply with the EU General Data Protection Regulation (GDPR) and other applicable data protection laws.

Full details are provided in our Privacy Notice, available at:  
<https://myappltd.com/privacy>

## **7. Communications**

Unless you opt out, you consent to receive communications from us, including by telephone, SMS, or email, for service or marketing purposes.

You may withdraw consent at any time by emailing [admin@myappltd.com](mailto:admin@myappltd.com) or replying "STOP" to an SMS.

## **8. Intellectual Property**

MYAPP grants you a limited, non-exclusive, non-transferable, revocable license to use the App and related software solely for personal, noncommercial purposes.

All rights, title, and interest in the Services (including software, design, and content) remain the property of MYAPP or its licensors.

You may not copy, modify, distribute, or reverse engineer any part of the Services without prior written consent.

## **9. User Content**

You may submit content (e.g., reviews, images, or comments) through the App. You retain ownership of your content but grant MYAPP a worldwide, royalty-free license to use, host, store, modify, publish, and display it for service operation and promotion.

You warrant that any content submitted complies with copyright and privacy laws. We reserve the right to remove any content that violates this Agreement or applicable law.

## **10. Third-Party Services**

The Services may include access to third-party content or integrations (e.g., Apple, Google, Microsoft).

These third parties have their own terms and privacy policies. MYAPP is not responsible for their products or practices.

## **11. Network Access and Devices**

You are responsible for obtaining the internet and mobile data access required to use the Services.

Standard data charges may apply.

MYAPP does not guarantee compatibility with all devices or uninterrupted service availability.

## **12. Governing Law and Dispute Resolution**

This Agreement shall be governed by and construed in accordance with the laws of England and Wales.

Any dispute arising out of or relating to this Agreement shall be finally resolved by binding arbitration under the Rules of the London Court of International Arbitration (LCIA), with seat in London, United Kingdom.

Before initiating arbitration, the parties agree to attempt amicable resolution through negotiation or Customer Support.

## **13. General Provisions**

No joint venture, employment, or agency relationship exists between you and MYAPP.

We may assign this Agreement to any affiliate or successor entity.

If any provision is found invalid, the remaining provisions remain enforceable.

“Including” means “including, without limitation.”

Force majeure events may temporarily prevent service delivery.

## **14. Contact Information**

Firma MYAPP Ltd

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