

## Cookie policy

This cookie policy ("Policy") describes what cookies are and how and they're being used by the askaide.com website ("Website" or "Service") and any of its related products and services (collectively, "Services"). This Policy is a legally binding agreement between you ("User", "you" or "your") and this Website operator ("Operator", "we", "us" or "our"). If you are entering into this agreement on behalf of a business or other legal entity, you represent that you have the authority to bind such entity to this agreement, in which case the terms "User", "you" or "your" shall refer to such entity. If you do not have such authority, or if you do not agree with the terms of this agreement, you must not accept this agreement and may not access and use the Website and Services. You should read this Policy so you can understand the types of cookies we use, the information we collect using cookies and how that information is used. It also describes the choices available to you regarding accepting or declining the use of cookies.

### What are cookies?

Cookies are small pieces of data stored in text files that are saved on your computer or other devices when websites are loaded in a browser. They are widely used to remember you and your preferences, either for a single visit (through a "session cookie") or for multiple repeat visits (using a "persistent cookie").

Session cookies are temporary cookies that are used during the course of your visit to the Website, and they expire when you close the web browser.

Persistent cookies are used to remember your preferences within our website and remain on your desktop or mobile device even after you close your browser or restart your computer. They ensure a consistent and efficient experience for you while visiting the Website and Services.

Cookies may be set by the Website ("first-party cookies"), or by third parties, such as those who serve content or provide advertising or analytics services on the Website ("third party cookies"). These third parties can recognize you when you visit our website and also when you visit certain other websites. You may learn more about cookies and how they work here.

### What type of cookies do we use?

#### - Necessary cookies

Necessary cookies allow us to offer you the best possible experience when accessing and navigating through our website and using its features. For example, these cookies let us recognize that you have created an account and have logged into that account to access the content.

#### - Functionality cookies

Functionality cookies let us operate the Website and Services in accordance with the choices you make. For example, we will recognize your username and remember how you customized the Website and Services during future visits.

- Analytical cookies

These cookies enable us and third-party services to collect aggregated data for statistical purposes on how our visitors use the Website. These cookies do not contain personal information such as names and email addresses and are used to help us improve your user experience of the Website.

- Social media cookies

Third party cookies from social media sites (such as Facebook, Twitter, etc) let us track social network users when they visit or use the Website and Services, or share content, by using a tagging mechanism provided by those social networks.

These cookies are also used for event tracking and remarketing purposes. Any data collected with these tags will be used in accordance with our and social networks' privacy policies. We will not collect or share any personally identifiable information from the user.

What are your cookie options?

If you don't like the idea of cookies or certain types of cookies, you can change your browser's settings to delete cookies that have already been set and to not accept new cookies. Visit [internetcookies.com](http://internetcookies.com) to learn more about how to do this.

Please note, however, that if you delete cookies or do not accept them, you might not be able to use all of the features the Website and Services offer.

Legal notices

The website ASKAIDE.COM has been created and published by Askaide NGO.

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The website ASKAIDE.COM is hosted by <https://combell.com>

I. Introduction

These Terms & Conditions of Sale and Use of the ASKAIDE.COM website (here in after referred to as the "Terms & Conditions") are aimed at setting out the conditions for accessing and using the online Platform and service offered by the publisher of the website ASKAIDE.COM, and specifying the framework of the relationships between Members and the Platform.

The website ASKAIDE.COM is available in English, French and Dutch at <https://Askaide.com>.

## II. The aim of Askaide' activity

Askaide offers the following services:

- Askaide provides Service Providers and Service Users with technical tools and means allowing them to connect via the Platform in order to enter into a work or services contract,
  - Askaide hosts Assignment offers and requests, and more generally all content generated by Service Providers and Service Users,
  - Askaide assists Users in making declarations and with administrative procedures aimed at obtaining grants for Personal Assistance Services,
  - Askaide organizes Assignments and payment for these in accordance with the procedures set out in these Terms & Conditions.
  - Askaide is not acting as an agent in any capacity, nor as a home service provider but solely as a contact platform, as such, Askaide connects Service Users and Service Providers offering the following services:
    - Childminding services: Profiles for full-time or part-time nannies, part-time babysitters, (after nursery/school), emergency or occasional-use nannies, or childminders.
    - Private home-based tutoring: Profiles of professionals specializing in providing home-based tutoring in circa twenty subjects (English, mathematics, French, Spanish, physics, piano, etc.)
    - Assistance and/or support for the elderly: Profiles for companions and careers to assist elderly relatives (shopping, housework, cooking, personal care, etc.)
    - Household maintenance and housework: Profiles for domestic assistants and/or maintenance technicians for household tasks.
    - Animal care: Profiles for pet-sitters offering pet-walking and/or pet-sitting services.
- Hereby, it must be noted that Askaide' obligations are limited to supplying the means necessary in order to connect Service Providers and Service Users and assist them accordingly.

## III. Acceptance of the Terms & Conditions

Use of the ASKAIDE.COM website is subject to these Terms & Conditions for the ASKAIDE.COM website (the "Terms & Conditions"). By using the ASKAIDE.COM website, the Users (as defined in s.1) acknowledge that they have read, understood and unreservedly accepted these Terms & Conditions. Moreover, by using the ASKAIDE.COM website, Users acknowledge that they have accepted the privacy and personal data protection policy. Askaide may amend and update these Terms & Conditions of Use as well as the Privacy and Personal Data Protection Policy at any time. The Terms & Conditions and the Privacy and Personal Data Protection Policy applicable when the ASKAIDE.COM website is used are those by which the User is bound.

Users are advised to keep up to date with the currently applicable the Terms & Conditions. The currently applicable version of the Terms & Conditions and the Privacy and Personal Data Protection Policy can be viewed at any time by clicking on the link "Terms & Conditions" available in the website footer of Askaide.com.

### 1: Definitions

In these Terms & Conditions, words or expressions beginning with a capital letter, whether used in the singular or the plural, will have the following definitions:

"Assignment": denotes the service conferred upon the Service Provider by the Service User.

“Content”: denotes all offers, literature, messages or information of any nature whatsoever (text, images, videos, photographs, comments, marks, company names, etc.) uploaded by a member.

“Data”: denotes personal data enabling the identification of the User.

“Member”: denotes a Service Provider or Service User using the ASKAIDE.COM platform.

“Personal Assistance Service”: denotes all of the services offered by the Platform such as nanny services, housework, care for the elderly, tutoring, pet-sitting.

“Platform”: “denotes the structure put in place by Askaide, which can be accessed online at the following address: <https://Askaide.com>.

“Premium Subscription”: a paid subscription giving the User access to the paid services offered by Askaide for a limited period, which is tacitly renewable for a period equivalent to the initially chosen period.

“Service”: denotes all paid or free services offered by the Platform.

“Service Provider”: denotes a member registered on ASKAIDE.COM website willing to carry out the Assignment requested by the Service User or offering personal assistance Assignments to Service Users. A Service Provider may be an individual or a business which may or may not provide the services in its own name. The Service Provider may be a nanny, child minder or babysitter.

“Service User”: denotes a member, a natural person, wishing to hire the services of a Service Provider via the Platform.

“User”: denotes any person using the Platform, whether they are just a visitor or a member.

“Verification”: an option indicating whether a profile has undergone special Verification.

2 : Intellectual property

2.1 . Content shared by Askaide

All elements (drawings, images, text, logos, etc) constituting the Platform are the exclusive property of Askaide. Generally, the User is granted a personal, non-exclusive and non-transferable right to access and use the Platform, with any other right expressly excluded without Askaide’ prior consent in writing.

The Askaide trademark and ASKAIDE.COM domain name are and remain the exclusive property of Askaide.

3: Accessing and using the Platform

3.1. Accessing the Platform

The Platform is accessible 24 hours per day, seven days per week. However, Askaide reserves the right, without providing notice or compensation, to temporarily suspend the Platform or access to the remote Services in order to carry out work including but not limited to updates, maintenance operations and amendments to the servers, etc.

Askaide reserves the right to complete or amend the Platform and Services available on the Platform at any time.

In the event of temporary or prolonged unavailability of the Platform, in particular in the event of glitches or in the event of permanent closure of the Platform, Askaide cannot be held liable for the damage that occurs other than damage resulting directly from the non-fulfilment of its obligations specified in this instrument.

Askaide provides no guarantee that the Platform will function without interruption and that the servers providing access thereto and/or third-party websites for which hypertext links appear, do not contain viruses.

Askaide cannot be held liable in the event that one or more Users are unable to connect to the Platform due to any technical fault or issue.

The Platform connects the following persons:

On the one hand: Service Users who are registered on the Platform in order to be connected with Service Providers. They offer to pay the Service Providers to carry out Personal Assistance Assignments. Service Users' access to the service is restricted to:

- Any natural person with full legal capacity to be bound by these Terms & Conditions in the context of their Personal Assistance needs and not for the purposes of reselling, leasing or exchanging the Services for the benefit of third parties in the form of a professional or occasional activity.

On the other hand: Service Providers offering Personal Assistance Assignments. Service Providers' access to the service is restricted to:

- Any natural person aged 16 or over with authorization to work in the UK and a liability insurance and without a criminal record.

Legal persons or natural persons acting on behalf of a legal person are prohibited from registering on the Platform as Service Users without prior written permission from Askaide, establishing contact with Service Providers, fully or partially recovering the database from the website or using the website.

Askaide reserves the right to ban any User registered on the Platform and take any legal action if it believes that it has incurred damage of any kind as a result of such acts, more specifically in the event of use of its database for commercial or market research purposes (market research carried out on and/or information collected from Askaide' Users, use of Service Providers' personal information, misleading advertising, etc.)

Service Users and Service Providers registered on the Platform are jointly referred to as "Members".

As mentioned above, Askaide uses the Platform, provides the technical tools and means allowing Service Users and Service Providers to connect, hosts profiles, messages, Assignment requests and, more generally, any content generated by these, manages the organization of and payment for Assignments in accordance with the terms laid down in s.5.3.

Askaide does not carry out any Personal Assistance Assignments. Askaide merely acts as an intermediary for connecting Service Users and Service Providers.

## Changes and amendments

We reserve the right to modify this Policy, or its terms related to the Website and Services at any time at our discretion. When we do, we will revise the updated date at the bottom of this page. We may also provide notice to you in other ways at our discretion, such as through the contact information you have provided.

An updated version of this Policy will be effective immediately upon the posting of the revised Policy unless otherwise specified. Your continued use of the Website and Services after the effective date of the revised Policy (or such other act specified at that time) will constitute your consent to those changes.

## Acceptance of this policy

You acknowledge that you have read this Policy and agree to all its terms and conditions. By accessing and using the Website and Services you agree to be bound by this Policy. If you do

not agree to abide by the terms of this Policy, you are not authorized to access or use the Website and Services.

#### Contacting us

If you have any questions, concerns, or complaints regarding this Policy or the use of cookies, we encourage you to contact us using the details below:

<https://www.askaide.com/contact>

[Admin@askaide.com](mailto:Admin@askaide.com)

[askaide.com](http://askaide.com)

This document was last updated on November 22, 2021