

General Terms & Conditions

These Terms and Conditions govern the use of the Company website (the “Company Site”) and your relationship with Unicorn Factory (the “Company”, “we”, or “us”). Please read them carefully as they affect your rights and liabilities under the law. If you do not agree to these Terms and Conditions, please do not register for or use the Company Site. If you have any questions on the Terms and Conditions, please contact contact@unicornfactory.sg

1 Use Of Company Site

- 1.1 The Company Site is provided to you for your personal use subject to these Terms and Conditions. By using the Company Site you agree to be bound by these Terms and Conditions.
- 1.2 Unicorn Factory’s websites and domains, including www.askanything.sg, and all of the webpages, subdomains, country level domain variants and subparts of those websites (collectively, our “Company Site”), all of the services available on or through the Company Site or otherwise provided by us, maintained and provided by Unicorn Factory. We refer to all of these as our “Services”.

2 Amendments

- 2.1 We may update these Terms and Conditions from time to time for legal or regulatory reasons or to allow the proper operation of the Company Site. Any changes will be notified to you via the e-mail address provided by you on registration or via a suitable announcement on the Company Site. The changes will apply to the use of the Company Site after we have given notice. If you do not wish to accept the new Terms and Conditions you should not continue to use the Company Site. If you continue to use the Company Site after the date on which the change comes into effect, your use of the Company Site indicates your agreement to be bound by the new Terms and Conditions.

3 General

- 3.1 You must ensure that the details provided by you on registration or at any time are correct and complete.
- 3.2 You must inform us immediately of any changes to the information that you provided when registering by updating your personal details in order for us to communicate with you effectively.
- 3.3 We may collect information about you. For more information, please see our Privacy Policy.

4 Intellectual Property

4.1 The content of the Company Site is protected by copyright, trademarks, database rights and other intellectual property rights. You may retrieve and display the content of the Company Site on a computer screen, store such content in electronic form on disk (but not any server or other storage device connected to a network) or print one copy of such content for your own personal, non-commercial use, provided you keep intact all and any copyright and proprietary notices. You may not otherwise reproduce, modify, copy or distribute or use for commercial purposes any of the materials or content on the Company Site without written permission from the Company.

5 Use Of Company Site

5.1 You may not use the Company Site for any of the following purposes:

- 5.1.1 Disseminating any unlawful, harassing, libellous, abusive, threatening, harmful, vulgar, obscene, or otherwise objectionable material or otherwise breaching any laws;
- 5.1.2 Transmitting material that encourages conduct that constitutes a criminal offence, or otherwise breaches any applicable laws, regulations or code of practice;
- 5.1.3 Interfering with any other person's use or enjoyment of the Company Site; or
- 5.1.4 Making, transmitting or storing electronic copies of materials protected by copyright without the permission of the owner

5.2 You will be responsible for our losses and costs resulting from your breach of this Clause 5.

6 Availability Of The Company Site

6.1 Although we aim to offer you the best service possible, we make no promise that the services at the Company Site will meet your requirements. We cannot guarantee that the services will be fault-free. If a fault occurs with the Company Site you should report it to contact@unicornfactory.sg and we will attempt to correct the fault as soon as we reasonably can.

6.2 Your access to the Company Site may be occasionally restricted to allow for repairs, maintenance or the introduction of new facilities or services. We will attempt to restore the service as soon as we reasonably can.

7 The Company's Liability

- 7.1 The Company Site provides content from other Internet sites or resources and while the Company tries to ensure that material included on the Company Site is correct, reputable and of high quality, it does not make any warranties or guarantees in relation to that content. If the Company is informed of any inaccuracies in the material on the Site we will attempt to correct the inaccuracies as soon as we reasonably can.
- 7.2 If we are in breach of these Terms & Conditions, we will only be responsible for any losses that you suffer as a result to the extent that they are a foreseeable consequence to both of us at the time you use the Company Site. Our liability shall not in any event include business losses such as lost data, lost profits or business interruption.
- 7.3 This Clause 7 shall not limit or affect our liability resulting from any products sold through the Company Site being found to be unsafe or if something we do negligently causes death or personal injury.

8 Refund And Compensation Policy

- 8.1 We will not provide any cash or monetary refunds in the event that we fail to fulfil our service. However, the Company may choose to compensate your loss in any form that we consider equivalent or similar in value of our value proposition.
- 8.2 This Policy is not intended to be and does not constitute an offer to insure the performance of or to guarantee the performance of any Expert and is not a guarantee that refunds will be issued in any given situation.

Privacy Policy

This Privacy Policy sets forth our policy with respect to information that can be associated with or which relates to a person and/or could be used to identify a person ("Personal Data") that is collected from users on or through the Services. "Non-Personal Data" as used in this Privacy Policy is therefore any information that does not relate to a person and/or cannot be used to identify a person.

When you interact with the Services, we may also collect Non-Personal Data. The limitations and requirements in this Privacy Policy on our collection, use, disclosure, transfer and storage/retention of Personal Data do not apply to Non-Personal Data.

1 Personal Data That We Collect

When you use or interact with us through the Services, we may collect Personal Data.

- 1.1 Information you provide to us: For all users we collect Personal Data when you voluntarily provide such information to the Services, such as when you register for access to the services, contact us with inquiries, respond to one of our surveys or browse or use certain parts of the services. The Personal Data we may collect includes without limitation your name, address, email address and other information that enables users to be personally identified
- 1.2 When you register for the services or otherwise submit Personal Data to us, we may associate other Non-Personal Data (including Non-Personal Data we collect from third parties) with your Personal Data. At such instance, we will treat any such combined data as Personal Data until it can no longer be associated with you or used to identify you.

2 How We Use Your Personal Data

- 2.1 If you provide Personal Data for a certain purpose, we may use the Personal Data in connection with the purpose for which it was provided. For instance, if you contact us by e-mail, we will use the Personal Data you provide to answer your question or resolve your problem and will respond to the email address from which the contact came.
- 2.2 We may use your Personal Data for internal business purposes, including without limitation, to help us improve the content and functionality of the services, to better understand our users, to protect against, identify or address wrongdoing and to manage your account and provide you with customer service.
- 2.3 We may use your Personal Data to contact you in the future for our marketing and advertising purposes, including without limitation, to inform you about the services or

events we believe might be of interest to you, to develop promotional or marketing materials and provide those materials to you, and to display content and advertising on or off the services that we believe might be of interest to you.

2.4 If we intend to use any Personal Data in any manner that is not consistent with this Privacy Policy, you will be informed of such anticipated use prior to or at the time the Personal Data is collected or we will obtain your consent subsequent to such collection but prior to such use.

3 How We Disclose And Transfer Your Personal Data

3.1 We are not in the business of selling your Personal Data. We consider this information to be a vital part of our relationship with you. Therefore, we will not sell your Personal Data to third parties, including third party advertisers. There are, however, certain circumstances in which we may disclose, transfer or share your Personal Data with certain third parties without further notice to you, as set forth below.

3.2 As we develop our business, we might sell or buy businesses or assets. In the event of a corporate sale, merger, reorganisation, dissolution or similar event, Personal Data may be part of the transferred assets. You acknowledge and agree that any successor to or acquirer of the Company (or its assets) will continue to have the right to use your Personal Data and other information in accordance with the terms of this Privacy Policy.

3.3 We may also share your Personal Data with our parent companies, subsidiaries and/or affiliates for purposes consistent with this Privacy Policy. Our parent companies, subsidiaries and affiliates will be bound to maintain that Personal Data in accordance with this Privacy Policy.

3.4 We may share your Personal Data with our contractors and service providers who process Personal Data on behalf of the Company to perform certain business-related functions. These companies include our marketing agencies, database service providers, backup and disaster recovery service providers, email service providers and others. When we engage another company to perform such functions, we may provide them with information, including Personal Data, in connection with their performance of such functions.

4 Legal Requirements

4.1 We may disclose your Personal Data if required to do so by law in order to (for example) respond to a subpoena or request from law enforcement, a court or a government agency (including in response to public authorities to meet national security or law enforcement requirements), or in the good faith belief that such action is necessary to (a)

comply with a legal obligation, (b) protect or defend our rights, interests or property or that of third parties, (c) prevent or investigate possible wrongdoing in connection with the services, (d) act in urgent circumstances to protect the personal safety of users of the services or the public, or (e) protect against legal liability.

5 How Long We Retain Your Personal Data

5.1 We may retain your Personal Data as long as you are registered to use the Services. You may close your account by contacting us. However, we may retain Personal Data for an additional period as is permitted or required under applicable laws. Even if we delete your Personal Data it may persist on backup or archival media for an additional period of time for legal, tax or regulatory reasons or for legitimate and lawful business purposes.

6 Changes To This Privacy Policy

6.1 The services and our business may change from time to time. As a result, at times it may be necessary for us to make changes to this Privacy Policy. We reserve the right, in our sole discretion, to update or modify this Privacy Policy at any time (collectively, "Modifications"). Modifications to this Privacy Policy will be notified to you via the e-mail address provided by you on registration or via a suitable announcement on the Company Site. Please review this policy periodically, and especially before you provide any Personal Data.