TERMS OF SERVICE

Last updated 21 October 2026

AGREEMENT TO OUR LEGAL TERMS

We are WOO Consulting B.V. ('**Company**', '**we**', '**us**' or '**our**'), a private limited company registered in the Netherlands with the Chamber of Commerce (KvK) under number 96650753, and part of No Frills Holdings B.V. Our registered address is Hudsonstraat 131, 3025 CE Rotterdam, the Netherlands. Our VAT number is NL004860973B62.

We operate the website https://www.woo-consulting.com (the 'Site'), as well as any other related products and services that refer or link to these legal terms (the 'Legal Terms') (collectively, the 'Services').

You can contact us by phone at +31 (0)6 53 60 24 47, by email at info@woo-consulting.com, or by mail to Hudsonstraat 131, 3025 CE Rotterdam, the Netherlands.

These Legal Terms constitute a legally binding agreement made between you, whether personally or on behalf of an entity ('**you**'), and WOO Consulting B.V., concerning your access to and use of the Services. By accessing the Services, you confirm that you have read, understood and agreed to be bound by all of these Legal Terms. If you do not agree with all of these Legal Terms, you are expressly prohibited from using the Services and you must discontinue use immediately.

Supplemental terms and conditions or documents that may be posted on the Services from time to time are hereby expressly incorporated herein by reference. We reserve the right, in our sole discretion, to make changes or modifications to these Legal Terms from time to time. We will alert you about any changes by updating the 'Last updated' date of these Legal Terms. It is your responsibility to periodically review these Legal Terms to stay informed of updates. By continuing to use the Services after revised Legal Terms are posted, you accept the changes.

These Legal Terms apply to the use of our website. Consulting engagements with WOO Consulting B.V. are governed by the agreement and terms agreed for that specific engagement.

All users who are minors in the jurisdiction in which they reside (generally under the age of 18) must have the permission of, and be directly supervised by, their parent or guardian to use the Services.

We recommend that you keep a copy of these Legal Terms for your records.

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1. OUR SERVICES

The information provided when using the Services is not intended for distribution to or use by any person or entity in any jurisdiction or country where such distribution or use would be contrary to law or regulation or which would subject us to any registration requirement within such jurisdiction or country. Accordingly, those persons who choose to access the Services from other locations do so on their own initiative and are solely responsible for compliance with local laws, if and to the extent local laws are applicable.

2. INTELLECTUAL PROPERTY RIGHTS

Our intellectual property

We are the owner or the licensee of all intellectual property rights in our Services, including all source code, databases, functionality, software, website designs, audio, video, text, photographs and graphics in the Services (collectively, the 'Content'), as well as the trademarks, service marks and logos contained therein (the 'Marks').

Our Content and Marks are protected by copyright and trademark laws (and various other intellectual property rights and unfair competition laws) and treaties in the Netherlands and around the world.

The Content and Marks are provided in or through the Services 'AS IS' for your personal, non-commercial use or internal business purpose only.

Your use of our Services

Subject to your compliance with these Legal Terms, including the 'Prohibited activities' section below, we grant you a non-exclusive, non-transferable, revocable licence to:

- access the Services; and
- download or print a copy of any portion of the Content to which you have properly gained access,

solely for your personal, non-commercial use or internal business purpose.

Except as set out in this section or elsewhere in our Legal Terms, no part of the Services and no Content or Marks may be copied, reproduced, aggregated, republished, uploaded, posted, publicly displayed, encoded, translated, transmitted, distributed, sold, licensed or otherwise exploited for any commercial purpose whatsoever, without our express prior written permission.

If you wish to make any use of the Services, Content or Marks other than as set out in this section or elsewhere in our Legal Terms, please address your request to info@woo-consulting.com. If we grant you permission to post, reproduce or publicly display any part of our Services or Content, you must identify us as the owners or licensors of the Services, Content or Marks and ensure that any copyright or proprietary notice appears or is visible when posting, reproducing or displaying our Content.

We reserve all rights not expressly granted to you in and to the Services, Content and Marks. Any breach of these intellectual property rights will constitute a material breach of our Legal Terms, and your right to use our Services will terminate immediately.

Your submissions

By directly sending us any question, comment, suggestion, idea, feedback or other information about the Services ('Submissions'), you agree to assign to us all intellectual property rights in such Submission. You agree that we shall own this Submission and be entitled to its unrestricted use and dissemination for any lawful purpose, commercial or otherwise, without acknowledgement or compensation to you.

By sending us Submissions, you:

- confirm that you have read and agree with our 'Prohibited activities' and will not send any Submission that is illegal, harassing, hateful, harmful, defamatory, obscene, bullying, abusive, discriminatory, threatening to any person or group, sexually explicit, false, inaccurate, deceitful or misleading;
- to the extent permissible by applicable law, waive any and all moral rights to any such Submission;

- warrant that any such Submission is original to you or that you have the necessary rights and licences to submit it, and that you have full authority to grant us the above-mentioned rights; and
- warrant and represent that your Submissions do not constitute confidential information.

You are solely responsible for your Submissions and you expressly agree to reimburse us for any and all losses that we may suffer because of your breach of (a) this section, (b) any third party's intellectual property rights or (c) applicable law.

3. USER REPRESENTATIONS

By using the Services, you represent and warrant that: (1) you have the legal capacity and you agree to comply with these Legal Terms; (2) you are not a minor in the jurisdiction in which you reside, or if a minor, you have received parental permission to use the Services; (3) you will not access the Services through automated or non-human means, whether through a bot, script or otherwise; (4) you will not use the Services for any illegal or unauthorised purpose; and (5) your use of the Services will not violate any applicable law or regulation.

If you provide any information that is untrue, inaccurate, not current or incomplete, we have the right to refuse any and all current or future use of the Services (or any portion thereof).

4. PROHIBITED ACTIVITIES

You may not access or use the Services for any purpose other than that for which we make the Services available. The Services may not be used in connection with any commercial endeavours except those that are specifically endorsed or approved by us. As a user of the Services, you agree not to:

- systematically retrieve data or other content from the Services to create or compile, directly or indirectly, a collection, compilation, database or directory without written permission from us;
- trick, defraud or mislead us or other users;
- circumvent, disable or otherwise interfere with security-related features of the Services, including features that prevent or restrict the use or copying of any Content;
- disparage, tarnish or otherwise harm, in our opinion, us and/or the Services;
- use any information obtained from the Services in order to harass, abuse or harm another person;
- use the Services in a manner inconsistent with any applicable laws or regulations;
- engage in unauthorised framing of or linking to the Services;
- upload or transmit (or attempt to upload or transmit) viruses, Trojan horses or other material, including spamming, that interferes with any party's uninterrupted use and enjoyment of the Services or impairs, disrupts or alters the operation or maintenance of the Services;
- engage in any automated use of the system, such as using scripts to send messages, or using any data mining, robots or similar data gathering and extraction tools;
- delete the copyright or other proprietary rights notice from any Content;
- attempt to impersonate another person;
- upload or transmit any material that acts as a passive or active information collection or transmission mechanism, including web bugs, cookies or other similar devices (sometimes referred to as 'spyware');
- interfere with, disrupt or create an undue burden on the Services or the networks or services connected to the Services;
- harass, annoy, intimidate or threaten any of our employees or agents;
- attempt to bypass any measures of the Services designed to prevent or restrict access to the Services, or any portion of the Services;
- copy or adapt the Services' software, including but not limited to HTML, JavaScript or other code;

- except as permitted by applicable law, decipher, decompile, disassemble or reverse engineer any of the software comprising or in any way making up a part of the Services;
- except as may be the result of standard search engine or internet browser usage, use, launch, develop or distribute any automated system, including any spider, robot, scraper or offline reader that accesses the Services;
- collect email addresses or other contact details from the Services for the purpose of sending unsolicited email; or
- use the Services as part of any effort to compete with us or otherwise use the Services and/or the Content for any revenue-generating endeavour or commercial enterprise.

5. FEEDBACK AND PERSONAL DATA

The Services do not allow users to submit or post content publicly. By submitting suggestions or other feedback regarding the Services, you agree that we can use and share such feedback for any purpose without compensation to you.

We process any personal data you provide to us in accordance with our Privacy Policy, available at https://www.woo-consulting.com/privacy.

6. SERVICES MANAGEMENT

We reserve the right, but not the obligation, to: (1) monitor the Services for violations of these Legal Terms; (2) take appropriate legal action against anyone who, in our sole discretion, violates the law or these Legal Terms, including without limitation reporting such person to law enforcement authorities; (3) in our sole discretion and without limitation, refuse or restrict access to, or limit the availability of, the Services or any portion thereof; and (4) otherwise manage the Services in a manner designed to protect our rights and property and to facilitate the proper functioning of the Services.

7. TERM AND TERMINATION

These Legal Terms shall remain in full force and effect while you use the Services. Without limiting any other provision of these Legal Terms, we reserve the right to, in our sole discretion and without notice or liability, deny access to and use of the Services (including blocking certain IP addresses) to any person for any reason or for no reason, including without limitation for breach of any representation, warranty or covenant contained in these Legal Terms or of any applicable law or regulation.

In addition, we reserve the right to take appropriate legal action, including without limitation pursuing civil, criminal and injunctive redress.

8. MODIFICATIONS AND INTERRUPTIONS

We reserve the right to change, modify or remove the contents of the Services at any time or for any reason at our sole discretion without notice. However, we have no obligation to update any information on our Services. We will not be liable to you or any third party for any modification, suspension or discontinuance of the Services.

We cannot guarantee the Services will be available at all times. We may experience hardware, software or other problems or need to perform maintenance related to the Services, resulting in interruptions, delays or errors. You agree that we have no liability whatsoever for any loss, damage or inconvenience caused by your inability to access or use the Services during any downtime or discontinuance of the Services. Nothing in these Legal Terms will be construed to obligate us to maintain and support the Services or to supply any corrections, updates or releases in connection therewith.

9. GOVERNING LAW AND DISPUTES

These Legal Terms are governed by and interpreted in accordance with the laws of the Netherlands, and the application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded. If your habitual residence is in the EU and you are a consumer, you additionally keep the protection provided to you by mandatory provisions of the law of your country of residence.

Any disputes arising out of or in connection with these Legal Terms shall be submitted to the competent court in Rotterdam, the Netherlands. If you are a consumer, you may also bring a claim to defend your consumer protection rights in the EU country in which you reside.

If you have a complaint, please contact us first at info@woo-consulting.com. We will do our best to resolve it together with you.

10. CORRECTIONS

There may be information on the Services that contains typographical errors, inaccuracies or omissions. We reserve the right to correct any errors, inaccuracies or omissions and to change or update the information on the Services at any time, without prior notice.

11. DISCLAIMER

The Services are provided on an as-is and as-available basis. You agree that your use of the Services will be at your sole risk. To the fullest extent permitted by law, we disclaim all warranties, express or implied, in connection with the Services and your use thereof, including, without limitation, the implied warranties of merchantability, fitness for a particular purpose and non-infringement. We make no warranties or representations about the accuracy or completeness of the Services' content or the content of any websites linked to the Services, and we will assume no liability or responsibility for any (1) errors, mistakes or inaccuracies of content and materials; (2) personal injury or property damage, of any nature whatsoever, resulting from your access to and use of the Services; (3) unauthorised access to or use of our secure servers and/or any personal information stored therein; (4) interruption or cessation of transmission to or from the Services; (5) bugs, viruses, Trojan horses or the like which may be transmitted to or through the Services by any third party; and/or (6) errors or omissions in any content and materials or for any loss or damage of any kind incurred as a result of the use of any content made available via the Services. We do not warrant, endorse, guarantee or assume responsibility for any product or service advertised or offered by a third party through the Services or any hyperlinked website.

12. LIMITATIONS OF LIABILITY

In no event will we or our directors, employees or agents be liable to you or any third party for any direct, indirect, consequential, exemplary, incidental, special or punitive damages, including lost profit, lost revenue, loss of data or other damages arising from your use of the Services, even if we have been advised of the possibility of such damages. Notwithstanding anything to the contrary contained herein, our liability to you for any cause whatsoever and regardless of the form of the action will at all times be limited to the amount paid, if any, by you to us. Certain laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the above disclaimers or limitations may not apply to you, and you may have additional rights.

13. INDEMNIFICATION

You agree to defend, indemnify and hold us harmless, including our affiliates and all of our respective officers, agents, partners and employees, from and against any loss, damage, liability, claim or demand, including reasonable attorneys' fees and expenses, made by any third party due to or arising out of: (1) use of the Services; (2) breach of these Legal Terms; (3) any breach of your representations and warranties set forth in these Legal Terms; or (4) your violation of the rights of a third party, including but not limited to intellectual property rights. Notwithstanding the foregoing, we reserve the right, at your expense, to assume the exclusive defence and control of any matter for which you are required to indemnify us, and you agree to cooperate, at your expense, with our defence of such claims. We will use reasonable efforts to notify you of any such claim, action or proceeding upon becoming aware of it.

14. USER DATA

We will maintain certain data that you transmit to the Services for the purpose of managing the performance of the Services, as well as data relating to your use of the Services. Although we perform regular routine backups of data, you are solely responsible for all data that you transmit or that relates to any activity you have undertaken using the Services. You agree that we shall have no liability to you for any loss or corruption of any such data.

15. ELECTRONIC COMMUNICATIONS, TRANSACTIONS AND SIGNATURES

Visiting the Services, sending us emails and completing online forms constitute electronic communications. You consent to receive electronic communications, and you agree that all agreements, notices, disclosures and other communications we provide to you electronically, via email and on the Services, satisfy any legal requirement that such communication be in writing. You hereby agree to the use of electronic signatures, contracts, orders and other records, and to electronic delivery of notices, policies and records of transactions initiated or completed by us or via the Services.

16. MISCELLANEOUS

These Legal Terms and any policies or operating rules posted by us on the Services or in respect of the Services constitute the entire agreement and understanding between you and us regarding your use of the Services. Our failure to exercise or enforce any right or provision of these Legal Terms shall not operate as a waiver of such right or provision. These Legal Terms operate to the fullest extent permissible by law. We may assign any or all of our rights and obligations to others at any time. We shall not be responsible or liable for any loss, damage, delay or failure to act caused by any cause beyond our reasonable control. If any provision or part of a provision of these Legal Terms is determined to be unlawful, void or unenforceable, that provision or part of the provision is deemed severable from these Legal Terms and does not affect the validity and enforceability of any remaining provisions. There is no joint venture, partnership, employment or agency relationship created between you and us as a result of these Legal Terms or use of the Services.

17. CONTACT US

To resolve a complaint regarding the Services or to receive further information regarding use of the Services, please contact us at:

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