



## Terms of Service

### Plugg™ Terms of Service

*Last updated: [ 01 July 2025 ]*

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#### 1 . Who We Are

These Terms form a contract between you and **JJ GSD Ltd**, trading as **plugg™** (“plugg”, “we”, “us”).

**Registered address:** [ 86-90 Paul street, London, EC2A 4NE ]

By creating an account, purchasing a survey, attending an IRL event or otherwise using plugg, you accept these Terms.

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#### 2 . Eligibility

- plugg is **18 + only**. By using the service you confirm you are at least 18.
  - If local law bars you from using social-discovery or survey tools, you must not use plugg.
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#### 3 . Our Services

Product	What it does	Your role
Mobile & web app	AI-assisted matchmaking, chat, community tools	Subscriber / end-user
plugg IRL	Event-listing & RSVP portal; plugg acts <b>only as facilitator</b>	Organiser or attendee
KYP (“Know Your People”) surveys	Pay-per-survey conversational insight tool	Survey creator

*Future partner events marketplace may be added; these Terms already apply to that feature.*

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#### 4 . Accounts & Security

- Register with accurate info; keep credentials secure.



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- We may **suspend immediately** for breach, abuse, or illegal content.
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## 5 . Fees & Payments

Offer	Price model	Refunds
App subscription (coming soon)	Monthly via Stripe/play store /apple store	<b>All sales final</b> (no partial months)
KYP survey packages	Pay-per-survey (e.g., 300 / 500 / 1 000 responses)	<b>All sales final</b>

Stripe/google/apple processes all payments; we never store full card numbers.

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## 6 . Data & Privacy

See our **Privacy Policy** for full details. Key points:

- We store account data in the UK/EU; embeddings may reside in the US under SCCs.
  - You have Access, Erasure, Portability and other GDPR rights.
  - AI chat logs are retained 24 months max, then anonymised.
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## 7 . User-Generated Content

You keep copyright but grant plugg a **world-wide, royalty-free licence** to host, display, adapt and moderate any content you submit (profiles, chats, event blurbs, survey questions & answers) for the life of the content on our service.

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## 8 . Prohibited Content & Conduct

Zero tolerance for:

- Hate speech, harassment, child sexual content, illegal activity



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- Attempted match-fixing, scraping, reverse-engineering, or circumvention of response caps

We may remove or report such content without notice.

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### 9 . Events Disclaimer

plugg is **not** the venue, organiser or insurer. We only provide discovery and RSVP tooling. All on-site safety, refunds and accessibility are the organiser's responsibility.

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### 10 . AI & Matchmaking Disclaimer

Our AI surfaces suggestions and insights **for information only**. plugg makes **no guarantee** of compatibility, outcome accuracy or fitness for any purpose. You should exercise your own judgement.

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### 11 . Intellectual Property

All plugg trademarks, code and design remain our property. You must not copy, de-compile or resell the service without written consent.

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### 12 . Termination

We may terminate or suspend your account **immediately** for breach. You may delete your account at any time in-app; we erase personal data as set out in the Privacy Policy.

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### 13 . Warranties & Liability

- Service provided **“as is”**; we do not warrant uninterrupted or error-free operation.
- **Liability cap:** to the maximum extent lawful, our total liability to you is limited to **the greater of £100 or the amounts you paid to plugg in the 12 months before the claim.**
- We are not liable for indirect or consequential loss, or for actions of third-party venues or other users.



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### 14 . Indemnity

You agree to defend and indemnify plugg against claims arising from your breach of these Terms, your content, or your conduct at events.

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### 15 . Force Majeure

We are not liable for failure to perform due to circumstances beyond reasonable control (e.g., Server Host outage, strikes, pandemics).

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### 16 . Dispute Resolution & Governing Law

- **Governing law & venue:** the laws of **England & Wales**; courts of England & Wales have exclusive jurisdiction.
  - We encourage you to contact support first; most issues resolve informally.
  - If court action is required, each party bears its own legal costs unless the court orders otherwise.
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### 17 . Changes to These Terms

We may update these Terms. Material changes will be e-mailed or shown on login 30 days in advance. Continuing to use plugg after the effective date means you accept the revised Terms.

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### 18 . Contact

Questions? Reach us at **support@plugg.social**.