

MATCHOLOGY – TERMS AND CONDITIONS

Welcome to Matchology. These Terms and Conditions (“Terms”) govern your access to and use of the Matchology website, platform, tools, assessments, reports, and mentoring, coaching, and guidance services (collectively, the “Services”). By accessing or using Matchology, you confirm that you have read, understood, and agree to be bound by these Terms. If you do not agree with these Terms, please do not access or use the Services.

Matchology includes confidential feedback and evaluations provided by others, which are intended to support self-awareness and personal growth. However, if you believe that reviewing such feedback may cause you emotional distress or psychological discomfort, we strongly recommend that you do not register for or use the Services.

Independence of Matchology

Matchology is an independent platform designed and developed solely to support self-awareness, relationship understanding, and personal growth. Matchology operates independently and is not affiliated with any other platform or organization.

Ownership and Intellectual Property

All content, assessments, methodologies, reports, software, designs, algorithms, branding, and intellectual property available on Matchology are the exclusive property of Matchology. All rights are reserved. Users are not permitted to copy, reproduce, distribute, or misuse any part of the Services without prior written permission.

Nature and Scope of Services

Matchology provides online educational and developmental services, including self-awareness assessments, relationship insight reports, mentoring, coaching, and guided reflection. Matchology does not provide medical, psychiatric, psychological treatment, diagnosis, or therapy, and the Services are not a substitute for professional mental health care.

Psychological Considerations and User Responsibility

Matchology services involve psychological concepts such as perception, self-reflection, emotional awareness, personality traits, and interpersonal dynamics. Users acknowledge that reviewing assessments and reports may evoke emotional reactions, including discomfort, stress, confusion, or anxiety. If a user believes that engaging with self-awareness reports or feedback may negatively impact their mental or emotional

well-being, they should discontinue use of the Services. Users are solely responsible for their participation and decisions.

Reports and Interpretation

Matchology reports are designed to help users identify strengths, tendencies, and patterns in how they perceive themselves and how they may be perceived by others, including family members and friends. Reports are informational and educational in nature and should not be interpreted as absolute truths, clinical evaluations, or professional advice.

Multi-Perspective Feedback and Emotional Readiness

Some Matchology services include invitations for users to receive feedback from friends and family members. These evaluations are intended to offer insight into how others perceive the user, which may or may not align with the user's self-perception. Users are not required to accept others' evaluations as 100% accurate or definitive. However, these perspectives are shared in good faith and are meant to support personal growth, increase self-awareness, and encourage reflection—not to cause disappointment or emotional harm. Differences between self-evaluation and external feedback are natural and expected. Users should approach these differences constructively and with emotional readiness. If users experience discomfort, stress, or anxiety while reviewing such feedback, they are advised to pause or discontinue their use of the Services.

Mentoring, Coaching, and Guidance

Matchology may offer access to mentors or guides for optional feedback and discussion. Mentors provide general guidance based on user-shared reports and experiences. Mentoring and coaching services do not constitute therapy, counseling, or clinical intervention.

Confidentiality and Anonymity

To protect confidentiality, users cannot view individual responses or identities of friends or family members who provide evaluations. Only aggregated or summarized results are shared. Matchology maintains confidential handling of user information.

Data Use and Accuracy

All Matchology reports are generated solely from data provided by users and invited evaluators. Matchology does not add, modify, or fabricate information. The quality and usefulness of reports depend on the honesty and accuracy of submitted data.

Privacy and Personal Information

Matchology does not sell, rent, or share personal information with third parties. User data is used only to provide Services, generate reports, improve the platform, and ensure system functionality, in accordance with applicable data protection laws.

User Conduct and Responsibilities

Users agree to use Matchology respectfully, ethically, and lawfully. Misuse of the platform, including harassment, impersonation, submission of false information, or attempts to breach confidentiality, may result in suspension or termination of access.

Limitation of Liability

Matchology shall not be liable for emotional distress, psychological discomfort, personal decisions, relationship outcomes, or any indirect or consequential damages arising from use of the Services. Users assume full responsibility for how they interpret and apply information obtained from Matchology.

Changes to These Terms

Matchology reserves the right to update or modify these Terms at any time. Updated Terms will be posted on the website, and continued use of the Services constitutes acceptance of the revised Terms.

Governing Law

These Terms shall be governed by and interpreted in accordance with applicable laws of the jurisdiction in which Matchology operates.

Contractor and Mentor Eligibility and Compensation

Individuals who wish to apply to become a Matchology Contractor or Mentor are required to first experience all Matchology services personally. This includes completing assessments, reviewing reports, and engaging with available tools to fully understand the purpose, scope, and impact of the Services. After completing the services, eligible individuals may submit an application to become a Contractor or Mentor. Acceptance is subject to Matchology's review and approval process. Contractors and Mentors receive commissions or compensation based on the terms outlined in their individual agreements with Matchology. Commission rates, payment structures, and eligibility conditions are defined separately and may vary depending on the role and scope of engagement.

User Age and Consent Requirements

Matchology is intended for use by individuals 18 years of age or older. By registering for an account or using the Services, you confirm that you are at least 18 years old.

Minors (individuals under 18) are not permitted to create individual accounts or use the Services independently. However, parents or legal guardians may add minors as family members to participate in Matchology's evaluation processes in a supervised and limited manner.

Minors can:

- Evaluate other family members with parental supervision.

- Be evaluated by parents or family members.

Privacy Protection for Minors:

- Evaluation reports about minors are not automatically visible to the parent or family member who added them.

- These reports can only be viewed by others if the minor (or the account manager) chooses to share them.

Parents or guardians are fully responsible for supervising their minor's participation and ensuring it is appropriate for their child's emotional maturity. Matchology reserves the right to remove or restrict any accounts used in violation of these age guidelines.

Right to Terminate Accounts

Matchology reserves the right to suspend, restrict, or permanently terminate a user's account or access to any part of the Services at any time, at its sole discretion, with or without prior notice, for reasons including but not limited to:

- Violation of these Terms and Conditions
- Submission of false, misleading, or harmful information
- Misuse of the platform, including harassment or impersonation
- Attempting to access restricted information (such as others' confidential reports)
- Actions that compromise the privacy, safety, or well-being of other users
- Technical or security risks introduced by the user

In cases where termination is due to a confirmed breach, the user may lose access to all content and data associated with their account. Matchology is not responsible for any loss or harm resulting from such suspension or termination.

Dispute Resolution and Arbitration

In the event of any dispute, claim, or controversy arising out of or relating to these Terms or your use of the Services, you agree to first attempt to resolve the issue informally by contacting the Matchology Support Team at: support@matchology.net.

If an informal resolution cannot be reached within 30 days, the dispute shall be resolved through binding arbitration in accordance with the rules of the appropriate arbitration body, rather than in court.

By using Matchology, you:

- Waive your right to a trial by jury and to participate in class action lawsuits.
- Agree that any arbitration shall be conducted individually, and not as a class or representative action.

This agreement to arbitration shall be governed by and interpreted in accordance with the laws of the jurisdiction in which Matchology operates.

Accessibility Commitment

Matchology is committed to providing an inclusive and respectful user experience for all individuals, including those with disabilities.

While full accessibility features (such as compatibility with assistive technologies or adherence to WCAG 2.1 standards) are not yet fully implemented, we recognize the importance of making our platform usable for as many people as possible. We are actively working to improve accessibility over time.

If you encounter any difficulties using our website or services due to a disability, or if you have feedback or specific accessibility needs, please contact us at:

support@matchology.net

We will do our best to accommodate reasonable requests and provide content or services in an accessible format whenever possible.

Data Retention and Deletion

Matchology retains user data only for as long as necessary to provide its Services, ensure functionality, and comply with legal or regulatory obligations.

Account Deletion:

- Users have the right to delete their accounts at any time.
- Once an account is deleted, all of its data, reports, and associated resources will be permanently removed from Matchology's systems and cannot be recovered.
- Before initiating deletion, users are advised to download or save any data or information they wish to retain, as this process is irreversible.

Evaluation Data from Others:

- If other users evaluated you, their responses will no longer be linked to your account after deletion. However, their participation records may remain anonymized for internal system integrity.

Request for Deletion:

- To request deletion, users may use the platform's account settings or contact Matchology at: support@matchology.net.

User Intellectual Property and Content Ownership

Matchology respects the intellectual property rights of all users.

By using the platform, you may submit personal content, such as written reflections, evaluations, or other input ("User Content"). You retain full ownership of all intellectual property rights to the content you create and submit through your account.

By submitting content to Matchology, you grant us a limited, non-exclusive, royalty-free, worldwide license to use, process, store, display, and analyze your User Content solely for the purpose of providing and improving our Services. This license allows us to:

- Generate personalized reports based on your input

- Display your content to you within your account
- Support platform functionality and service delivery

We do not claim ownership of your content, and we will never sell, publicly share, or publish your User Content without your explicit consent.

If you delete your account, your content will be permanently deleted along with it, and the license granted to Matchology will be terminated.

Third-Party Content and External Services

Matchology does not provide or embed links to third-party websites, tools, or services.

All evaluations, assessments, reports, and mentor communications occur exclusively within the Matchology platform.

If a user independently chooses to share a link, resource, or reference to external content with a Matchology mentor, such content is not reviewed, endorsed, or verified by Matchology. We are not responsible for the safety, accuracy, or reliability of any third-party information users may reference or exchange during their use of the Services. In the event Matchology integrates external tools in the future, this policy will be updated accordingly.

No Guarantee of Outcomes

Matchology provides self-awareness tools, strength-based assessments, and mentoring services intended to support personal reflection, relationship understanding, and emotional insight. While many users find these tools valuable for growth, Matchology makes no guarantees regarding any specific personal, psychological, relational, or behavioral outcomes as a result of using the Services.

Examples of outcomes that are not guaranteed include (but are not limited to):

- Improved relationships or communication
- Increased self-esteem or emotional well-being
- Conflict resolution or behavior change
- Accurate perception by self or others
- Career, academic, or social success

Each user's experience is unique and may vary depending on personal context, readiness, and engagement with the platform.

By using Matchology, you acknowledge and agree that you are solely responsible for how you interpret and apply the insights gained from your reports, feedback, and mentor interactions.

Contact Information

For questions or concerns regarding these Terms and Conditions, please contact:

Matchology Support Team

Email: support@matchology.net

