



SCOLINGO

USER CODE OF CONDUCT

By accessing and using the Scolingo Platform, you confirm that you have fully understood this User Code of Conduct and agree that you shall:

1. Comply with all applicable laws and regulations, including but not limited to laws and regulations relating to data protection and privacy, intellectual property, anti-spam regulations, tax regulations, and other applicable laws;
2. Provide Scolingo with accurate, complete, and up-to-date information, in particular information relating to identity verification, as well as tax and billing information, in accordance with the applicable Scolingo Refund and Payment Policy;
3. Use the services of the Scolingo Platform in a lawful, diligent, and appropriate manner, in accordance with applicable regulations and with the due care of a prudent operator;
4. Act in accordance with the rules of conduct set forth in this Code.

Any use of the Scolingo Platform that Scolingo, at its sole discretion and in accordance with its internal policies, determines to be inappropriate, unlawful, or offensive may result in the temporary suspension or permanent termination of the user account, with or without prior notice.

PROHIBITED CONDUCT

As a user of the Scolingo Platform, you agree and undertake that you shall not, directly or indirectly, independently or through third parties:

1. Provide or use tutoring services with any user outside of the Scolingo Platform;
2. Circumvent the Scolingo Platform or avoid payment of fees owed to Scolingo, including by receiving payments directly from Students or encouraging Students to make payments outside the payment systems available on the Scolingo Platform;
3. Take any actions that manipulate service prices or interfere with, disrupt, or undermine the offerings of other users within the Platform;
4. Disrupt, endanger, or otherwise interfere with the use of the services by other users;
5. Publish, share, or otherwise make available any content that is unlawful, harmful, threatening, harassing, abusive, vulgar, obscene, pornographic, lewd, or otherwise objectionable;
6. Act in any manner that directly or indirectly circumvents, reduces, or unlawfully alters payment obligations owed to Scolingo or to a Tutor, including abuse of the billing system or failure to make payment for acquired services or items, except where there has been a material change to the service by the Tutor, an obvious clerical error, or an objective impossibility to establish communication with the Tutor;
7. Fail to provide purchased tutoring services, except where such failure is caused by the actions or omissions of the Student;
8. Use a name, designation, or language that Scolingo, in its sole discretion, deems offensive, inappropriate, or contrary to good business practice;
9. Publish false, inaccurate, misleading, or incomplete information, including personal data;
10. Publish content that promotes or incites religious, racial, ethnic, or other hatred, intolerance, or discrimination;

11. Publish content that infringes copyrights, related rights, trademarks, trade secrets, or other intellectual property rights of third parties;
12. Publish or disclose confidential information or personal data obtained through communication with other users or through the use of the Scolingo Platform;
13. Use the Scolingo Platform for advertising, offering, or selling goods or services that are not directly related to the tutoring services offered through the Platform;
14. Take any actions that aim to or may result in undermining, abusing, or manipulating the feedback and rating system;
15. Threaten, harass, intimidate, or otherwise act in a manner that causes fear, distress, or psychological discomfort to another user;
16. Misrepresent yourself or use the identity, data, or account of another person without authorization;
17. Promote, organize, encourage, or participate in multi-level marketing (MLM) or pyramid schemes;
18. Exploit or otherwise endanger the rights of children or minors under the age of 18;
19. Modify, adapt, license, sublicense, or otherwise use the services of the Scolingo Platform for personal or commercial purposes not permitted under this Code or applicable law;
20. Introduce, enable the introduction of, or distribute computer viruses, worms, Trojan horses, or other malicious software through the Scolingo Platform;
21. Gain unauthorized access to any computer system, network, or data through the Scolingo Platform;
22. Transfer, assign, or otherwise allow the use of your Scolingo user account, including login credentials and ratings, to any third party without Scolingo's prior written consent;
23. Collect, process, or use data relating to other users of the Scolingo Platform without authorization;
24. In any manner violate the privacy, dignity, or rights of other persons;
25. Request, collect, or process personal data of children under the age of 18;
26. Violate any applicable national or international law or regulation;
27. Encourage, facilitate, or participate in the commission of criminal offenses or other unlawful acts;
28. Promote or participate in human trafficking, the provision of commercial sexual services, or forced labor;
29. Abuse or misuse the Scolingo Platform or its services in any manner;
30. Engage Tutors to write academic or professional papers, take exams or tests, or perform any tasks on your behalf;
31. Use the services of the Scolingo Platform in a manner that violates academic integrity policies or other codes of conduct of a school, university, academic institution, or workplace;
32. Without Scolingo's prior written consent, sell, assign, transfer, sublicense, make available, or otherwise provide access to the services of the Scolingo Platform or any rights arising therefrom to any third party, whether for consideration or free of charge.

This User Code of Conduct forms an integral part of the Scolingo Terms of Service and applies to all users of the Platform.

This version of the User Code of Conduct shall enter into force on the date 11 february 2026 and shall remain in effect until amended or withdrawn in accordance with the Terms of Service.