

## Terms of Use – TWICE

### 1. Table of Contents

#### **About our Services**

- 1.1 Principles of security and confidentiality
- 1.2 Connection with other users
- 1.3 Methods of improving our Services
- 1.4 Security and integrity
- 1.5 Infrastructure and data storage
- 1.6 No access to emergency services
- 1.7 Available features and tools

#### **2. Registration and Use**

- 2.1 Registration conditions
- 2.2 Address book and contact importation
- 2.3 Minimum age requirement
- 2.4 Required devices and software
- 2.5 Fees and taxes

#### **3. Privacy Policy and User Data**

#### **4. Acceptable Use of our Services**

- 4.1 Compliance with Terms and policies
- 4.2 Legal and acceptable use
- 4.3 Harm to TWICE or its users
- 4.4 Protection of your account

#### **5. Third-Party Services**

#### **6. Payments and Subscriptions**

#### **7. Licenses**

- 7.1 Your rights
- 7.2 Rights of TWICE
- 7.3 License you grant to TWICE
- 7.4 License granted to you by TWICE

#### **8. Intellectual Property and Reporting of Infringements**

#### **9. Disclaimers and Exemptions of Liability**

#### **10. Limitation of Liability**

#### **11. Indemnification**

#### **12. Dispute Resolution**

- 12.1 Arbitration (United States and Canada)
- 12.2 Excluded disputes
- 12.3 Arbitration procedure
- 12.4 Refusal of arbitration
- 12.5 Small claims court
- 12.6 Limitation of procedure
- 12.7 Venue for authorized legal actions

#### **13. Governing Law and Jurisdiction**

- 13.1 Governing law
- 13.2 Time limit to file a claim or dispute

#### **14. Availability and Modification of Services**

#### **15. Account Termination and Suspension**

## **16. Other Provisions**

- 16.1 Entire agreement
- 16.2 Specific terms
- 16.3 Geographic restrictions
- 16.4 Export laws and sanctions
- 16.5 Reference version
- 16.6 Modification of the Terms
- 16.7 Assignment
- 16.8 Enforcement and validity
- 16.9 Reserved rights
- 16.10 Feedback and suggestions

# 1. About our Services

## 1.1 Principles of Security and Confidentiality

Since the launch of Twice, we have designed our application based on strong principles of security and privacy protection. We make every effort to ensure that your personal information is processed in accordance with applicable law, including the General Data Protection Regulation (GDPR) and the guidelines of the Apple App Store and Google Play Store.

The types of data collected may include, without limitation: first name, last name, email address, phone number, location data, profile picture, and content you share through the application. This data is used solely for the purposes described herein and in our Privacy Policy.

You have the rights of access, rectification, and deletion of your data, which you may exercise at any time by contacting us at [support@twice-app.com](mailto:support@twice-app.com).

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## 1.2 Connecting with Other People

Twice is designed to facilitate contact and interaction between its members, in compliance with our Terms of Use and the guidelines of Apple and Google platforms.

The main features include:

- The exchange of digital business cards, allowing you to share professional or personal contact information quickly and securely.
- Instant messaging to communicate in real time.
- Voice and video calls.
- Sharing of photos, videos, and other files.
- Posting status updates and personal information visible to other users.
- Sharing real-time location (optional and deactivatable at any time).

The use of location involves temporary processing of your position data, in accordance with our Privacy Policy. You may revoke location access at any time through your device settings.

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## 1.3 Methods of Improving our Services

We continuously improve Twice through:

- Analysis of usage data (e.g., frequency of use, features used, types of interactions).
- Consideration of user feedback and suggestions.
- Internal testing and pilot phases for new features.

The data used for improvement may include technical information (device type, operating system, app version, language), usage statistics (e.g., number of messages sent, call duration), as well as information you voluntarily share in your feedback.

Such processing is carried out in accordance with our Privacy Policy and may be disabled by the user when such an option is available. Under no circumstances do these analyses directly identify a user without their explicit consent.

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## **1.4 Security and Integrity**

We implement technical, organizational, and human measures to ensure the security and integrity of Twice.

These measures include, in particular:

- Proactive monitoring of activity to detect abusive, fraudulent, or non-compliant behavior with our Terms of Use.
- Automated systems and human moderation to limit the risks associated with the dissemination of illegal, inappropriate, or harmful content.
- Reporting mechanisms directly accessible from the application allowing any user to flag content, a profile, or abusive behavior. A report button is integrated into every profile and published content, in accordance with the guidelines of the Apple App Store and Google Play. All reports are processed within a maximum of 48 hours.
- Corrective actions that may range from a warning to suspension or deletion of the account, depending on the severity of the violation.
- Cooperation with competent authorities when required by law or necessary to prevent serious and imminent harm.

Any serious violation may, in addition to suspension or deletion of the account, be reported to the competent authorities in accordance with applicable laws in the United Arab Emirates.

We remind users that they are responsible for the content they share and must comply with our Terms of Use and all applicable laws. Any serious violation may result in permanent account deletion without notice.

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## **1.5 Global Access to our Services**

Twice is available worldwide, subject to applicable local laws and regulations. Certain features may not be accessible in specific geographic areas due to legal, contractual, or technical restrictions.

To ensure the performance and availability of our Services, we use:

- A server infrastructure distributed across several regions of the world.
- Third-party hosting and content delivery service providers, selected for their reliability and security standards.
- Backup and redundancy systems to minimize interruptions.

Users' personal data may be transferred and processed outside their country of residence. Such transfers are carried out in accordance with our Privacy Policy, with appropriate safeguards (standard contractual clauses, certifications, or other mechanisms compliant with applicable laws).

We reserve the right to limit or suspend access to our Services in any country or region if required by law, court order, or the conditions of distribution platforms (App Store / Google Play).

The application may request certain technical permissions from your device, including: access to location (to display nearby users), camera and gallery (to take or import a photo), microphone (for voice/video calls), and address book (to facilitate connections).

For each permission, the purpose is indicated at the time of the request, and you may withdraw your consent at any time in your device settings.

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## **1.6 No Access to Emergency Services**

Twice is not a traditional telecommunication service and does not allow you to contact emergency services (such as police, fire department, emergency medical services, or any other public emergency service).

You must have another reliable means of communication (for example: landline, mobile phone with network access, or a certified emergency call application) to request emergency assistance.

By using Twice, you acknowledge and agree that:

- Calls made through the application cannot be routed to an emergency number.
- Our services do not replace a traditional telephone or any other emergency call service.
- Neither Twice nor its partners shall be held liable for any loss, damage, or injury resulting from the inability to access emergency services via the application.

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## **1.7 Available Features and Tools**

Twice provides users with a set of features and tools, the access to which may vary depending on the chosen plan (free or paid).

These features may include:

- Creation and sharing of digital business cards.
- Secure instant messaging.
- Voice and video calls.
- Sharing of files, photos, and videos.
- Optional real-time location sharing.
- Advanced search filters and options.
- Profile and digital business card customization.
- Extended conversation history for paid plans.

### **Artificial Intelligence (AI) Features**

Twice integrates an AI module allowing, from a photo provided by the user, the generation of an optimized profile picture.

- The source and generated images may be processed by a third-party provider, solely for the purpose of generating and improving the image.
- Processing is carried out in accordance with our Privacy Policy.
- The user is informed if a third-party provider is used and retains the right to request the deletion of their images at any time.

- The use of AI is optional and requires the explicit consent of the user before each processing.

### **Access Depending on Plan**

Unlike some platforms that promote priority connection or maximum visibility, Twice's paid plans provide access to more tools to enhance the user experience (e.g., advanced filters, AI profile generation, extended customization options).

Features may evolve over time. Any significant modification is notified to users through the application or by email.

All AI-generated content is subject to automatic filters and, if necessary, human moderation before being publicly displayed. Generated images must not contain nudity, violence, hate speech, or any content contrary to local laws or to the guidelines of the Apple App Store and Google Play.

### **AI Profile Picture Generation**

We have also developed an artificial intelligence feature that allows a profile picture to be automatically generated from the photo provided by the user.

- The user retains ownership of their original photo and the generated images, but grants Twice a limited license to process, display, and store them for the operation of the service.
- The use of this feature requires the explicit consent of the user.
- Generated images must comply with applicable laws and regulations in the United Arab Emirates, including restrictions related to content contrary to religion, public order, or morality.

## **2. Registration and Use**

### **2.1 Registration Conditions**

To use Twice, the user must:

- Create a personal and unique account in their own name.
- Provide accurate, complete, and up-to-date information, including their first name, last name, date of birth, email address, and phone number (if required).
- Not use falsified data, data belonging to a third party, or data infringing the rights of a third party (including their image, name, trademark, or any other protected data).

- Not create an account on behalf of another person without express authorization.
- Undertake to update their information as soon as any change occurs.

Registration may be carried out through several methods:

- Phone number with authentication code validation.
- Third-party authentication services (Apple Sign-In, Google Sign-In, or other compatible methods).  
When registration is offered through third-party services (e.g., Google Sign-In), the “Sign in with Apple” option is also available, in accordance with the requirements of the Apple App Store.
- Access through the TWICE WebApp, also requiring secure identification.

The user is solely responsible for actions carried out from their account, except where fraudulent use is proven that is not attributable to their negligence.

Twice reserves the right to refuse or suspend the registration of any person who does not meet the above criteria, or in the event of a previous violation of these Terms.

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## **2.2 Address Book and Contact Import**

The user may choose to import their address book to facilitate the search for contacts already registered on Twice.

- This import is optional and requires explicit authorization.
- Address book data is used solely for connection purposes and is not retained longer than necessary.
- In some countries, the import of contacts is subject to legal obligations, and it is the user's responsibility to ensure they have obtained the required consents to share this data with Twice.
- Features related to the address book may vary depending on the version of the application and regional settings.

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## **2.3 Minimum Age Requirement**

The use of Twice is strictly reserved for persons aged 18 or over.

Any registration made by a minor is prohibited and will result in the immediate deletion of the account as soon as this situation is brought to our attention.

Twice does not knowingly collect personal data regarding minors. If we discover that data has been collected from a minor, it will be immediately deleted.

If local law requires a higher minimum age for the processing of personal data, that minimum age will apply in place of 18 years.

Any sexually explicit, violent, discriminatory, or inappropriate content is prohibited. The distribution or attempted distribution of such content will result in the immediate and permanent suspension of the account.

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## **2.4 Required Devices and Software**

To use Twice under optimal conditions, the user must have:

- A compatible device (smartphone, tablet, computer).
- A recent version of the operating system (at least iOS 10 or Android 5 for mobile applications).
- A stable and reliable Internet connection (Wi-Fi or mobile network).
- The latest updates of the application installed on their device.

Certain advanced features may require specific hardware or software configurations, which will be specified in the application updates.

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## **2.5 Fees and Taxes**

Registration on Twice is free of charge, but some features may be paid.

- Prices and payment terms are clearly indicated before any subscription.
- Applicable taxes (VAT, local taxes, or others) are calculated and displayed according to the regulations in force in the billing country.
- The user is responsible for any costs related to accessing the service, including mobile data or Internet connection fees charged by their provider.

- In the event of a subscription to a paid plan, the specific billing and renewal conditions apply in accordance with section 9 of these Terms.

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### 3. Privacy Policy and User Data

The privacy and protection of our users' personal data are at the heart of Twice's priorities.

By using the application, you agree that your data will be collected, stored, processed, and used in accordance with these Terms of Use and our Privacy Policy, which forms an integral part of these Terms.

We may transfer your personal data outside the United Arab Emirates only when necessary to provide our services (e.g., hosting, processing, technical support) and provided that the recipient country offers an adequate level of protection or that appropriate safeguards are implemented.

Twice will cooperate with the competent authorities of the United Arab Emirates and comply with any legal or regulatory obligation relating to the disclosure of information, in accordance with federal and local laws, including those of Sharjah.

The full Privacy Policy is available at: <https://www.twice-app.com/privacy>

In the event of a personal data breach, Twice will promptly inform the affected users as well as the competent authorities in accordance with Federal Law No. 45 of 2021 on Personal Data Protection (PDPL), whenever such notification is required, in order to limit any risk or harm.

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#### 3.1 Data Collection

We collect different categories of data in order to provide and improve our services, including:

- **Data provided directly by the user:** profile information, first name, last name, profile picture, phone number, email address, preferences, data entered in messaging or profile fields.
- **Data generated during use:** interactions with other members, messages sent and received, calls made through the application, records of settings and preferences.
- **Technical data:** device model and system, IP address, language and time zone, application version, unique device identifiers, connection data.

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- **Location data** (if the user enables this option): GPS or approximate location, used to display nearby users and for features requiring geolocation.

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## 3.2 Purposes of Data Processing

Your data may be used to:

- Create and manage your user account.
- Enable connection with other members and the use of communication tools.
- Display and suggest relevant profiles.
- Improve our services and develop new features.
- Ensure security and the prevention of abuse, fraud, and unlawful behavior.
- Provide specific features related to your subscription, including access to additional tools.
- Carry out statistical analyses and internal studies to optimize the user experience.
- Comply with our legal and regulatory obligations.

If the user gives their consent, we may also use advertising identifiers and analytics tools provided by third parties (e.g., Google, Meta, or equivalents) to measure the effectiveness of our campaigns, personalize promotional content, and improve our Services.

The user may withdraw consent at any time through the application or device settings, in accordance with the requirements of the Apple App Store and Google Play.

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## 3.3 Data Sharing

We do not sell your personal data.

However, we may share certain information:

- With technical providers or partners acting on our behalf and subject to strict confidentiality obligations.
- With other Twice users, depending on your privacy settings.
- In the event of a legal or judicial obligation.

- In the event of a merger, acquisition, or business transfer, provided that the acquiring entity respects these same confidentiality commitments.

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### **3.4 Data Retention**

Data is retained as long as your account is active or as necessary to provide our services. In the event of account deletion, certain data may be retained to meet legal obligations, resolve disputes, or enforce our Terms.

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### **3.5 Data Security**

We implement appropriate technical and organizational measures to protect your information against loss, unauthorized access, disclosure, alteration, or destruction.

Despite these efforts, no method of electronic transmission or storage is completely secure.

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### **3.6 User Rights**

In accordance with applicable law, you have the following rights, among others:

- Access your personal data.
- Rectify inaccurate or incomplete data.
- Delete your data, subject to certain legal exceptions.
- Restrict or object to the processing of your data.
- Withdraw your consent at any time, where processing is based on consent.

To exercise these rights, you can contact us at: [support@twice-app.com](mailto:support@twice-app.com).

The user may also request the permanent deletion of their account and all associated data directly from the application settings, without having to contact support, in accordance with Google Play requirements.

## 4. Acceptable Use of our Services

By using Twice, you agree to comply with these Terms of Use, as well as all applicable laws and regulations. The use of the Services is subject to the following rules.

### 4.1 Compliance with Terms and Policies

You must use our Services in accordance with:

- These Terms of Use.
- Our Privacy Policy.
- The specific rules or notices we may communicate to you, for example when implementing new features.

Any violation may result in the suspension or termination of your account, with or without notice.

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### 4.2 Legal and Acceptable Use

It is prohibited to use Twice:

- In an illegal, fraudulent, or abusive manner.
- To publish, share, or send illegal, defamatory, obscene, offensive, threatening, discriminatory, or unlawful content.
- To publish, share, or send content contrary to the laws of the United Arab Emirates, including content deemed offensive to Islam or any other recognized religion, or contrary to public morals.
- To harass, intimidate, or harm other users, directly or indirectly.
- To promote, solicit, or organize criminal, violent, or unlawful activities.
- To impersonate another person or entity, or provide false information about your identity.

It is strictly prohibited to publish, share, or send any political content, or content damaging to the reputation of the State, its leaders, or its institutions, in accordance with the laws of the United Arab Emirates and the Emirate of Sharjah.

Users must also comply with all applicable laws in the UAE, including the constitutional right to privacy, cybersecurity law, e-commerce regulations, telecommunications laws, and the UAE Penal Code. The use of Twice in practices prohibited by these laws will result in account suspension or termination.

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### **4.3 Harm to TWICE or its Users**

You must not:

- Disrupt the normal functioning of the Services.
- Use automated systems (bots, scripts, etc.) without our prior written authorization.
- Interfere with or bypass security or access control measures.
- Collect, use, or exploit data from other users without their explicit consent.
- Distribute viruses, malware, or any other harmful code.

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### **4.4 Protection of your Account**

You are responsible for all activities carried out from your account.

You must:

- Choose a secure password and keep it confidential.
- Not share your login credentials with third parties.
- Inform us immediately of any unauthorized use of your account or any identified security breach.

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## **5. Third-Party Services**

### **5.1 Access to External Services, Content, or Features**

Our Services may provide you with access to websites, applications, content, products, or services operated by third parties, or may directly integrate some of their features (for example: video conferencing, social media sharing buttons, professional integrations).

### **5.2 Applicable Terms**

When you use these third-party services:

- Their use is governed by their own terms and privacy policies.
- You must read them carefully and comply with them.
- Twice is not responsible for the practices, content, or services provided by these third parties.

### **5.3 Liability**

We do not guarantee the availability, security, or legality of third-party services, and we are not responsible for damages, losses, or disputes arising from their use. You use these services at your own risk.

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## **6. Payments and Subscriptions**

### **6.1 General Principles**

Twice offers its users:

- Free access including basic features.
- Paid plans providing access to additional tools and advanced features.

Subscription to a paid plan is optional and subject to these Terms as well as the specific conditions of the selected offer. All features included in each plan are clearly described in the application or on our website.

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### **6.2 Payment Terms**

Subscriptions and purchases made within Twice are payable through the payment methods offered (for example: credit card, Apple Pay, Google Pay, third-party payment services).

- Payment is due immediately upon order confirmation, unless otherwise specified at the time of subscription.
- Prices are stated in the currency indicated at the time of payment and include applicable taxes, unless otherwise specified.

- Payments are processed securely by specialized providers. Twice does not retain full credit card details.

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### **6.3 Recurring Subscriptions and Renewal**

Subscriptions are billed on a recurring basis (monthly, quarterly, annually, or other duration specified at the time of subscription).

- On iOS, subscription management and cancellation are handled via the Apple App Store, in your Apple ID settings.
- On Android, management and cancellation are handled via Google Play, in your Google account settings.
- Apple and Google may apply their own refund policies, which prevail over those of Twice.

Unless canceled before the renewal date, the subscription is automatically renewed for the same duration as the initial period.

Subscription fees are automatically charged according to the registered payment method.

The user may disable automatic renewal at any time through their account settings or via the payment platform used (App Store, Google Play, etc.).

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### **6.4 Price Changes**

Twice reserves the right to change its prices at any time.

- In the event of a price change, the user will be notified at least 30 days before the new rates take effect.
- If the user does not wish to accept the new price, they may cancel their subscription before the effective date of the change.
- Continuing the subscription after this date constitutes acceptance of the new price.

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### **6.5 No Refunds**

Unless otherwise required by law:

- Amounts paid for an ongoing subscription are non-refundable, even in the event of non-use of the service.
- Cancellations take effect at the end of the current subscription period.
- No pro-rata refunds are granted.

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## 6.6 Promotional Offers and Trial Periods

Twice may offer:

- Temporary discounts.
- Promotional codes.
- Free or reduced-rate trial periods.

These offers are subject to specific conditions specified at the time they are made available and cannot be combined, unless otherwise indicated.

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## 6.7 Content and Tools Included in Paid Plans

Unlike some platforms that promote priority connection or maximum visibility, Twice's paid plans provide access to additional tools to optimize and personalize the user experience, for example:

- Advanced search filters.
- Exclusive AI features (including optimized profile picture generation from a user-provided photo).
- Extended customization of digital business cards.
- Extended history and archiving of conversations.
- 

# 7. Licenses

## 7.1 Your Rights

Twice does not claim ownership rights over the information, data, or content you submit or publish through our Services.

You must have:

- The necessary rights to all the elements you transmit or publish, and
- The authorization to grant us the rights and licenses defined in this section.

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## 7.2 Rights of Twice

We own all intellectual property rights associated with Twice and our Services, including:

- Copyrights,
- Trademarks, logos, and trade names,
- Domain names,
- Visual elements and interfaces,
- Trade secrets and patents.

These rights may not be used without our express authorization and in accordance with our trademark usage rules.

Trademarks owned by our partners or affiliated companies may only be used with their agreement and under their conditions.

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## 7.3 License You Grant to Twice

In order for us to operate and provide our Services, you grant us an international, non-exclusive, royalty-free, transferable, and sublicensable license authorizing us to:

- Use, reproduce, distribute, display, and exploit the information and content you upload, submit, store, send, or receive through Twice,
- Create derivative works from such content.

These rights are solely intended to enable us to operate and provide our Services (examples: display your profile picture and status, transmit your messages, temporarily retain unsent messages for up to 30 days in order to attempt delivery).

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## 7.4 License Granted to You by Twice

We grant you a limited, revocable, non-exclusive, non-transferable, and non-sublicensable license to use our Services in accordance with our Terms of Use.

No other rights, express or implied, are granted to you.

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# 8. Reporting Intellectual Property Rights Infringement

## 8.1 General Principles

We respect the intellectual property rights of third parties and expect our users to do the same. This includes:

- Copyrights,
- Trademarks,
- Domain names,
- Logos,
- Trade dress,
- Trade secrets,
- Patents.

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## 8.2 Reporting Procedure

If you believe that content accessible through Twice infringes your rights or those of a third party, you may submit a report by following the steps specified in our Intellectual Property Policy.

Your report must include:

- A clear description of the protected element,
- The contact details of the rights holder,
- Detailed reasons why you believe there is an infringement,
- Any relevant evidence.

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## 8.3 Measures Taken by Twice

In the event of a proven or repeated violation, Twice may:

- Remove or disable access to the infringing content,
- Suspend or delete the account of the user in violation,
- Take any measures required by law or by a competent authority.

Such measures will be applied in accordance with the Termination section of these Terms.

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## 8.4 Limitations

Disputes relating to privacy or image rights are not handled as intellectual property infringements under this procedure, unless otherwise required by law.

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# 9. Disclaimers and Exemptions of Liability

## 9.1 Use at Your Own Risk

You use Twice at your own risk. Our Services are provided "as is" and "as available," without express or implied warranties of any kind, including, without limitation:

- Any warranty of merchantability,
- Fitness for a particular purpose,
- Ownership or non-infringement,
- Absence of viruses, malicious code, or any other harmful elements.

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## 9.2 No Guarantee

We do not guarantee:

- That the information provided by Twice is accurate, complete, or useful,

- That the Services will be error-free, secure, or risk-free,
- That their operation will be continuous, without interruptions, delays, or malfunctions.

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### **9.3 No Liability for User Actions**

We do not control and are not responsible for the actions, content, or information of users or third parties.

By using Twice, you waive any claims against Twice, its subsidiaries, affiliates, officers, employees, partners, and representatives ("Twice Parties") arising from such actions or information.

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### **9.4 Rights Not Limited**

If applicable law does not allow certain disclaimers of liability, such disclaimers do not apply to the extent prohibited by law.

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## **10. Limitation of Liability**

### **10.1 Exclusions**

To the extent permitted by law, the Twice Parties shall not be liable for:

- Loss of profits,
- Any indirect, incidental, special, consequential, or punitive damages, regardless of cause (contract, tort, negligence, or otherwise).

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### **10.2 Liability Cap**

The total aggregate liability we owe you shall not exceed:

- The amount you paid to Twice during the twelve (12) months preceding the claim, or
- One hundred US dollars (USD 100), whichever is greater.

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## 10.3 Legal Exceptions

Since some jurisdictions do not allow the exclusion or limitation of certain types of damages, these limitations may not apply to you.

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## 11. Indemnification

### 11.1 Indemnification Commitment

You agree, to the extent permitted by law, to indemnify and hold harmless the Twice Parties from any claim, loss, damage, expense, or liability (including reasonable legal fees) arising directly or indirectly from:

- Your use of Twice,
- Your violation of these Terms or any applicable law,
- Any misrepresentation or misleading information provided by you.

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### 11.2 Cooperation

You agree to fully cooperate with Twice in the defense or settlement of any claim covered by this indemnification.

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## 12. Dispute Resolution

### 12.1 Amicable Settlement

Before any legal action or arbitration, we invite you to contact us in order to attempt to resolve the dispute amicably.

Requests may be sent to [legal@twice-app.com](mailto:legal@twice-app.com) with a complete description of the issue.

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### 12.2 Mandatory Arbitration (United States and Canada Only)

For users residing in the United States or Canada, except for excluded disputes defined below, any dispute or claim shall be resolved by binding individual arbitration, and not in court, unless local applicable law expressly provides otherwise.

This means that:

- You waive your right to a trial before a judge or jury.
- You may only bring a claim on your own behalf and not for or on behalf of others.
- You waive participation in any class action, collective arbitration, or representative action.

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### **12.3 Excluded Disputes**

Excluded disputes include:

- Disputes relating to intellectual property rights (copyrights, trademarks, patents, domain names, logos, trade dress, trade secrets).
- Any attempt at interference with or unauthorized use of the Services (including unauthorized automation).
- Disputes relating to privacy or image rights, unless the law requires their inclusion in arbitration.

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### **12.4 Arbitration Procedure**

Arbitration shall be conducted by a recognized organization, in accordance with its applicable rules (for example, the American Arbitration Association or equivalent), by a single arbitrator, and shall take place in the jurisdiction corresponding to your place of residence.

The language used will be French or English, at your choice.

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### **12.5 Opt-Out of Arbitration**

You may opt out of arbitration by sending us a written notice within 30 days of the date of acceptance of these Terms.

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### **12.6 Small Claims Court**

Disputes that may be brought before a small claims court may do so, provided they meet the jurisdictional criteria of that court.

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## **12.7 Limitation of Procedure**

No proceedings may be brought in the form of a class action, collective arbitration, or representative action.

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## **12.8 Venue for Authorized Judicial Proceedings**

If a dispute cannot be submitted to arbitration, it shall be brought before the competent courts of the jurisdiction specified in Article 13.1 Governing Law and Jurisdiction.

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# **13. Governing Law and Jurisdiction**

## **13.1 Governing Law**

These Terms are governed by the laws in force in the jurisdiction where Twice has its registered office, without regard to conflict of law principles.

## **13.2 Exclusive Jurisdiction**

Subject to Section 12. Dispute Resolution, any dispute not submitted to arbitration shall be brought before the competent courts located in the same jurisdiction.

## **13.3 Time Limit to File a Claim**

Any claim or action relating to the Services must be filed within one (1) year from the occurrence of the cause of action, unless a longer period is provided by applicable law.

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# **14. Availability and Modification of Services**

## **14.1 Availability**

We strive to keep our Services available and operational, but we do not guarantee that they will operate without interruption or error.

## **14.2 Suspension or Termination**

We may suspend or terminate access to all or part of the Services:

- For maintenance reasons,
- To update or improve our features,
- In case of violation of the Terms,
- In case of a threat to the security or integrity of the Services.

### **14.3 Modifications**

We may make modifications to the Services, including adding or removing features, at any time. We will make reasonable efforts to inform you of significant changes, whenever reasonably possible.

Certain updates, including those aimed at fixing security vulnerabilities, complying with the law, or meeting Apple App Store and Google Play requirements, may be mandatory in order to continue using the application. In such cases, access to the Services may be suspended until the update is installed.

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## **15. Termination and Suspension of Account**

### **15.1 Termination by the User**

You may terminate your use of the Services at any time by deleting your account from within the application or by submitting a written request to us.

Account deletion results in the deletion or anonymization of all your personal data within a maximum of 30 days, except where legal retention is required. You may request to download your data prior to deletion by contacting [support@twice-app.com](mailto:support@twice-app.com).

### **15.2 Termination by Twice**

We may suspend or delete your account:

- If you violate these Terms or any applicable law,
- If your conduct endangers the security, integrity, or reputation of the Services,
- If we are legally required to do so.

### **15.3 Effects of Termination**

In the event of termination:

- Your license to use the Services ends immediately,
- Certain obligations (due payments, liability clauses, intellectual property rights) survive termination.

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## **16. Miscellaneous Provisions**

### **16.1 Entire Agreement**

These Terms constitute the entire agreement between you and Twice regarding the use of our Services and supersede any prior agreement or arrangement.

### **16.2 Severability**

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

### **16.3 No Waiver**

The failure of Twice to exercise a right or to require strict performance of a provision shall not constitute a waiver of that right or provision.

### **16.4 Assignment**

You may not assign or transfer your rights or obligations under these Terms without our prior written consent. Twice may assign its rights and obligations to any affiliated entity or in connection with a merger, acquisition, or transfer of assets.

### **16.5 Force Majeure**

Twice shall not be held liable for any delay or failure to perform its obligations resulting from events beyond its reasonable control, including, without limitation: natural disasters, wars, riots, pandemics, power or network outages, governmental actions.

### **16.6 Notices**

We may send you notices:

- By email,
- Through the application,
- Or by any other reasonable means.

Such notices are deemed received on the date they are sent.

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## **17. Contact**

For any questions regarding these Terms or our Services, you may contact us at:  
JAUPIN Design, Twice - support, Gate avenue DIFC, Unit 34,00000 Dubai, UAE  
E-mail : support@twice-app.com