



B2B Terms

Special Terms for Businesses Using the Teamploy Platform

1. About these B2B Terms

1.1 These B2B Terms are concluded between TEAMPLOY L.P., having its seat in Piraeus, G.E.MI. No. 190075003000 and VAT No. 803122035 ("Teamploy", "we"), and the Business that registers, accesses or uses the Platform ("you" or the "Business").

1.2 These Terms apply in addition to the General Terms of Use. In the event of a conflict, the B2B Terms prevail for the Business and its Authorised Users. Capitalised terms not defined herein have the meaning given to them in the General Terms of Use. For the purposes hereof, "Candidate" means a Hospitality Professional or other natural person who may express interest in, be selected for, or be engaged in connection with a Shift Opportunity published by the Business.

2. Whom and what they cover

2.1 These B2B Terms cover the Business, the Company Administrators, the Hiring Managers and any other Authorised User, as well as any use of the Platform under your company account.

2.2 The Business is treated as a professional User. Consumer rights do not apply to your use of the Platform.

3. Obtaining access and verification of details

3.1 Access for Businesses is granted following contact with us and is not activated automatically, unless we provide otherwise.

3.2 For the purpose of verifying identity and representation, we may request reasonable supporting documents (company name, VAT No., G.E.MI. details, professional email, certificate of representation or power of attorney, or other official/digitally verifiable document).

3.3 We may refuse activation or suspend/restrict a company account if the verification is not provided or if there is reasonable doubt as to the identity, the authority of representation or the lawfulness of the access.

4. Authorised Users and multiple departments

4.1 You obtain access through one or more Authorised Users. The initial account is linked to a Company Administrator, who warrants that they have authority to act on your behalf. Where the Platform supports it, the Company Administrator may invite Hiring Managers under the same company profile; Hiring Managers act as your representatives and you are bound by their actions.

4.2 We may allow different departments or managers of yours (e.g. Restaurant Manager, Bar Manager or Chef) to use the same company profile. We are not responsible for the internal allocation of roles or duties, nor for disputes among your managers, departments or Authorised Users.

4.3 As a Business, you are solely responsible for whom you authorise, for the internal control of access, for the accuracy and lawfulness of what your Authorised Users do, and for any use through your company profile.

5. Plans, fees and payment

5.1 Use of the Platform may be subject to a subscription, plan, access or usage fee (per feature or per shift), to a units/credits system or to another commercial model that we determine. The exact fees, the content of each plan, the usage limits and any other commercial term are set out in the relevant plan, in a specific commercial offer, in a private agreement or in an official notice that we send you.

5.2 We may modify plans, features or prices for new or renewed relationships in the future. No change applies retroactively to commitments already undertaken, unless expressly agreed. Our plans do not renew automatically: unless you obtain a new or renewed plan, your access ends upon the expiry of the current period.

5.3 You must pay on time every amount due in accordance with the plan you have chosen. Unless otherwise agreed, continued access may depend on timely payment; delay may lead to temporary suspension or restriction of features, and we may refuse new features or renewal until full payment.

5.4 We issue invoices or receipts in accordance with Greek tax and accounting legislation. All amounts are stated exclusive of VAT; VAT is added at the rate in force at the time under Greek law (as at the time of the last update, the standard rate is 24%).

6. Change, cancellation or termination of the plan

6.1 You may request a change of plan by contacting us. Any change is subject to our acceptance, may alter the fee, the duration, the scope of features or the access terms, and takes effect immediately or from the next billing cycle, as agreed. We are not obliged to apply a new plan retroactively, unless we expressly accept this.

6.2 You may request in writing the cancellation or termination of your plan. Cancellation or termination has no retroactive effect (save by express agreement), does not affect amounts already invoiced or due, and is governed by the terms of the plan you have chosen.

6.3 We may terminate or refuse renewal for business or operational reasons, for reasons of risk or compliance, abuse, breach or protection of the Platform. Where reasonably feasible, and unless contrary to the law or to the protection of Users, we will give reasonable notice.

7. Refunds

7.1 The access and usage fees you pay are, as a rule, non-refundable. Non-use of the Platform, a change of mind, or failure to exhaust the plan do not give rise to a right of refund.

7.2 Exceptionally and at our discretion, we may approve an alternative commercial arrangement instead of a refund (e.g. credit, transfer of balance, extension of access or adjustment of plan).

7.3 If we are unable to provide the service for demonstrably technical reasons attributable solely to us and which render use materially impossible, we may at our discretion grant a reasonable extension or other equivalent arrangement. This section applies without prejudice to any rights arising from mandatory law and to section 14.4.

8. Your obligations as employer or counterparty

8.1 You are solely responsible for compliance with every law concerning: the hiring of or cooperation with a Candidate; the organisation of working time; remuneration; social security; tax and reporting obligations (including ERGANI declarations where applicable); health and safety at work (including Law 3850/2010); the treatment of the Candidate, including the obligations of Law 4808/2021 on violence and harassment; and any other obligation under labour, social security, tax or other legislation, including the obligations under Directive (EU) 2024/2831 on platform work, once transposed into national law.

8.2 We do not provide you with legal advice. You must verify, at your own responsibility, that the use of the Platform, and any cooperation that arises, is lawful and properly organised.

8.3 We do not act as an employer, joint employer, payroll provider, temporary employment agency or guarantor of any payment. Teamploy is solely a means of connection. We do not hold a licence to operate as a Private Employment Agency under Law 4052/2012, nor a licence to provide temporary agency work within the meaning of Directive 2008/104/EC and the national transposing legislation. Any contractual or employment relationship arising through the Platform is concluded directly between you and the Candidate. You, and any other person liable by law, bear sole responsibility for the characterisation of that relationship and for all related labour, social security, tax and reporting obligations.

9. Content you publish

9.1 Any content you publish must be genuine (a real need), accurate (a truthful description of the role, duties, place, time and conditions), lawful and worded with respect, without discrimination, misleading information or inappropriate content. You comply with the principle of equal treatment under Law 4443/2016 and the remaining anti-discrimination legislation.

9.2 We may refuse the publication of, or hide or remove, any content that does not meet the above conditions or the law.

10. Anti-corruption, sanctions and modern slavery

You warrant that you comply with all applicable legislation against corruption, money laundering, financial sanctions and modern slavery or forced labour, including Law 4557/2018 on the prevention of the legalisation of proceeds from criminal activities. You will not use the Platform in a manner that would place us in breach of those laws.

11. Confidentiality

You will keep confidential any non-public information we make available to you (including pricing, technical information, security information and information about other Users). You will use it only for the use of the Platform and will not disclose it to third parties, unless required by law or by a judicial or administrative decision.

12. Data protection: how the roles work

12.1 Each party is an independent controller for its own purposes. In particular, we are the controller for the data we process for the operation of the Platform (see the Privacy Notice); you are the controller for the data you process for staffing, assessment or hiring purposes, once disclosed to you through the matching flow.

12.2 We are not joint controllers under Article 26 GDPR for those activities. The data we disclose to you (e.g. contact details of a selected Professional) is transferred from controller to controller. From the moment you receive it, you are responsible for its lawful processing under the GDPR and Law 4624/2019.

12.3 You warrant that you will: use the disclosed data only for the purpose of disclosure; implement appropriate technical and organisational measures (Article 32 GDPR); respond in a timely manner to requests for the exercise of rights; and notify us, where reasonably feasible, of any breach concerning the disclosed data.

13. Intellectual property

13.1 We own, or have the right to use, every intellectual property right in the Platform. Without our written permission, no copying, reproduction, distribution, data extraction, reverse engineering (unless permitted by mandatory law) or commercial exploitation of elements of the Platform is allowed.

13.2 When your Authorised Users post content (e.g. Shift Opportunities, descriptions, reviews), you grant us a limited, non-exclusive, royalty-free and worldwide licence to host, store, display, reproduce and use it for the operation of the Platform. The licence expires upon the removal of the content, unless we must retain it to fulfil a legal obligation or to defend a claim.

14. Suspension or termination of your access

14.1 We reserve the right to suspend or terminate your access to the Platform, in whole or in part, in particular for: (a) the prevention or limitation of risk; (b) the protection of Users; (c) the investigation of a report or complaint; (d) safeguarding the integrity and security of the Platform; (e) breach of these Terms; or (f) compliance with the law or with a decision of a competent authority.

14.2 Where reasonably feasible, we will notify you before taking the measure. Where the risk is imminent or prior notification is not permitted by law, the measure may be taken without notice, with subsequent notification to you without delay.

14.3 Where Regulation (EU) 2022/2065 (DSA) applies, we will provide you with a clear and specific statement of reasons for any measure affecting the visibility, availability or accessibility of your content or account. You may contest the measure through the internal complaint-handling process (section 15).

14.4 Compensation upon termination. Where we terminate your prepaid subscription for a reason not attributable to your breach of the Terms, unlawful use, or an act that endangers the Platform or other Users, we will refund you, on a pro-rata basis, the fee corresponding to the remaining, unused time of the subscription. In the event of termination attributable to the foregoing reasons of your fault, you are not entitled to a refund or compensation, without prejudice to provisions of mandatory law.

15. Submitting a complaint and out-of-court options

15.1 If we restrict your content or account, you may submit a complaint free of charge through our internal process, by sending an email to support@teamploy.gr.

15.2 We will confirm receipt and examine your complaint without undue delay and, in any event, within fifteen (15) days, informing you of our decision with reasons.

15.3 Nothing in this process affects your right to refer the matter to an out-of-court dispute resolution body, where provided, or to the competent courts (section 24).

16. Indemnification to us

To the maximum extent permitted by law, you undertake to indemnify and hold harmless Teamploy, as well as its representatives, managers, officers, employees, partners and contractors, from any damage, claim, liability, fine, penalty, cost or expense (including reasonable legal costs) arising out of or relating to: (a) breach of the B2B Terms or the General Terms; (b) unlawful, misleading or abusive use of the Platform; (c) infringement of third-party rights; (d) any claim that the Business should be deemed the employer of a User, notwithstanding our role as intermediary; (e) breach of your obligations as employer (section 8); or (f) breach of the data protection obligations (section 12). This obligation does not apply to the extent that the damage is due to our gross negligence or wilful misconduct.

17. Provision of the Platform "as is"

17.1 To the maximum extent permitted by law, the Platform is provided "as is" and "as available", without warranties or commitments of any kind, express or implied. In particular, we do not warrant that the Platform will be uninterrupted, timely, secure or error-free, nor that it will meet any particular purpose or expected result.

17.2 We do not warrant the accuracy, completeness, lawfulness or quality of the content posted by Users, nor the identity, qualifications, availability, reliability or conduct of any User or Candidate. We act solely as a means of connection (section 8) and do not warrant that any cooperation, hiring or result will arise from the use of the Platform.

17.3 This section does not exclude or limit rights or warranties that cannot be excluded by law, nor our liability under section 18.3.

18. Limitation of our liability

18.1 To the maximum extent permitted by law, we are not liable for indirect, incidental, special or consequential damage (including loss of profits, data or reputation) relating to: the use of or inability to use the Platform, the conduct of Users, the non-completion of a cooperation, cancellations, no-shows, non-payment, work incidents, disputes between Users or events beyond our reasonable control.

18.2 To the maximum extent permitted by law, our total liability for each twelve-month period is limited to the total amount you paid us as fees during the twelve (12) months preceding the event giving rise to the liability.

18.3 No limitation herein excludes or limits our liability for: (i) gross negligence or wilful misconduct; (ii) death or personal injury due to our negligence; or (iii) any other liability that cannot be excluded or limited by law.

19. General provisions

19.1 Neither party is liable for any failure or delay in performance, to the extent that it is due to events beyond its reasonable control, including acts of God, natural disasters, extreme weather phenomena, fire, flood, war, terrorism, civil unrest, strikes, pandemics, governmental or regulatory actions, power outages, as well as the failure of telecommunications, the internet, hosting services or cloud infrastructure, email/SMS/messaging providers, third-party interfaces (API), payment or banking services and other third-party infrastructure.

19.2 We may amend the B2B Terms. Where the changes are material, we will provide you with at least fifteen (15) days' notice through the Platform or by email. If you continue to use the Platform after their entry into force, you accept them.

19.3 Notices to us are sent to support@teamploy.gr. We may notify you through the details of your company account or through the Platform. Point of contact under Articles 11 and 12 of the DSA: support@teamploy.gr. You may communicate in Greek or English.

19.4 You may not assign rights or obligations under the B2B Terms without our prior written consent. We may assign to an affiliated company or in the context of a corporate transaction (merger, acquisition, sale of assets), provided that your rights are not adversely affected.

19.5 If part of the B2B Terms is found to be invalid, the remainder stays in force and, where possible, is replaced by a valid term that approximates its purpose. Delay in or failure to exercise a right does not constitute a waiver of it.

19.6 Terms which by their nature are intended to survive termination continue to apply, including the sections on intellectual property (section 13), data protection (section 12), confidentiality (section 11), indemnification to us (section 16), limitation of liability (section 18), applicable law and courts (section 19.7), as well as this section.

19.7 These B2B Terms are governed by Greek law. Any dispute is subject to the exclusive jurisdiction of the courts of Piraeus.

19.8 The B2B Terms, the General Terms, the Privacy Notice, the Community Rules and Acceptable Use Policy, as well as any commercial offer or order form that we agree, constitute the entire agreement for the use of the Platform and supersede previous understandings on the same subject matter. Nothing limits liability for fraud or fraudulent misrepresentation.

19.9 For any commercial or contractual matter: support@teamploy.gr. Postal address: TEAMPLOY LIMITED PARTNERSHIP, Kolokotroni 72, 18535 Piraeus, Greece.

By accepting the B2B Terms - including by clicking "Accept", signing an order form, by ticking a box, by using the Platform, or through access by an Authorised User on your behalf - you confirm that you have read, understood and accept the B2B Terms