



Community Guidelines & Acceptable Use Policy

Community Guidelines & AUP | v.1.0 | 15/06/2026

Contact: support@teamploy.gr

These Community Rules and Acceptable Use Policy (the "Rules") form an integral part of, and are incorporated by reference into, the General Terms of Use and the B2B Terms. A breach of the Rules constitutes a breach of the Terms and may lead to the measures in section 5 below (including restriction, suspension or discontinuation), as also provided in the General Terms of Use and the B2B Terms. Capitalised terms have the meaning given to them in the General Terms of Use.

1. Our principles

Teamploy is a marketplace built on trust. All Users - Hospitality Professionals, Businesses and Hiring Managers - are expected to act with professionalism, honesty, responsibility and mutual respect, and to comply with the law.

2. What we expect from everyone

- you provide and keep true, up-to-date, accurate and complete information everywhere on the Platform - in your profile, listings, reviews and in all your communications;
- you communicate and cooperate with courtesy, professionalism and good faith, and treat all Users with respect, without discrimination, harassment or offensive conduct;
- you honour the commitments you make: if you accept a shift or select a worker, you act responsibly towards its smooth completion and avoid abusive cancellations, delays or no-shows without serious reason;
- you act lawfully and comply with every applicable law that concerns you, in particular labour, tax, social security, health and safety, data protection and licensing law;
- you use the Platform in accordance with its purpose.

3. What is not allowed

By way of example and without limitation, the following are not allowed:

- false or misleading information, profiles or listings, as well as impersonation;
- harassment, threats, violence, discrimination, hate speech, or offensive, degrading or improper conduct;
- fraud, deception, or any unlawful, undeclared or "off-the-books" work;
- manipulation of ratings, reviews or badges, or retaliation for honest feedback;
- abusive cancellations, repeated no-shows, or failure to honour accepted shifts without serious reason;
- scraping, harvesting, benchmarking or copying content or data of the Platform without our written permission;
- circumventing the Platform to evade its rules, or circumventing technical or organisational security measures;
- unauthorised account sharing, or allowing your account to be used in breach of the Terms;
- posting content that is unlawful, infringing of third-party rights, defamatory, discriminatory, or contrary to public order and good morals;
- use of Teamploy outside its purpose and scope.

4. Reporting problems

If you see content or conduct that breaches the Rules - abuse, fraud, suspicious activity, improper conduct or incorrect shift information - report it through the "Contact" form or at support@teamploy.gr. We aim to examine reports promptly. Where an issue concerns a legal

violation (labour, tax, social security, health and safety), also turn to the competent authorities, including the Labour Inspectorate; Teamploy is not a regulatory authority and does not substitute for the official channels.

5. What we can do

In the event of a breach of the Rules, we may take proportionate measures in accordance with the General Terms of Use and the B2B Terms - including contacting you, removing or hiding content, restricting features, suspending or discontinuing an account. Where a measure affects the visibility, availability or accessibility of your content or account, we will provide you with a clear and specific statement of reasons and you may contest it through the internal complaint-handling process, as described in the General Terms of Use (section 17) and the B2B Terms (section 15). We may also act where required by law or to protect Users, workers, businesses or Teamploy.

6. Changes

We may update the Rules from time to time. The current version is published on the Platform with the date above and applies to your continued use. Where the changes are material, we will give reasonable notice in accordance with what is provided in the General Terms of Use and the B2B Terms.e.