



General Terms of Use

1. Who we are

The Teamploy Platform is operated by TEAMPLOY LIMITED PARTNERSHIP, a limited partnership under Greek law, having its seat in Piraeus, with G.E.MI. No. 190075003000 and VAT No. 803122035. In these Terms, "Teamploy", "we" and "us" mean the company; "Platform" means the Teamploy digital platform, our website and any related service; "you" or "User" means anyone who visits, registers for, or uses the Platform. You can contact us at legal@teamploy.gr.

2. What you accept

By accessing or using the Platform, you confirm that you have read, understood and accept these Terms. If you do not agree, please do not use the Platform. The Terms operate together with the Privacy Notice, the Community Rules and Acceptable Use Policy, and any other policy we publish; if you are a Business or act on behalf of a Business, the B2B Terms also apply.

If we publish a translation of the Terms, the English version prevails in the event of a discrepancy, without prejudice to your mandatory rights as a consumer under the law of the country of your habitual residence. If you use the Platform as a consumer, nothing in the Terms removes or limits the rights and protection you have under Greek consumer protection legislation, in particular Law 2251/1994; any term that would be unfair to you as a consumer within the meaning of that law does not bind you to that extent.

3. The words we use

To make the Terms easy to read, we use the following meanings:

"Business": a company, sole proprietorship or other person that uses the Platform to staff shifts, find professionals or publish opportunities.

"Natural Person": a private individual who uses the Platform in their personal capacity.

"Hospitality Professional": a Natural Person who registers in order to be matched with opportunities in the hospitality and catering sector.

"Company Administrator": the person whom the Business has authorised to create and manage its account.

"Hiring Manager": anyone whom the Business or the Company Administrator invites to use the Platform on behalf of the Business.

"Authorised Business User": any Company Administrator, Hiring Manager or other person who uses the Platform on behalf of a Business.

"Shift Opportunity": any shift, position or staffing need that a Business publishes on the Platform.

Where "Member State" is referred to, it means a member state of the European Union; "GDPR" means Regulation (EU) 2016/679; "DSA" means Regulation (EU) 2022/2065 (Digital Services Act).

4. What the Platform does

Teamploy connects Businesses with Hospitality Professionals for shift cover, part-time work, hiring, seasonal staffing and similar needs of the sector. Depending on your role, you can create a profile, publish or search for Shift Opportunities, express interest, receive notifications and, where supported, communicate with the other side.

5. Who can use the Platform

To use the Platform you must be at least 18 years old and have full legal capacity; by using it you confirm this. If you act on behalf of a Business, you also confirm that you have authority to bind it, and the Business is responsible for what you do on its behalf.

6. Your account

We may offer different types of accounts (for individuals and for Businesses). When you create or use an account, you must provide accurate, truthful and complete information, keep it up to date, not use false, misleading or third parties' information, keep your login credentials secure, and notify us immediately if your account is used without authorisation or you suspect a breach. You are responsible for whatever happens through your account, unless you prove that the use was due solely to something you could not reasonably have prevented.

7. Profiles and accurate information

You are responsible for the information that appears on your profile or on your Business's profile. We may request clarifications or supporting documents where there is a valid reason, e.g. for the protection of other Users or for compliance with the law.

8. Our role - and what we are not

Teamploy is merely a means of connection. We are not, and do not act as: an employer or joint employer; an employment agency or temporary employment agency under Law 4052/2012; a payroll provider, payment provider or guarantor of payment; a work supervisor, safety technician or workplace manager.

We are not the employer of any Hospitality Professional or other Natural Person, we are not a party to any relationship that arises between a Business and a Natural Person, we do not warrant that any cooperation, shift or hiring will arise, and we do not direct, supervise or control the manner of performance of the work. We do not determine the essential terms of any cooperation (remuneration, hours, duties, place of work, insurance, safety measures or manner of performance), unless we expressly provide otherwise.

Any contractual or employment relationship arising through Teamploy is concluded directly between the Business and the Natural Person. The Business, and any other person liable by law, decides on the structure of the relationship and is responsible for all related labour, social security, tax and reporting obligations, including those arising from Directive (EU) 2024/2831 on improving working conditions in platform work, once transposed into Greek law.

9. Publishing shifts and expressing interest

Businesses can publish Shift Opportunities and Natural Persons can search for them, express interest and choose whether to receive notifications. The Business chooses whom to prefer and the Natural Person chooses whether to accept. If we use automated functionality to support matching, we may publish information about the main parameters, in accordance with applicable transparency obligations.

10. Disclosure of contact details after matching

If a Natural Person is selected for a specific Shift Opportunity, we may disclose the necessary contact details to both sides so that they can communicate directly (shift confirmation, logistics, attendance, start of cooperation and other practical information). After disclosure, whatever happens between the parties concerns them; we are not responsible for the content, accuracy

or outcome of the direct communication. The way data is processed at this stage is described in the Privacy Notice.

11. How you must behave

All Users must act with professionalism, honesty, responsibility and mutual respect, in accordance also with the Community Rules and the Acceptable Use Policy. By way of example and without limitation, you may not: provide false, inaccurate or misleading information; publish false, misleading or abusive opportunities or profiles; cancel shifts abusively or fail to show up, without serious reason, for a shift you have accepted; manipulate ratings, reviews or badges; behave offensively, threateningly or with harassment; use the Platform in breach of the law or of third-party rights; copy, extract or commercially exploit content or data without our written permission; circumvent the Platform's protection measures; or post unlawful, offensive, defamatory content or content contrary to public order and good morals.

12. Payments and responsibility

Unless we expressly provide otherwise, we do not process payments through the Platform nor do we collect wages or fees on behalf of third parties; we are not a payment provider, guarantor or payroll service. The Business, and any other person liable by law, bears full responsibility for the timely and lawful payment of remuneration, for payroll, social security and tax, labour and reporting obligations, as well as for compliance with the law governing the chosen form of cooperation. We do not warrant the solvency of a User, timely payment, or a User's compliance with their legal obligations, and we are not liable for non-payment, delay or any other financial dispute between Users.

13. Zero tolerance for violence, harassment and mistreatment

Violence, harassment, intimidation, threats, discrimination, degrading treatment and any similar conduct are strictly prohibited on the Platform and in any cooperation arising through it. We may examine reports, but only for the enforcement of our policies and the protection of the community; we do not substitute for the competent authorities. In the event of imminent danger or conduct that may breach labour, criminal or other legislation (including Law 4808/2021 on violence and harassment at work), contact the competent public authorities first and without delay.

14. Reporting issues to us

You can report to us issues concerning the use of the Platform, the conduct of other Users, cancellations or no-shows, unreliability or misleading information, and incidents connected with the community standards. We assess reports only in the context of the operation of the Platform; we do not administer justice nor resolve labour disputes. If the issue concerns a breach of labour law, undeclared work or another legal or administrative matter, also turn to the competent authority, including the Labour Inspectorate.

15. Ratings, badges and reviews

We may display ratings, reviews, badges, activity history and other profile elements so that Users can assess reliability and suitability. We may examine, hide, restrict or remove such elements if we know or reasonably suspect abuse, manipulation, breach of policies or false or misleading content. Where the measure concerns you, we will give you, where reasonably feasible, a meaningful opportunity to respond.

16. Measures we may take and your right to a clear statement of reasons

We may take temporary or permanent measures to prevent risk, protect Users, investigate a report, safeguard the Platform or comply with the law - e.g. temporary restriction of access, suspension of an account, hiding of a profile, removal of content, deactivation of features or permanent discontinuation of access. Where Article 17 DSA applies and 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. You may contest the measure through the internal complaint-handling process (section 18).

17. How to submit a complaint - and out-of-court options

If we restrict your content or account, you may submit a complaint free of charge through our internal process, by sending an email to legal@teamploy.gr with the subject "Internal complaint"; we will examine it without undue delay and inform you of the outcome and the reasons. Recourse to the courts is always open. If you are a consumer, you may also have access to alternative consumer dispute resolution under applicable legislation, as well as to any official Online Dispute Resolution platforms where applicable.

18. Records and cooperation with authorities

We may keep records of activities, timestamps, usage data, reports, history of acceptance of the Terms and related data, where required for security, evidence, investigation, protection of legitimate interests, legal compliance or the enforcement of our policies. We may cooperate with administrative, audit, prosecutorial, judicial or other public authorities where required by law or where needed for the protection of the Platform, the Users or third parties, always complying with data protection legislation.

19. You will indemnify us for damage you cause

To the extent permitted by law, you agree to indemnify and hold harmless Teamploy and its representatives, managers, officers, employees, partners and contractors from any damage, claim, liability, fine, penalty, cost or expense (including reasonable legal costs) arising from breach of the Terms, unlawful, misleading or abusive use, infringement of third-party rights, false information or unauthorised use of an account. This section does not limit your mandatory rights as a consumer: if you are a consumer, you are liable only for damage arising from your own culpable breach of the Terms or unlawful use of the Platform, and only to the extent provided by law.

20. Our intellectual property - and the licence you grant us

All intellectual and industrial property rights in the Platform belong to Teamploy or to the rights holders, unless otherwise stated. Without our prior 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. When you submit content (e.g. profile information, listings, 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 when you remove the content, unless we must retain it to fulfil a legal obligation or to defend a claim.

21. Availability of the Platform and changes to the Terms

We may modify, improve, restrict, suspend or discontinue features or parts of the Platform for operational, technical, legal, business or security reasons. We may also change the Terms; if the changes are material, we will give reasonable notice through the Platform or by email. If you

continue to use the Platform after the changes take effect, you accept them. If you are a consumer and do not accept a material change, you may stop using the Platform and close your account before it takes effect, and the change will not apply retroactively to you.

22. What we do not promise

To the extent permitted by law, we do not promise that a Business will find the right person, that a Natural Person will be selected, that an opportunity will lead to a cooperation, that a cooperation will be completed smoothly, or that the Platform will be available without interruption or error. The Platform is provided "as is" and "as available", to the extent permitted by law. Nothing here limits mandatory warranties or rights you have as a consumer.

23. Limitation of our liability

To the maximum extent permitted by law, we are not liable for indirect, incidental, special or consequential damage relating to the use of or inability to use the Platform, the conduct of Users, the non-completion of a cooperation, cancellations or no-shows, non-payment, work accidents, violence or harassment between Users, disputes between Users or events beyond our reasonable control. Nothing in the Terms 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 by law, including the mandatory rules of consumer protection.

24. Force majeure

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 or interruption of telecommunications, the internet, hosting services or cloud infrastructure, email, SMS or messaging providers, third-party interfaces (API), payment or banking services and other third-party infrastructure or services.

25. How we handle personal data

The way personal data is processed is described in the Privacy Notice. By using the Platform, you confirm that you have been informed that certain account, profile, communication, usage, reporting and operational data may be processed as described therein.

26. Notices, Single Point of Contact and communication

Unless we provide otherwise, you send notices to legal@teamploy.gr, and we may notify you through the details of your account or through the Platform. For the purposes of Articles 11 and 12 DSA (communication with the authorities of the Member States, the Commission and the European Board for Digital Services, as well as with the recipients of the service), our single point of contact is legal@teamploy.gr and you may communicate in Greek or English. Postal address: TEAMPLOY LIMITED PARTNERSHIP, Kolokotroni 72, 18535 Piraeus, Greece.

27. Severability and no waiver

If any part of the Terms is found to be invalid or unenforceable, the remainder stays in full force and, where reasonably 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.

28. Applicable law and courts

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

Whether you accept these General Terms by using the Platform, by creating an account, by clicking "Accept", by ticking a box, or by any other means we make available, you confirm that you have read, understood and accept them, together with the Privacy Notice and any other applicable policy.