

Terms and Conditions

Introduction

These terms of use relate to the SuccessBridge platform and processes to deliver SuccessBridge Services. If you use SuccessBridge Services (a “User”) this policy applies to you, and you are bound by it. If you disagree you must stop using SuccessBridge Services and close your user account.

Our commitment to each other

Community NetHUBs Africa delivers online learning trading as “SuccessBridge”, and is located in Abule-Iroko, Nigeria. SuccessBridge provides free learning on a regional scale for all Users, commercially made possible through online advertising and other optional paid services such as the purchase of certificates of completion (together hereinafter “Certificates”) for diploma and certificate courses. To operate successfully SuccessBridge Services as defined below are subject to the “Terms of Use” outlined herein. You, the User, hereby consent to these terms by continuing to use the SuccessBridge Services or by clicking on the content tick-box on registration. You should stop using the services if you do not agree with these terms. SuccessBridge reserves the right without notice to block or deactivate any User account that breaches these terms of use.

The detailed terms of use follow:

1. The User is granted a temporary, non-exclusive, non-transferable license to access and view learning-related content on the “SuccessBridge platform or print” (including but not limited to the online APIs, internet websites, android/iOS mobile apps, and electronic content related to learning, careers, personal profiles, and jobs) solely for non-commercial educational purposes for your own personal use (the “SuccessBridge Services”). All other uses are expressly prohibited without the express written agreement of Alison. The User is not allowed:
 - 1.1. To copy, transfer, rebrand, sub-license, reverse engineer, modify, repackage, sell, or deliver SuccessBridge course material and content via any other third-party Learning Management Systems or alternative online platforms.
 - 1.2. To create and offer competing or derivative products and services to other third parties based on the SuccessBridge courses and content.
 - 1.3. To transmit any data with embedded viruses, trojan horses, worms, time bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.
2. The SuccessBridge Services include course content that is provided as is without further warranty or guarantee as to its completeness or accuracy.
 - 2.1. The learning material is not a substitute for professional advice and should not be relied upon. The User acknowledges that they use this learning content at their own risk.
 - 2.2. The User acknowledges that SuccessBridge and affiliates including publishers of the learning material expressly exclude, to the extent permitted by law, any and all:
 - 2.2.1. warranties or assurances implied by statute, common law, or the law of equity on the delivery of the SuccessBridge Services.
 - 2.2.2. liability for loss or damage, whether direct, indirect, consequential, or otherwise that results from the use of and reliance upon the SuccessBridge Services, or failure to use the SuccessBridge Services due to software bugs or loss of service.

3. In order to provide free services SuccessBridge collects data to uniquely identify each registered user and provide online advertising through globally recognized third parties in keeping with different global data privacy regulations.

3.1. SuccessBridge's Privacy and Data Protection Policy is publicly available on the SuccessBridge website and gives complete details on how SuccessBridge meets its obligations to registered learners.

3.1.1. You as the User agree to be bound by the Privacy and Data Protection Policy.

3.1.2. Individual User learner records will remain on the SuccessBridge platform unless the User explicitly closes their SuccessBridge account and requests your personal account data to be deleted.

3.2. SuccessBridge has a duty of care to its Users and learners to protect their personal information and learner records. This duty of care extends to the User to safeguard access credentials for the SuccessBridge platform.

3.2.1. Access to the SuccessBridge platform is strictly controlled and SuccessBridge shall ensure that security measures shall be no less rigorous than accepted industry practices with respect to Data Security.

3.2.2. If the User discovers a suspected security breach on their account, the User must change their password immediately and contact SuccessBridge customer support immediately to facilitate an investigation and minimize the impact of any breach.

4. SuccessBridge offers optional paid-for services including non-transferable Certificates as individual proof of study (both for certificate courses and diploma courses), other merchandise as well as a monthly renewable premium service that excludes advertising.

4.1. The Premium ad-free subscription will be enabled for a specific term as defined in the shopping basket depending on the option chosen by the User, typically for one month, one year, or a perpetual term that doesn't end. The ad-free experience will be made available on the User account immediately upon payment validation of the relevant fee.

4.1.1. The monthly and yearly subscriptions shall renew automatically at the end of each term unless canceled.

4.1.2. The subscription disables all advertising from the SuccessBridge platform and may include additional bonus features from time to time, including a discount voucher on purchases (currently equal to a 10% discount) of Certificates or merchandise. Discount vouchers do not expire and will last beyond the termination of the Premium subscription at SuccessBridge's discretion. One discount voucher code will be issued to the User account each month. Unspent monthly discount vouchers can be accumulated over time. No more than 5 vouchers representing a 50% reduction can be applied to a single product purchase. Users can also spread accumulated monthly discounts across multiple products (e.g., 10% off each of 5 different products) on the same purchase event. Bonus features are subject to change without notice.

4.1.3. The User can cancel at any time through their User Account.

4.1.4. The recurring fees will be subject to foreign exchange rate variation over time. SuccessBridge reserves the right to change the amount of the subscription fee from time to time and to vary fees across different jurisdictions. Any changes to a user's subscription fee will be communicated at least 30 days in advance of renewal.

4.2. Purchased Certificates can be in multiple formats including digital pdf sent electronically, and physical paper parchment that is sent by post (with an option to have the parchment set in a black wooden picture frame). Each Certificate purchase includes an Academic Transcript. This is a more detailed summary of the course you have completed on SuccessBridge and contains your personal details, the final score you achieved, a course description, and the Module names that you have completed within the course. It also contains an authentication link you can share to validate your achievement.

4.2.1. Digital Certificates can be downloaded directly from the User account dashboard after payment is finalized.

4.2.2. Parchment is printed on special paper containing security features such as embossed fibers, a 'genuine' metallic strip, the User's details, and a SuccessBridge stamp.

4.2.3. The design, look, and feel of the Certificates is subject to change from time to time and is available to preview in the SuccessBridge Shop prior to and during the purchase process. Once a User makes a purchase you accept the Certificate as is.

4.3. Only Standard shipping is available in the shopping cart for your physical purchases and the delivery time will depend on where in the world the User's delivery address is. Please allow up to 28 days for Standard shipping as this goes via national postal services.

4.4. User product returns and refund requests should be made to the SuccessBridge Customer Service team via email. The team will respond by email and will confirm any successful requests. SuccessBridge reserves the right to refuse a refund if not satisfied with the circumstances of the request.

4.4.1. Any digital Certificates that have not been downloaded from the SuccessBridge platform can be canceled and a refund will be provided. If the platform shows that the digital Certificate has been downloaded, then no refund will be possible. If you have problems downloading digital Certificates, please get in touch with the Customer Support team.

4.4.2. If a physical product has not yet been printed and shipped it will be canceled and SuccessBridge will make a full refund. If a physical product has already shipped, then the User must return the product(s) and then SuccessBridge will make a partial refund minus the original shipping fee incurred. If the User produces evidence to show that a product has been lost and undelivered within the expected maximum timeframe, SuccessBridge reserves the right to either resend the product(s) or make a full refund at its discretion.

4.4.3. If a User has pre-ordered Certificates prior to completing a course, the User can cancel unredeemed Certificates and a refund will be provided. Any redeemed Certificates will not be refunded.

4.4.4. If a User cancels their Premium subscription prior to the end of their term, any unspent ad-free subscription time will remain in place in the case of a monthly subscription. No refunds will be available for unspent time on a monthly subscription. For annual terms, unspent time will be refunded with an adjustment of the fee on the basis of a conversion of the fee from an annual to a monthly subscription. SuccessBridge will immediately notify the User of unspent time that will remain on the account and the refund amount when the Premium subscription is canceled.

5. SuccessBridge offers a "Referral Reward" as an incentive to existing registered Users to refer friends to register on the SuccessBridge platform. Users and their referrals agree to the following additional terms:

5.1. SuccessBridge will provide the User with a unique referral link which should be used to invite a friend (a "Referee"). The User is free to share this link among friends or through social media as long as they do not exhibit harassing behavior.

5.2. For a Referring User to qualify for a reward, both the referrer and the referee must be registered SuccessBridge Users. The Referee must not already have been a registered SuccessBridge User. At least three (3) Referees from the unique referral link must register AND complete a SuccessBridge course within 30 days of their respective registrations.

5.3. The Referring User can monitor the progress of their referral(s) and any Referral Award through their own User account dashboard.

5.4. More than one Referral Award may be granted to Referring User. The Referral Award is a 50% discount voucher on the cost of a Certificate purchase for a triplicate of referrals that purchase. If 25 referrals make a purchase, the Referral Award is a 50% discount voucher on the cost of a diploma

purchase. The Referral Award cannot be substituted for cash and cannot be combined with any other SuccessBridge offer.

5.5. Any suspected self-referrals or other fraudulent activity identified by SuccessBridge's automated analytics will automatically disqualify the identified Users from participating in the Referral Rewards. SuccessBridge has absolute discretion in determining if a User that exhibits questionable behavior should be removed from the Referral Reward program.

5.6. SuccessBridge reserves the right to change, suspend or cancel the Referral Reward program at any time without notice.

6. SuccessBridge operates an Affiliate Programme which is subject to a separate set of terms to be agreed between SuccessBridge and a qualifying User that SuccessBridge accepts onto the program. A qualifying User must be a registered SuccessBridge User subject to these Terms of Use.

7. Any product name, brand, or logo trademarks belonging to third parties are not affiliated with SuccessBridge and are not endorsed, sponsored, or connected in any way unless explicitly stated otherwise.

8. Opinions and views expressed by Publishers or Users on the SuccessBridge platform and social media are those of the authors and do not necessarily represent the views of SuccessBridge.

8.1. When making comments, posts, shares, and other contributions to the platform Users shall be respectful and treat other Users with politeness and courtesy, and refrain from abusive or inappropriate conduct, spamming, or in any other way undermining the good reputation of other Users or SuccessBridge.

8.2. Any User that has comments or queries about SuccessBridge Services should direct these to the Customer Support channel where they will be dealt with speedily and confidentially. Users should not use open communication channels on the platform for dealing with their support requests or venting their anger at any unresolved issues.

8.3. The User shall not express any views or post material that may be defamatory, sexually explicit, obscene, offensive, inflammatory, or hateful. The User will not impersonate others, be deceitful, promote illegal activity, harass other Users, incite violence, or otherwise engage in unlawful activity on the platform.

8.4. SuccessBridge reserves the right at its absolute discretion to remove any User-generated content at any time that SuccessBridge deems inappropriate.

9. Both SuccessBridge and you the User are expected to abide by these terms of use and comply with applicable laws and government regulations.

9.1. Any deliberate violation of our Terms of Use, or unauthorized use of SuccessBridge Services by the User will, at SuccessBridge's absolute discretion, result in an immediate and automatic suspension or blocking of User account access to SuccessBridge Services without notice, penalty, or claim against SuccessBridge.

9.2. The User will indemnify and hold SuccessBridge (including its Affiliates, officers, directors, and employees) harmless against any claims, damages, losses or expenses (including reasonable legal fees) arising out of the User's breach of these Terms of Use or in relation to the User's negligence, willful misconduct, improper or abusive usage of the platform.

10. Either SuccessBridge or the User can deactivate a user account at any time without reason, notice, or further obligation. Where a User deactivates their account, SuccessBridge will retain course tracking history data.

11. These Terms of Use constitute a binding agreement between SuccessBridge and the User and are subject to the laws of Ireland. Any dispute arising out of this agreement shall be subject to the exclusive jurisdiction of the courts of the Federal Republic of Nigeria.