

Terms of Service

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Company: How to Job Group Limited

Incorporated in Hong Kong

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Hong Kong



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I. Definitions

1.1. **“Company”** (referred to as either “the Company,” “We,” “Us,” or “Our” in this Agreement) refers to How to Job Group Limited, incorporated in Hong Kong.

1.2. **“Platform”** refers to all websites, portals, dashboards, member areas, AI tools, communication channels, and digital systems operated by the Company.

1.3. **“Services”** refer to all offerings provided by the Company including, but not limited to:

- How to Job+ memberships
- Coaching and advisory calls
- AI tools (Interviewly, EmailFind, etc.)
- Digital content, templates, scorecards, and workflows
- Personalised assessments and reports
- Internal research and job-search support
- Software integrations and automated systems

1.4. **“Digital Goods”** refers to electronic content such as videos, templates, scripts, documents, protocols, and AI-generated outputs.

1.5. **“AI Tools”** means any automated or semi-automated systems that accept User Input and

generate AI Output.

1.6. **“User Input”** means any text, audio, video, files, CVs, or information submitted by You to the Platform.

1.7. **“AI Output”** means any content, feedback, analysis, or suggestions generated by the AI Tools.

1.8. **“Lifetime Access”** refers to access for the operational lifetime of the Platform or specific product, as solely determined by the Company. Lifetime Access is not guaranteed to last for the user’s lifetime and does not imply entitlement to future updates.

1.9. **“Third-Party Providers”** refers to external services such as Stripe, Typeform, Restream, email providers, analytics tools, and hosting providers.

1.10. **“Account Suspension”** means a temporary or permanent access restriction applied by the Company.

2. Eligibility

2.1. To access or use the Platform or any of the Services, you represent and warrant that:

1. You are at least 18 years old or the age of majority in your jurisdiction of residence.
2. If you are under the age of majority, you may only use the Platform under the supervision of a parent or legal guardian who agrees to be bound by these Terms.
3. You have the legal capacity and authority to enter into a binding agreement with the Company.
4. You are using the Platform for lawful purposes and in compliance with all applicable laws, regulations, and industry standards.
5. You provide accurate, truthful, and complete information when creating an account or submitting User Input, and you agree to keep such information updated.
6. You are not barred or prohibited from receiving services under the laws of Hong Kong or your country of residence.
7. The Company reserves the right, at its sole discretion, to refuse access, suspend accounts, or terminate Services for any User who does not meet these eligibility requirements or violates these Terms.

3. User Responsibilities

3.1. By using the Services, you agree to:

1. Provide accurate information at all times
2. Use the Services only for lawful, personal, non-commercial purposes.
3. Keep login credentials confidential and not share or resell access.
4. Not record, duplicate, publish, or distribute any content without permission.

5. Not scrape, extract, automate, or mass-copy the Platform or its content.
6. Not use the Services to develop, train, or operate competing tools or coaching systems.
7. Not upload unlawful, harmful, or inappropriate content.
8. Not abuse support channels or behave in a way inconsistent with fair use.
9. Not engage in excessive usage that exceeds normal individual consumption.

4. No Guarantee of Results

4.1. We do **not** guarantee:

- Job offers
- Interview invitations
- Promotions
- Salary increases
- Specific timelines
- Accuracy or reliability of AI Output
- Uninterrupted access to the Services

4.2. All examples, testimonials, and success stories are illustrative only.

Your outcomes depend on your effort, background, and external market factors

5. Disclaimers

5.1. Coaching Disclaimer

Coaching is not legal, financial, medical, psychological, or immigration advice. You assume full responsibility for employment decisions and actions.

5.2. AI Disclaimer

AI Tools may generate inaccurate or incomplete output.

You must review AI Output before use.

5.3. Employment Disclaimer

We are not responsible for employer decisions, job postings, recruiter actions, or hiring outcomes.

5.4. Third-Party Providers

We are not responsible for downtime, issues, or data loss caused by third-party systems.

6. AI Tools & Data Processing

6.1. By using AI Tools, you consent to:

1. The processing of User Input to generate AI Output.
2. Storage of transcripts, recordings, or data necessary to provide the Services.
3. Cross-border data transfers for service delivery.
4. Use of anonymised or aggregated User Input to improve systems.

6.2. We do **not** use User Input to train external AI models.

You retain rights to your own User Input; the Company retains all rights to the AI Tools.

7. Intellectual Property

7.1. All intellectual property including:

- Methodologies
- Protocols
- Workflows
- Scripts
- Templates
- Scorecards
- Videos
- Documents
- AI models
- Software
- Internal systems
- Job Fit Analysis
- Breach Methodology
- Dream Job Protocol
- Branding and trademarks

7.2. Is exclusively owned by the Company. You receive a personal, non-transferable, revocable license to access content.

7.3. You may **not**:

- Copy
- Share
- Publish

- Modify
- Resell
- Redistribute
- Upload to social media

- Commercialise
- Train competing systems

7.4. Any breach may result in legal action and Account Suspension.

8. NO-REFUND POLICY

8.1. All payments are final and non-refundable.

8.2. Digital Goods and personalised assessments are delivered instantly, and cannot be returned.

8.3. By purchasing, you acknowledge:

- Digital Goods are fully delivered immediately
- Access is irrevocable
- You waive any cooling-off rights not applicable to digital goods
- Transactions cannot be reversed unless a proven billing error occurs

8.4. Billing Concerns

You agree to contact the Company directly with any concerns.

Access may be paused during review.

9. DIGITAL GOODS DELIVERY

Digital Goods are considered fully delivered once your account is created or content becomes accessible.

10. FAIR USE POLICY

10.1. The Company may limit or restrict access where usage exceeds reasonable individual consumption, including:

- Excessive downloads
- Automated interaction
- Behaviour consistent with shared accounts

11. ACCOUNT SUSPENSION & TERMINATION

11.1. We may suspend or terminate access at any time to protect:

- Intellectual property
- Platform integrity
- System security
- Compliance
- Business operations
- Fair-use standards

11.2. No refunds or compensation are provided upon suspension.

11.3. We are not required to disclose internal review mechanisms.

12. SERVICE AVAILABILITY

12.1. The Services may be interrupted due to maintenance, technical issues, third-party failures, or events beyond our control.

12.2. No compensation or refunds are provided for downtime.

13. FORCE MAJEURE

13.1. We are not liable for delays or failures caused by events outside our control including natural disasters, war, internet outages, power failures, government actions, civil disorder, or third-party failures.

14. RECORDING & VOICE/VIDEO PROCESSING CONSENT

14.1. By using the Services, you provide explicit consent for the Company to:

1. Record audio and/or video during sessions or interactions where recording is required to deliver the Services.
2. Capture, store, and analyse your voice, tone, cadence, pacing, or communication patterns to generate feedback, reports, or AI-assisted analysis.
3. Store such recordings, transcripts, or processed data for as long as reasonably necessary for service delivery or legal compliance.
4. Use anonymised or aggregated extracts to improve the performance of AI systems, coaching frameworks, or internal training processes.

14.2. You may request deletion of recordings or voice data, subject to legal and technical limitations.

15. NO RELIANCE

15.1. You acknowledge that you have not relied on any statement, promise, or representation not expressly included in these Terms.

16. INDEMNITY

16.1. You agree to indemnify and hold harmless the Company and its officers, employees, and contractors from any claims, losses, damages, liabilities, or legal fees arising from:

- Your use or misuse of the Services
- Your employment decisions
- Your violation of these Terms
- Your communication with third parties
- Your misuse of AI Output or Digital Goods

17. DISPUTE RESOLUTION & NO CLASS-ACTION

17.1. Before initiating any external dispute, you agree to:

1. Notify the Company in writing; and
2. Allow 30 days for resolution.

17.2. You agree that all claims must be brought individually.

17.3. You waive any right to participate in class actions or collective proceedings.

18. GOVERNING LAW & JURISDICTION

18.1. These Terms are governed exclusively by Hong Kong law.

18.2. All disputes must be brought in the courts of Hong Kong.

19. SEVERABILITY

19.1. If any provision is found invalid, the remaining provisions remain enforceable.

19.2. An invalid provision will be replaced with one reflecting the original intention as closely as possible.

20. NO WAIVER

20.1. Failure to enforce any part of these Terms does not constitute a waiver of future enforcement.

21. ENTIRE AGREEMENT

21.1. These Terms constitute the entire agreement between you and the Company and supersede all prior communications.

22. ASSIGNMENT

22.1. We may assign our rights and obligations to any affiliate, successor, or related entity without notice.

22.2. You may not assign your rights under these Terms.

23. NO PARTNERSHIP

23.1. Use of the Services does not create any partnership, agency, or employment relationship between you and the Company.

24. NON-DISPARAGEMENT

24.1. You agree not to make public statements that harm or negatively impact the Company's reputation.

24.2. This does not restrict honest feedback provided privately to the Company.

25. CONTACT INFORMATION

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