

# APP UNIVERSA

## Global Terms of Service — Version 1.0

Effective Date: May 21, 2026

Welcome to App Universa. These Global Terms of Service (“Terms”) govern your access to and use of the App Universa platform and all applications within it. By creating an account or using any App Universa application, you agree to be bound by these Terms. If you do not agree, do not access or use the platform.

These Terms apply to all visitors, registered users, event organizers, merchants, service providers, and any other person who accesses or uses any App Universa application. Application-specific Terms of Service supplement these Global Terms for each individual application. In the event of a conflict between these Global Terms and an application-specific Terms of Service, the application-specific terms prevail for matters specific to that application.

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### 1. About App Universa and the Platform

App Universa is a technology platform that provides a suite of connected web and mobile applications under a single unified identity. Current applications include: Access, an event discovery and ticketing application; and Made in Filipinas, a curated e-commerce marketplace dedicated to authentic Philippine-made products. Additional applications may be added to the platform over time, each governed by its own application-specific Terms of Service in addition to these Global Terms.

App Universa acts solely as a technology service provider. We are not a party to any transaction, booking, event, or agreement made between users through any of our applications. Each application’s specific Terms of Service set out the scope of our role and liability for that application.

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### 2. Acceptance of Terms

By creating an App Universa account or using any application on the platform, you confirm that you have read, understood, and agree to be bound by these Global Terms, the Global Privacy Policy at <https://www.appuniversa.com/privacy-policy>, and the application-specific Terms of Service for any application you use.

App Universa collects your express assent to these Terms and any application-specific Terms through an affirmative checkbox mechanism presented at key points of platform use. Ticking the checkbox constitutes your electronic signature and your unambiguous, voluntary, and informed agreement to be bound by the applicable terms, in accordance with Republic Act No. 8792 (Electronic Commerce Act of the Philippines). App Universa maintains system logs recording the date, time, version, and account associated with each acceptance event, which constitute conclusive evidence of your agreement.

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### 3. Eligibility and Age Restrictions

You must be at least eighteen (18) years of age to create an App Universa account or use any application on the platform. By registering or using the platform, you represent and warrant that you are at least 18 years old.

If we become aware that a user is under 18, we reserve the right to immediately suspend or terminate their account across all applications without notice. Any transactions, bookings, or commitments made through a terminated account are subject to cancellation. As App Universa does not hold or process payments centrally, any financial consequences of such cancellation are solely between the affected user and the relevant application.

service provider or partner.

Certain applications or events within the platform may have additional age-related requirements set by the application service provider or event organizer. Those providers and organizers bear sole responsibility for verifying and enforcing any such age requirements.

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## 4. User Accounts

### 4.1 Registration

To access platform features, you must create an App Universa account. You agree to provide accurate, current, and complete information during registration and to keep that information updated at all times. Your account credentials may not be shared, transferred, or sold to any third party.

### 4.2 One Account Per Person

You may not create more than one account per person. If we detect multiple accounts belonging to the same person, we reserve the right to suspend or merge them at our sole discretion without notice or liability. Accounts are personal and non-transferable.

### 4.3 Account Security

You are solely responsible for maintaining the confidentiality of your login credentials and for all activity that occurs under your account across all App Universa applications. You must notify us immediately at [contact@appuniversa.com](mailto:contact@appuniversa.com) if you suspect unauthorized access to or use of your account. App Universa shall not be liable for any loss or damage arising from your failure to protect your credentials or from unauthorized use of your account prior to your notification to us.

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## 5. Acceptable Use

By using any App Universa application, you agree not to:

- Use the platform for any unlawful purpose or in violation of any applicable law or regulation.
- Post, upload, or transmit content that is fraudulent, defamatory, obscene, harassing, threatening, or that infringes any third-party intellectual property or privacy rights.
- Impersonate any person or entity, or falsely claim an affiliation with any person, entity, or organization.
- Attempt to gain unauthorized access to any part of the platform, its servers, or any related systems or networks.
- Use automated tools, scripts, bots, scrapers, or crawlers to access, extract data from, or interact with the platform without prior written consent from App Universa.
- Interfere with, disrupt, or degrade the integrity, security, or performance of the platform or any application.
- Use the platform to send unsolicited commercial communications, spam, or bulk messaging of any kind.
- Create multiple accounts, use false identities, or otherwise misrepresent your identity on the platform.
- Engage in any activity that facilitates or promotes illegal conduct, including but not limited to fraud, money laundering, human trafficking, or the distribution of prohibited substances.

Violation of these acceptable use standards constitutes a material breach of these Terms and may result in immediate suspension or termination of your account across all App Universa applications, without notice and

without liability.

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## 6. Content Standards and Platform Moderation

You retain ownership of content you submit to the platform. By submitting any content, you are solely responsible for it and represent that you hold all necessary rights to submit it.

### 6.1 General Content Moderation and Appeals

App Universa reserves the right to remove any content across any application that violates these Terms or applicable law, including but not limited to content that is defamatory, harassing, obscene, fraudulent, or that infringes third-party rights. Where content is removed under this section, App Universa will endeavor to notify the uploading user and provide a basic explanation. Users may submit a written appeal to [contact@appuniversa.com](mailto:contact@appuniversa.com) within fourteen (14) days of removal. App Universa will review appeals in good faith but retains final discretion over all content moderation decisions.

### 6.2 Absolute Discretion on Moral and Ethical Grounds

Notwithstanding Section 6.1, App Universa and its administrators and owners reserve the absolute and unconditional right to suspend, reject, or permanently delete any content, listing, account, or user access across any or all applications at any time, without prior notice, without explanation, without justification, and without offering any appeals process whatsoever. This right applies where such content or activity conflicts with or is offensive to the personal religious beliefs, moral values, or ethical standards of App Universa's administrators or owners. This includes, without limitation, the right to immediately remove content involving, promoting, or associated with illegal drugs, alcoholic or dangerous products, prostitution, human trafficking, or any other sins, vices, or activities deemed objectionable by the administration.

The exercise of this right does not give rise to any claim, cause of action, liability, financial obligation, or responsibility of any shape or form on the part of App Universa, its administrators, or its owners, to the fullest extent permitted by applicable law. No user shall have any right to continued hosting of their content on any App Universa application.

### 6.3 Content License

By submitting content to any App Universa application (including listings, descriptions, images, and promotional materials), you grant App Universa a non-exclusive, royalty-free, worldwide license to display, reproduce, distribute, and promote that content on the platform and in related marketing materials for the duration of your use of the platform and for a reasonable period thereafter for archival and promotional purposes. You represent and warrant that you own or have all necessary rights to the content you submit and that it does not infringe upon any third-party rights. You agree to indemnify App Universa against any claims arising from your breach of this warranty.

### 6.4 Platform Intellectual Property

All materials, graphics, trademarks, trade names, logos, software, source code, and other content forming part of the App Universa platform and its applications are the exclusive intellectual property of App Universa or its licensors, protected under applicable Philippine and international intellectual property laws. Without prior written consent from App Universa, users may not copy, reproduce, redistribute, modify, reverse-engineer, or create derivative works from any part of the platform. Unauthorized use may result in immediate account termination and legal action.

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## 7. Payments and Transactions

App Universa does not currently process, collect, or hold payments centrally on behalf of any application, service provider, or user. All financial transactions occur directly between the relevant parties through whatever payment method is made available by the application service provider or organizer.

As App Universa is not a party to any payment transaction, we have no authority, obligation, or ability to issue, process, or facilitate refunds, returns, cancellations, or payment disputes. All such matters are governed solely by the agreement between the transacting parties and applicable law. App Universa assumes no liability in connection with any payment made through or in connection with any application.

App Universa reserves the right to introduce integrated payment processing features in future versions of any application. Any such features will be subject to updated application-specific Terms of Service published at the time of introduction.

Where third-party payment processors are integrated, your use of those processors is also subject to their own terms and conditions. App Universa is not responsible for the performance, security, or errors of any third-party payment processor.

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## 8. Contextual Advertising

App Universa applications may display contextual advertisements and sponsored content served by our own internal ad engine and by third-party advertising networks, including Google AdSense. All advertisements served across the platform are strictly Non-Personalized Ads (NPA) and are selected based solely on the context of the page or application being viewed — not on your identity, personal data, or browsing history.

App Universa operates a permanently NPA-only advertising model and does not engage in behavioral profiling or targeted advertising of any kind. This commitment is permanent and is not subject to change without a full amendment to these Terms and the affirmative re-consent of all users. App Universa does not endorse and is not responsible for the content or claims made by any advertiser. Any transactions with advertisers are strictly between you and that advertiser. App Universa assumes no liability for any loss or dispute arising from interaction with any advertisement.

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## 9. Electronic Communications

By creating an App Universa account, you consent to receiving transactional communications from us electronically, including via email or in-app notification, such as account confirmations, security alerts, and service notices. These communications are necessary for the operation of your account and cannot be opted out of while you maintain an active account.

With your separate, affirmative consent, we may also send you promotional communications about the platform and its applications. You may opt out of promotional communications at any time by contacting us at [contact@appuniversa.com](mailto:contact@appuniversa.com). Opting out of promotional communications does not affect transactional communications.

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## 10. Third-Party Links and Services

App Universa applications may contain links to or integrations with third-party websites, services, and tools. We do not endorse and are not responsible for the content, privacy practices, availability, or terms of any third-party service. Your use of any third-party service is at your own risk and subject to that provider's own terms and

conditions. App Universa makes no representations or warranties regarding any third-party service.

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## 11. Disclaimer of Warranties and Force Majeure

THE APP UNIVERSA PLATFORM AND ALL APPLICATIONS ARE PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. APP UNIVERSA DOES NOT WARRANT THAT THE PLATFORM WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. USE OF THE PLATFORM AND ANY APPLICATION IS ENTIRELY AT YOUR OWN RISK.

### 11.1 Force Majeure

App Universa shall not be liable for any failure or delay in providing the platform or any application arising from circumstances beyond our reasonable control, including but not limited to: acts of God, natural disasters, typhoons, floods, earthquakes, pandemics, government orders or restrictions, civil disturbance, power failures, internet outages, or third-party service failures. In such circumstances, App Universa will endeavor to restore services as promptly as reasonably practicable.

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## 12. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, APP UNIVERSA AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO YOUR USE OF THE PLATFORM OR ANY APPLICATION, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

App Universa’s total liability to you for any claim arising from these Terms or your use of the platform shall not exceed the greater of: (a) the total amount you paid to App Universa in the twelve (12) months preceding the claim, or (b) Philippine Peso equivalent of USD \$100 at the prevailing exchange rate at the time of the claim.

App Universa reserves the right to modify, suspend, or take the platform or any application down at any time, for any reason, with or without notice. We are not accountable for any loss of data or its repercussions to users or organizations resulting from such actions or any other use of the platform.

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## 13. Indemnification

You agree to indemnify, defend, and hold harmless App Universa and its affiliates, officers, directors, agents, and employees from any claim, demand, damage, or expense (including reasonable legal fees) arising out of: your use of the platform or any application; your content; your violation of these Terms or any application-specific Terms of Service; or your violation of any applicable law or third-party right.

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## 14. Termination

App Universa may suspend or terminate your account and access to the platform and all applications at our sole discretion, with or without notice, for any violation of these Terms, any application-specific Terms of Service, or for any other reason we deem appropriate.

You may close your account at any time by contacting us at [contact@appuniversa.com](mailto:contact@appuniversa.com). Termination of your account does not affect any rights or obligations that arose before termination, and the provisions listed in Section

18.5 (Survival) shall continue in full force and effect following termination.

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## 15. Privacy Policy and Data Protection

Your use of the App Universa platform and all its applications is governed by our Global Privacy Policy, available at <https://www.appuniversa.com/privacy-policy>, which is incorporated into these Terms by reference. The Global Privacy Policy governs data practices across all App Universa applications. By using the platform, you consent to the collection, use, and processing of your personal data as described in the Global Privacy Policy, in accordance with Republic Act No. 10173 (Data Privacy Act of 2012).

For questions regarding your personal data or to exercise your data protection rights, please contact our designated Data Protection Officer at [dpo@appuniversa.com](mailto:dpo@appuniversa.com).

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## 16. Contact Information and Communication Restrictions

Any contact information made available through any App Universa application is shared solely for the purpose of facilitating a specific transaction, booking, or platform interaction. All users are strictly prohibited from using contact information obtained through the platform to send unsolicited communications or spam, harass or abuse any other party, solicit business or transactions outside the platform, or harvest or aggregate contact details for any purpose.

The contact details of App Universa, including [contact@appuniversa.com](mailto:contact@appuniversa.com), are provided solely for legitimate platform inquiries. They may not be used for unsolicited communications, spam, or frivolous or bad-faith complaints. App Universa reserves the right to disregard communications that violate this restriction without obligation to respond.

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## 17. Governing Law and Dispute Resolution

These Terms are governed by and construed in accordance with the laws of the Republic of the Philippines, without regard to its conflict of law provisions.

### 17.1 Good Faith Resolution

Before initiating formal legal proceedings, both parties agree to attempt to resolve any dispute through good-faith negotiation for a period of thirty (30) days from the date the aggrieved party notifies the other in writing. This requirement does not prevent either party from seeking urgent interim or injunctive relief where necessary.

### 17.2 Venue

Any disputes that cannot be resolved through good-faith negotiation shall be resolved exclusively in the proper courts of the City of Taguig, Metro Manila, Philippines, to the exclusion of all other venues. Each party irrevocably submits to the personal jurisdiction of such courts.

### 17.3 International Users

The platform is operated from the Republic of the Philippines and is governed by Philippine law. Users who access the platform from other jurisdictions do so at their own initiative and are responsible for compliance with their own local laws to the extent applicable. App Universa makes no representation that the platform or its content is appropriate or available for use in any particular jurisdiction outside the Philippines.

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## 18. General Provisions

### 18.1 Amendments and Active Consent

App Universa reserves the right to amend these Terms at any time and for any reason. Amendments take effect on the date specified in the updated document. App Universa does not rely on passive or implied acceptance of amended terms. Whenever these Terms are amended, users will be presented with the updated Terms upon their next platform interaction requiring assent and will be required to affirmatively tick the acceptance checkbox before proceeding. The amended Terms do not bind a user until that user has completed this affirmative acceptance step. App Universa maintains system logs recording the date, time, version, and account associated with each acceptance event. The most current version of these Terms will always be accessible at <https://www.appuniversa.com/terms>.

### 18.2 Severability

If any provision of these Terms is found by a court of competent jurisdiction to be invalid, illegal, or unenforceable, that provision shall be modified to the minimum extent necessary to make it enforceable, or severed if modification is not possible. The remaining provisions shall continue in full force and effect.

### 18.3 Waiver

No failure or delay by App Universa in exercising any right, power, or remedy under these Terms shall operate as a waiver of that right. A waiver of any breach shall not be construed as a waiver of any subsequent breach of the same or any other provision.

### 18.4 Entire Agreement

These Global Terms, together with the Global Privacy Policy and any applicable application-specific Terms of Service, constitute the entire agreement between you and App Universa with respect to your use of the platform and supersede all prior or contemporaneous understandings, agreements, representations, and warranties.

### 18.5 Survival

The following provisions shall survive termination or expiration of these Terms or closure of your account: Section 6 (Content Standards and Platform Moderation), Section 8 (Contextual Advertising), Section 11 (Disclaimer of Warranties and Force Majeure), Section 12 (Limitation of Liability), Section 13 (Indemnification), Section 15 (Privacy Policy and Data Protection), Section 16 (Contact Information and Communication Restrictions), Section 17 (Governing Law and Dispute Resolution), and this Section 18 (General Provisions).

### 18.6 Assignment

You may not assign, transfer, or sublicense any of your rights or obligations under these Terms without the prior written consent of App Universa. Any purported assignment in violation of this section shall be null and void. App Universa may freely assign any or all of its rights and obligations without your consent and without notice, including in connection with a merger, acquisition, corporate restructuring, or sale of all or substantially all of App Universa's assets. These Terms shall be binding upon and inure to the benefit of App Universa's permitted successors and assigns.

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## Contact Information

For any questions regarding these Global Terms of Service, please contact:

App Universa Support — [contact@appuniversa.com](mailto:contact@appuniversa.com)

Data Protection Officer — [dpo@appuniversa.com](mailto:dpo@appuniversa.com)

Website — <https://www.appuniversa.com>

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