

# TERMS OF SERVICE AGREEMENT

First Release: October 14, 2018

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## I. PRODUCTS

[www.ticservices.in](http://www.ticservices.in) is a technology platform through which individuals / freelancers could

- Explore career opportunities with enterprises who post their requirements
- Upskill by enrolling for training
- Participate in blogs

And enterprises could

- Find professionals meeting their skills & certification requirements
- Publish training courses and get participants
- Manage their services & quality

By making any transactions through our website, as an individual user or an enterprise user, you agree to the terms set forth in this Agreement.

**Freelance Users:** As an individual or a freelancer, you sign-up by registering in the website at your free-will. Our website serves as one of the mediums of contact and exchange of information for the registered users having a bona fide intention to contact and/or be contacted for the purposes related to genuine existing job vacancies otherwise known as 'Postings' created by recruiters / Enterprises. While

registering or updating the profiles, it is expected that the registered members disclose their information including skills and certifications in a self-certified manner, in good faith.

**Note on Bidding in a Posting / Vacancy:** When bidding in a posting / vacancy, as an individual or freelancer, you are required to ensure availability of 'Work Permit' in the event the Enterprise / Recruiter has not included 'Work Permit' as part of job description

**Enterprise Users:** Enterprise Users sign-up by registering in the website to explore our website as an alternative channel for hiring professionals. Our website serves as one of the mediums of contact and exchange of information for the registered users having a bona fide intention to contact and or be contacted for the purposes related to genuine existing job vacancies otherwise known as 'Postings' created by Enterprise Users or recruiters. Our website expects that the registered individuals / freelancers have disclosed their information including skills and certifications in a self-certified manner, in good faith. Enterprise Users assume responsibility or have sole discretion for hiring the professionals / individuals / freelancers based on the information provided in the website.

**Note on Work Permit for Shortlisted Bids:** If you as an Enterprise, have included 'Work Permit' as part of job description, you are required to ensure availability of 'Work Permit' to the selected / shortlisted bidders or individuals / freelancers. It cannot be the reason for rejecting shortlisted bidders.

**Note on Selection / Shortlisted Bids:** When shortlisting a bid or bids in a posting / vacancy, as an enterprise, kindly honour the terms of contract. This has bearing on the reputation of the website.

**Training Services:** Enterprise Users sign-up by registering in the website to publish their training programs. Our website serves as one of the channels for promoting the training programs / courses. It enables the registered users to participate in the training programs / courses after making payment of fees.

Our website as an aggregator, facilitates payment (training fee) collection for the training courses offered by the Enterprises (Training Providers) through a payment gateway service provider. Any erroneous transaction due to network or system error would be addressed by the gateway service provider. Our website would not be liable for loss of any data or information.

When a training program / course is conducted by means of 'Webcast' or 'Internet', it is the responsibility of the training service provider to ensure the availability of content. It is also the responsibility of the participants to have necessary bandwidth to access such content.

Enterprises undertake responsibility for the training course, content, etc. If any inadequacy is observed in the training content / course, participants are requested to contact the training service provider directly. Our website also provides rating mechanism for the participants to rate the training programs. Such ratings of the training service providers would be available in future to the users.

**Managed Services:** This is a 'Self-Service' platform, offered by TTS on subscription basis. Terms and conditions of the subscription is mutually agreed between the enterprise and TTS.

**Data Integrity / Data Loss:** Our website would not be held liable for loss of any data technically or otherwise, or insertion or information / data or particulars across all the above services, due to acts of God as well as reasons beyond its control like corruption of data or delay or failure to perform as a result of any cause(s) or conditions that are beyond control including but not limited to strikes, riots, civil unrest, Govt. policies, tampering of data by unauthorized persons like hackers, distributed denial of service attacks, virus attacks, war and natural calamities. We offer no guarantee nor warranties that there would be a satisfactory response or any response at all once the information / data is fed by the user. We assume no responsibility in respect thereof and expressly disclaims any liability for any act, deed or thing which the user may so do, pursuant to the receipt of the response, if any, to the information/ date being fed into the network system made / developed by TIC Technology Solutions

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