



CANDOO CULTURE - SAAS TERMS OF SERVICE

Version 2025.2 – Effective Date: 24/09/2025

These Terms of Service ("Terms") form a binding agreement between Candoo Culture Pty Ltd ("Candoo Culture", "Candoo", "we", "us", or "our") and the organisation that has entered into a subscription or onboarding arrangement for access to our services ("Client", "you").

By accessing or using our services, submitting an order form, or confirming via email, you accept these Terms in full. This Agreement works in conjunction with our EULA and Privacy Policy.

1. Scope of Service

Candoo Culture provides a software-as-a-service (SaaS) platform for measuring cultural alignment, behavioural performance, and organisational friction.

Access is granted per subscription and onboarding agreement.

You are responsible for ensuring authorised users comply with all applicable agreements.

2. Account Setup & Onboarding

Candoo manually creates and configures your organisation's access, including:

Admin and tiered user accounts via client-supplied CSV

Dashboard and module setup based on selected plan

Optional onboarding support

Recruitment profile requests must be emailed to: admin@candooculture.com.

3. Licence & Use

You are granted a non-exclusive, non-transferable right to use the platform and reports for internal business purposes only.

You may not:

Resell, sublicense, or redistribute our tools or outputs

Attempt to reverse-engineer or copy platform features

Use the system for unlawful or harmful purposes

All intellectual property remains the sole property of Candoo Culture, including any custom work and deep-dive reporting during the term of this agreement.

4. Term, Cancellation & Termination

Access is provided on a monthly basis.

You may cancel at any time with 60 days' written notice.

We may suspend or terminate access immediately for material breach, unlawful conduct, or risk to platform integrity.

No refunds will be provided. Fees remain payable during the notice period.



5. Fees & Invoicing

Services are invoiced monthly in AUD unless agreed otherwise.

All invoices are payable within 14 days. Late payment may result in suspended access.

All subscriptions include a monthly base fee of AUD \$100, which covers the licence and up to 10 Committed Seats.

At the time of subscription, Client must nominate the number of authorised users to be included in its subscription (the Committed Seats). The monthly base fee covers the first 10 Committed Seats.

Additional registered users beyond the Committed Seats are billed at AUD \$7.50 per user, per month. A registered user is **any individual account created and enabled within the platform, regardless of login or survey activity**. Invitations not accepted do not incur fees.

Client may increase, but not reduce, the number of Committed Seats during the subscription term. Adjustments to increase Committed Seats will apply from the next billing cycle.

Custom services (e.g. recruitment & leadership profiles, leadership deep dives) are billed separately.

6. Data & Portability

Clients have access to reports via the dashboard. Candoo Culture retains ownership of raw data and underlying assessment responses.

Upon request, a structured export of relevant data will be provided within 14 days, subject to internal review and security checks.

7. Support & Availability

We provide best-effort uptime and maintenance, with email support available during standard business hours (AEST).

We aim to respond to all support requests within 24 hours.

8. No Resale or White-Labeling

Clients may not rebrand, white-label, or resell access to the platform or its outputs.



9. Limitation of Liability

To the maximum extent permitted by law:

Candoo Culture is not liable for indirect or consequential loss.

Total liability is limited to fees paid by you in the prior 3 months.

10. Governing Law

These Terms are governed by the laws of Australia. Disputes will be resolved under applicable court jurisdiction.

11. Contact

Candoo Culture Pty Ltd

Email: admin@candooculture.com

Website: www.candooculture.com

By using our services or submitting an order, you agree to these Terms and acknowledge our EULA and Privacy Policy.