

# Terms and Conditions

## 1 Company Information

### **Legal Name and Address:**

Hybrid Online Labour in Middle East and North Africa

Carthage Innovation Business Incubator, La Marsa Polytechnic School, Tunisia

### **Customer Service Contact:**

Email: [Contact@holmena.com](mailto:Contact@holmena.com)

Phone: +216 20 416 914

## 2 User Registration and Accounts

### **Registration Process:**

Our platform does not require user registration. Users can request services directly through our contact channels.

### **Age Restrictions and Eligibility:**

There are no age restrictions or eligibility criteria. Anyone in need of our services is welcome to contact us.

## 3 Services Provided

### **Services Offered:**

We provide the following services:

- **Web Development:** Creation of responsive, user-friendly websites tailored to business needs.
- **E-commerce:** Development of secure and scalable e-commerce platforms.
- **SEO Optimization:** Enhancement of online visibility and increase in organic traffic.
- **Digital Marketing:** Creation of targeted campaigns to engage audiences and increase conversions.
- **Multimedia Content Creation:** Production of engaging multimedia content for digital presence.
- **IT Consulting and Implementation:** Solutions for CRM, AI, BI, ERP, and custom software development.

### **Service Tiers:**

Free demos are available. All other services are paid.

## 4 Payment Terms

### **Accepted Payment Methods:**

Bank transfers.

### **Pricing Models:**

Payments are required in advance of the first installment after requirement assessment, negotiation, and invoice quote. Subsequent payments are made after each deliverable.

### **Refund and Cancellation Policy:**

Refunds and cancellations are handled on a case-by-case basis, depending on liability and prior contract agreements.

## 5 User Responsibilities

### **Prohibited Actions:**

Users are prohibited from engaging in illegal activities, spamming, or harassment.

### **Rules for User-Generated Content:**

Users must provide accurate and complete information. Services must be used in compliance with applicable laws and regulations. Users must avoid actions that may harm or disrupt our services or website.

## 6 Privacy and Data Protection

### **Personal Data Collection and Use:**

We collect personal data necessary for providing our services. This data is used to process requests, manage services, and communicate with users.

### **Data Security:**

We implement appropriate technical and organizational measures to protect personal data against unauthorized access, loss, or alteration.

### **Cookies and Similar Technologies:**

Our website uses cookies to enhance user experience and analyze website traffic. Users can manage cookie preferences through their browser settings.

## 7 Intellectual Property

All content on our website, including text, graphics, logos, and images, is the property of HOLMENA and is protected by copyright laws. Unauthorized use of this content is prohibited.

## 8 Limitation of Liability

HOLMENA is not liable for any damages arising from the use or inability to use our website or services. We do not guarantee that our website will be error-free or uninterrupted.

## 9 Privacy Policy

We are committed to protecting your privacy. Our Privacy Policy explains how we collect, use, and safeguard your personal information. By using our website, you consent to our Privacy Policy.

## **10 Changes to Terms**

We reserve the right to modify these Terms and Conditions at any time. Any changes will be posted on this page, and your continued use of our website constitutes acceptance of the modified terms.

## **11 Governing Law**

These Terms and Conditions are governed by and construed in accordance with the laws of Tunisia. Disputes arising under or in connection with these terms will be subject to the exclusive jurisdiction of the courts of Tunisia.