

ALGOZ

Algoz App – Terms of Use

VERSION 1.0 · EFFECTIVE 03 JUL 2026

Excellence, Discreetly Delivered.

Terms of Use of the Algoz Application.

ALGOZ FZ-LLC · TRADE LICENCE 5033995 · TRN 105119056700001 · VERSION 1.0 · 03-JUL-2026

1. Who we are and what these Terms cover

These Terms of Use (the “Terms”) govern access to and use of the Algoz application — the native iOS and Android applications and the web application at algoz.app (together, the “App”) — operated by **Algoz FZ-LLC**, trading as Algoz and Algoz Group, registered at RAKEZ, Ras Al Khaimah, United Arab Emirates, Trade Licence No. 5033995, TRN 105119056700001, with its registered address at Compass Building — Al Hulaila, VUNE0977, Ras Al Khaimah, UAE (“Algoz”, “we”, “us”).

By signing in to or using the App you accept these Terms. If you do not accept them, do not use the App. These Terms are issued unilaterally by Algoz and do not require counter-signature; use of the App constitutes acceptance.

2. Relationship to other Algoz documents

The App is an instrument of Algoz membership. These Terms incorporate by reference, and are to be read together with: (a) the **Algoz General Terms and Conditions** (governing all services, quotations, payments, cancellations and refunds); (b) the **Algoz Privacy Policy**; (c) the **Cookie Policy**; and (d) your individual membership or client agreement, where one exists. In case of conflict concerning the App itself, these Terms prevail; in all matters of services, payment and data protection, the respective document prevails.

3. Eligibility, accounts and access

- The App is available **by application and invitation only**, as part of Algoz membership or an authorised access class. There is no public self-registration.
- You must be at least **18 years of age**.
- Your account is **personal and non-transferable**. You may not share credentials or allow any other person to use your account. Access for assistants or representatives requires their own authorised account.
- You are responsible for the accuracy of your profile information and for safeguarding your credentials and device. We recommend enabling two-factor authentication and the biometric app lock.
- Notify us without delay at member@algozgroup.com if you suspect unauthorised access to your account.

4. Licence and intellectual property

Algoz grants you a limited, personal, non-exclusive, non-transferable and revocable licence to use the App for your own legitimate use as a member or authorised user. The App, its design, software, content, marks and branding are and remain the exclusive property of Algoz FZ-LLC or its licensors. You may not copy, modify, distribute, sell, sublicense, reverse-engineer, decompile, extract data from, or create derivative works of the App or any part of it, except where such restriction is prohibited by applicable law.

5. The services accessed through the App

- The App is a private channel to request and follow Algoz services. Submitting a request through the App is an **enquiry**: engagements are confirmed only by written quotation or confirmation in accordance with the General Terms and Conditions.
- Content shown in the App – listings, availability, indicative pricing, places, charter inventory and similar – is **informational and subject to change** and does not constitute a binding offer.
- Service execution follows the General Terms and Conditions: Algoz coordinates and, where applicable, engagements are executed by licensed third-party professionals holding the required local permits.

6. Urgent Assistance is not an emergency service

The **Urgent Assistance** feature (available to eligible tiers) sends a priority alert with your position to the Algoz duty team. It is **not a substitute for public emergency services**. In a life-threatening emergency, always contact the local emergency number (for example 112, 999 or 911) first. Deliberate false alerts constitute a breach of these Terms.

7. Concierge Chat and communications

- Concierge Chat is encrypted and attended by Algoz personnel – never by bots.
- By using the App you consent to receive service communications (push notifications, messages, status updates) relating to your membership and requests. Notification preferences can be adjusted in Settings.
- Automatic translation is provided for convenience; where precision matters, the original-language message prevails.

8. Acceptable use

You agree not to: (a) use the App for any unlawful purpose; (b) submit false, misleading or abusive requests or content; (c) harass or abuse Algoz personnel or partners; (d) probe, scan, test or circumvent the App's security, or access data not intended for you; (e) use robots, scrapers or automated access; (f) interfere with the operation of the App or its infrastructure; (g) misuse location or Urgent Assistance features; or (h) use the App on a device you know to be compromised. Algoz may investigate violations and involve the competent authorities where appropriate.

9. Location and devices

The App shares your position only upon your action (a request, Share Location, or Urgent Assistance) – there is no background tracking. You are responsible for your device, its operating system and its security. Distribution through the Apple App Store and Google Play is additionally subject to those stores' terms; the App is free to download, and no membership fees are collected through the stores.

10. Availability, changes and updates

We aim to keep the App available at all times but do not guarantee uninterrupted operation; maintenance, updates or events beyond our control may cause temporary unavailability. Algoz may improve, modify or discontinue features of the App, and may require an updated version for continued use. The 24/7 nature of the concierge service refers to the availability of the Algoz team, not to a technical guarantee of the App itself.

11. Suspension and termination

Algoz may suspend or terminate App access, in whole or in part, where these Terms are breached, where required for security or legal reasons, or where the underlying membership ends or is suspended. Upon termination, access ends on all devices. Sections 4, 13, 14 and 16 survive termination.

12. Third-party services

The App is built on reputable third-party infrastructure (including Google Firebase for authentication, database, storage and notifications) and may interoperate with third-party services you choose to use (for example, exporting events to your own calendar, or map providers). Such services are governed by their own terms, and Algoz is not responsible for them.

13. Disclaimers and limitation of liability

To the maximum extent permitted by applicable law, the App is provided “as is” and “as available”. Algoz does not warrant that the App will be error-free or uninterrupted. Algoz shall not be liable for indirect or consequential losses arising from the use of, or inability to use, the App. Liability in connection with services requested through the App is governed by the General Terms and Conditions. Nothing in these Terms excludes liability that cannot be excluded under applicable law.

14. Privacy and data protection

Personal data in the App is processed in accordance with the Algoz Privacy Policy and as described in the **Algoz App – Data Protection & Compliance Overview**, both available at algozgroup.com. Privacy enquiries: privacy@algozgroup.com.

15. Amendments

Algoz may amend these Terms from time to time. Material changes will be communicated through the App or by email, and the current version is always published at algozgroup.com/algoz-app-terms-of-use. Continued use of the App after a change takes effect constitutes acceptance of the amended Terms.

16. Governing law and disputes

These Terms, and any dispute or claim arising out of or in connection with them (including non-contractual disputes), are governed by the laws of the United Arab Emirates as applicable in the Emirate of Ras Al Khaimah, together with applicable RAKEZ regulations. The parties shall first seek amicable resolution; unresolved disputes shall be submitted to binding arbitration under the rules of the RAKEZ Authority, Ras Al Khaimah, or, where arbitration is unavailable for the matter, to the exclusive jurisdiction of the competent courts of Ras Al Khaimah, UAE.

17. Contact

Members: member@algozgroup.com · General: service@algozgroup.com · Privacy: privacy@algozgroup.com · Tel: +971 50 869 4209.

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