



Terms & conditions

Last Updated: November 7, 2024

1. Overview

Basaana is an online platform connecting newcomers ("Expats") in the Netherlands with experienced residents ("Buddies") for guidance through video calls. These Terms govern your use of our platform.

2. Using Our Platform

2.1. Account Requirements

- Users must be 18 or older
- Provide accurate information
- Keep account credentials secure
- Buddies must complete verification and meet experience requirements

2.2. Nature of Service

- Platform facilitates informal advice sharing
- Buddies are not professional service providers
- Advice is based on personal experience only
- Not a substitute for professional or legal advice

3. User Guidelines

3.1. Expected Behavior

- Maintain professional and respectful conduct
- No harassment or inappropriate content
- No recording of calls without mutual consent
- No sharing of sensitive personal information

3.2. Platform Rules

- Use platform only for intended purposes
- No direct payments between users
- Platform fees are non-refundable
- No commercial use outside platform scope



4. Privacy & Security

4.1. Data Protection

- GDPR-compliant data processing
- Details in Privacy Policy
- Secure payment processing
- Confidential treatment of shared information

4.2. Safety Measures

- Basic verification of Buddies
- Report system for concerns
- Right to suspend accounts for violations

5. Legal Matters

5.1. Liability

- Platform provided "as is"
- Not responsible for user-provided advice
- Users assume risks of platform use

5.2. Dispute Resolution

- Dutch law applies
- Report disputes to Basaana
- Dutch courts have jurisdiction

6. Changes & Termination

- We may modify terms with notice
- Either party may terminate use
- Platform may suspend accounts for violations

Contact

info@basaana.com

By using Basaana, you agree to these Terms and Conditions.