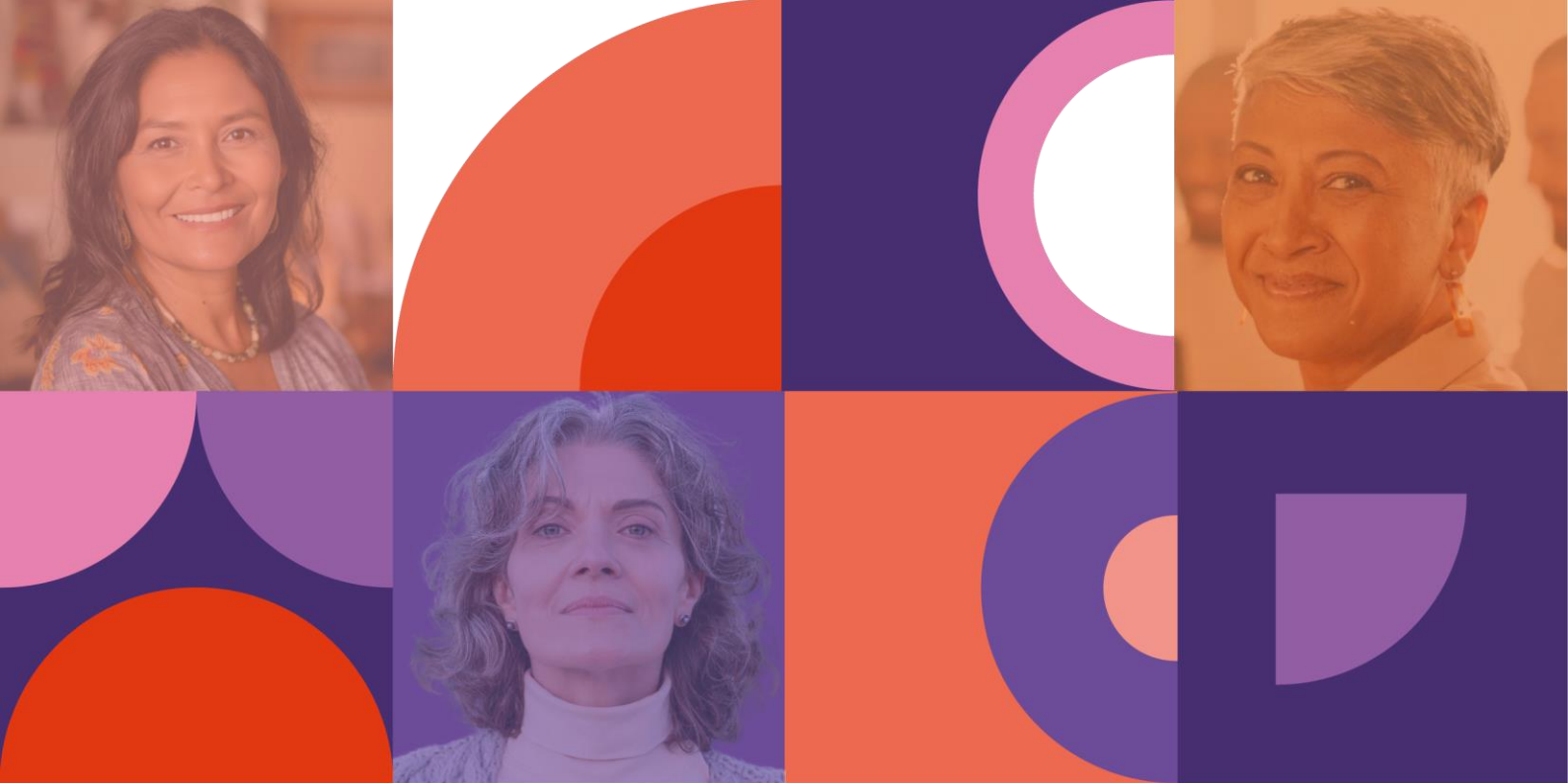




Hera

Helping Empower Women
through Reskilling and
Advancement

Terms and Conditions



Co-funded by
the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

Operator: AINIGMA Technologies BV

Website: heracommunity.eu

This document establishes the Terms and Conditions of Use of the HERA Community Portal (hereinafter the 'Portal' or 'HERA') provided to Members and Users of the platform. The HERA Community Portal (heracommunity.eu) was created, belongs to, and is operated under the management of AINIGMA TECHNOLOGIES BV, based in Leuven, Belgium, at Innovation & Incubation Center KU Leuven, Kapeldreef 60.

The general content is protected by intellectual property legislation, and specific elements of the Portal are protected by laws related to trade secrets, commercial and industrial property, unfair competition, electronic commerce, and other relevant legislation. Modification, copying, or imitation is not permitted.

★ **Erasmus+ / EU Obligation:** HERA is co-funded by the European Union under the Erasmus+ Programme (EU Grant Agreement No. [101196001]). These Terms and Conditions apply in conjunction with all obligations arising from the EU Grant Agreement and the Erasmus+ Programme Guide. In the event of conflict between these Terms and the Grant Agreement, the Grant Agreement prevails.

TERMS OF USE FOR MEMBERS

1. Preamble

HERA is an interactive multilingual community platform dedicated to lifelong learning and digital empowerment for women aged 45 and above. The Portal facilitates access to learning resources, mentorship, peer communities, events, and job opportunities. These Terms of Use govern the relationship between AINIGMA TECHNOLOGIES (the 'Company') and every registered Member or visitor of the HERA Community Portal.

These Terms constitute a legally binding agreement between the Member and the Company. By accessing, registering on, or using the Portal, the Member unconditionally accepts these Terms.

2. Acceptance of Terms

The Member must read carefully and in full the Terms and Conditions of Use, the Privacy Policy, and the Cookie Policy, which form an indivisible and inseparable whole, before

visiting or using the Portal and the services it provides. A prerequisite for registration and use of the Portal's services is that the Member must be over 18 years of age.

AINIGMA Technologies has the right to modify these Terms and Conditions at any time it deems necessary. Members are obliged to check periodically for any changes. Continued use of the Portal constitutes unconditional acceptance of any modifications.

⚠ IMPORTANT: By accessing and using the Portal, you declare that you agree with and comply with these Terms.

3. About the HERA Community Portal

The HERA Community Portal is an online multilingual platform supporting 7 languages for global accessibility, designed to empower women aged 45+ through lifelong learning, reskilling, and community connection. The Portal offers the following core services:

- **Learning to Learn:** Access to HERA Methodology, essential training materials, learning resources, and interactive exercises.
- **Knowledge Base:** A community-driven repository of articles, guides, videos, and multilingual materials contributed by members and the HERA team.
- **Mentorship:** A searchable directory of mentors and a peer-to-peer communication system enabling direct mentor–mentee connections.
- **HERA Groups:** Thematic community groups organised around areas such as digital skills, green skills, entrepreneurship, STEM, and more, each with a Wall, Events, and Resources tab.
- **Events:** A calendar of community events (online, hybrid, or in-person) that members can browse, explore, and register for.
- **Job Opportunities:** A board where members and organisations can post and browse career opportunities tailored to the HERA community.
- **AI Recommendations:** Personalised learning and course recommendations generated based on the member's profile, learning goals, digital skills, and interests.

The Company reserves the right to remove, modify, enrich, or alter any of the above services from the Portal, as a whole or in part, or to add new services within the framework of its purpose and development prospects.

4. Access to the Portal and Member Registration

Only registered members have the ability to access the full services of the HERA Community Portal. Each member can create a personal account by completing the registration form available on the Portal.

4.1 Registration Process

To create a personal account on the Portal, the member must:

- Navigate to the Login screen and select 'Create new account'.
- Provide a valid and active personal email address, this will not be made public and will only be used for account-related communications.
- Choose a unique username for their HERA profile.
- Tick the GDPR consent checkbox, confirming consent to the processing of personal data. This is mandatory.
- Click 'Create new account' to submit.

A verification email will be sent to the email address provided. The member must click the link in the email to activate their account. The link is single-use. If the verification email is not found in the inbox, members should check their spam folder.

4.2 Profile Setup

After first login, members are invited to complete their profile across four sections:

- **Personal Details:** First name, last name, date of birth, and optional profile photo (max 300 KB; png, gif, jpg, jpeg, webp).
- **Security:** Management of login credentials — email address and password. A password strength indicator assists in selecting a secure password.
- **Education & Experience:** Educational background, digital skills, green skills, learning goals, and interests. This information enables personalised AI recommendations.
- **Mentorship:** Optional registration as a mentor, including professional title, area of expertise, years of experience, a skills description, and supporting certification documents (max 5 files, 5 MB each).

Members should review all entries carefully and save each section before proceeding. The profile can be edited at any time via the 'Edit profile' button.

4.3 Password Security

The member must keep their password confidential, not disclose it to third parties, take appropriate measures to prevent its leakage, and change it if they suspect it has been compromised. The member must never use a password that belongs to another user. In the event of unauthorised access, the member must promptly notify the Company.

5. Privacy

The Privacy Policy describes how the Company manages member data. The collection and processing of this data is necessary both for the provision of Portal services and for other legitimate purposes outlined in the Privacy Policy.

The management and protection of personal data of Portal visitors and members are governed by these Terms, the Privacy Policy, and the relevant provisions of European legislation (including GDPR 2016/679). The Company reserves the right to change the terms of personal data protection within the framework of applicable legislation.

The Company cannot guarantee the uninterrupted and error-free operation of the Portal and bears no responsibility to members for damages arising from irregular operation or interruption of access. However, it will do everything technically feasible to restore any malfunction.

6. General Member Obligations

All Members of the HERA Community Portal must:

- Be at least 18 years of age. If you do not meet this requirement, you are not permitted to use the Portal.
- Provide true, accurate, and complete personal information and keep it up to date.
- Comply with applicable European legislation, as well as ratified International Conventions, and adhere to the Code of Conduct on the Internet as applicable.
- Refrain from any illegal behaviour or abusive actions during their visit to the Portal or use of its services.
- Refrain from acts that constitute unfair competition or violate these Terms or any specific agreement with the Company.
- Ensure that all information or digital files uploaded or transmitted to the Portal are free of malicious software (viruses, trojans, worms, etc.) that could cause damage to the Company's servers or systems or to other members.
- Refrain from any abusive, offensive, or discriminatory posts on the Portal. Any review or comment posted must be constructive, objective, and compliant with good faith, moral standards, and the law.
- Not create fake accounts or collect personal data of other members in any way.
- Not interfere with the operation of the Portal by any technical or non-technical means without the express written consent of the Company.

The use of offensive, provocative, threatening, or discriminatory language, including discrimination based on gender, gender identity, nationality, religion, disability, sexual orientation, or age, is strictly prohibited. Harassment of any form is not permitted. In cases where these rules are not followed, the Company may disable the member account and/or contact the Cyber Crime Unit.

7. Portal Functionality — Detailed Description

The HERA Community Portal offers the following functionalities to its members:

7.1 Learning to Learn

This section provides access to HERA Methodology, a structured approach to lifelong learning, along with training materials, curated learning resources across digital, green, and professional topics, and interactive exercises. Content is progressively expanded throughout the project lifecycle.

7.2 Knowledge Base

A community repository accessible to all members. Members may contribute by using the 'Create Knowledge Base' button and providing: a title, language selection, and thumbnail image (max 1 MB); tags (comma-separated) to enable discovery; a file upload (max 10 MB; pdf, doc, docx, odt, zip, jpeg, jpg, png); an external URL and link text, or a video link (YouTube, YouTube Playlist, or Vimeo only); and a full description via the rich text editor.

Members commit to contributing resources that are accurate, lawful, free of harmful software, and respectful of intellectual property rights.

7.3 Mentorship

Members may register as mentors in a specific field of expertise (Business & Entrepreneurship, Career & CV, Finance, Marketing, Psychology & Wellbeing, or Technology) and specify years of experience and a description. Certification documents may be uploaded to support matching.

The Mentors directory allows members to filter by expertise and experience, view full mentor profiles, and initiate direct communication via the 'Message this mentor' button. All private discussions are stored in the messaging inbox and can be reviewed at any time.

7.4 HERA Groups

Members may join or create thematic groups (Art, Care, Digital Skills, Entrepreneurship, Green Skills, Social Work, Women in STEM). Each group contains: a Details tab (description, creator, member count); a Wall tab (shared discussion board); an Events tab (group-specific events with creation and registration options); and a Resources tab (shared library for group members).

Members may leave a group at any time via the 'Leave group' button on the Details tab.

7.5 Events

The global Events section displays all events across the Portal in a monthly calendar view. Members can browse by month, view event details (type, date, time, location, description, speakers), and register using the 'Register' button on the event detail page.

Group administrators may create events within their group via the 'Create Event' button on the group's Events tab.

7.6 Job Opportunities

Members and organisations can post job listings with the following details: title, employment type, work mode (on-site, remote, hybrid), job description, responsibilities, qualifications/requirements, benefits, application deadline, application link, company name, contact email, and job country.

Members browsing listings may filter by work mode, employment type, and country, and apply directly via the 'Apply' button or by contacting the employer through the listed contact email.

7.7 AI Recommendations

Upon completing their profile, members receive personalised AI-generated recommendations for courses and learning resources. These recommendations are based on the member's stated learning goals, digital skills, green skills, education, and interests. Members acknowledge that AI recommendations are advisory and non-binding.

7.8 Profile View

Members can view their complete public profile, including learning goals, digital skills, green skills, and AI recommendations, by clicking the 'View' button on their profile page. All details can be edited at any time via 'Edit profile'.

8. Nature of Service

HERA is an online community platform that facilitates lifelong learning, mentorship connections, peer collaboration, and career development. The Company provides the technological infrastructure and moderation of the platform.

The Company does not guarantee the accuracy or completeness of content contributed by members to the Knowledge Base, Groups, or Job Opportunities sections. Members are solely responsible for the accuracy and legality of any content they submit to the Portal.

The Company does not become a contracting party to any agreement between members (e.g., mentorship arrangements, employment agreements) concluded through or facilitated by the Portal.

9. Disclaimer of Liability

The services provided on this Portal are provided 'as is', without any express or implied warranty, including without limitation warranties of fitness for a particular purpose or non-violation of any legislation.

The Company bears no responsibility for:

- The accuracy, completeness, or appropriateness of content contributed by members to the Knowledge Base, Groups, Wall, or Job Opportunities.
- The quality, reliability, or fulfilment of any mentorship arrangement, employment agreement, or other agreement between members.
- Any direct, indirect, incidental, special, or consequential damages incurred by members arising from the use of the Portal.
- The uninterrupted and error-free operation of the Portal.
- Events of force majeure or accidental events (including acts of war, terrorism, strikes, telecommunications disruptions, or third-party service unavailability).

This Portal may contain links and references to third-party websites and services. Linked websites are not under the control of the Company, and the Company is not responsible for their content. Such links are provided solely for convenience and do not imply endorsement.

Each member acknowledges and agrees that the Company is not responsible for the behaviour of any other member or third party on the Portal.

10. Intellectual Property

All images, logos, trademarks, graphics, photographs, text, and any other element that may constitute the subject of intellectual property rights found on the Portal constitute the intellectual property of the Company and are protected under the relevant provisions of Union legislation.

Consequently, any copying, recording, mechanical reproduction, downloading, alteration, resale, or commercial exploitation of the Portal's content is prohibited without the prior written consent of the Company.

No information on the Portal or its mobile application shall be copied, distributed, displayed, disseminated, or reproduced in any way without the prior written permission of the Company.

11. Termination and Suspension of Access

The Company reserves the right to suspend or prohibit the use of its services to any member who does not comply with these Terms, exercises rights abusively, or engages in behaviour that may create civil or criminal liability or harm the rights of a third party.

A suspended member may not re-register for the Portal's services without the prior written consent of the Company. The Company reserves the right to exercise any legal right to claim damages in the event of violation of these Terms of Use.

12. Final Provisions

These Terms, together with the Privacy Policy, constitute the entire agreement between the member and the Company regarding use of the Portal, and prevail over any prior agreements.

If any provision of these Terms is deemed invalid or voidable by a court decision, it shall not affect the validity of the remaining provisions, which shall continue to remain in full force.

The Terms of Use may be changed at the Company's sole discretion. Members are encouraged to review these periodically.

13. Contributors

This section sets forth the specific terms of use applicable to members of the HERA Community Portal who register as Mentors or who actively contribute content (Knowledge Base articles, Group resources, Job Opportunities) to the Portal (collectively referred to herein as 'Contributors').

The use of the Portal by Contributors is done at their sole responsibility and entails full, unconditional acceptance of these Terms and the Privacy Policy.

14. Acceptance of Terms

Registering as a Mentor or submitting content to the HERA Community Portal constitutes full acceptance, consent, agreement, and approval of all present Terms of Use and the Privacy Policy.

If a Contributor finds these terms unacceptable for any reason, they are requested not to use the Portal in a contributory capacity.

15. Mentorship on the HERA Portal

The HERA Community Portal provides an infrastructure for connecting mentors with mentees within the community. The Portal acts solely as an intermediary, it is not a party to any mentorship agreement between mentor and mentee.

Mentors are solely responsible for the accuracy and legality of all information provided in their mentor profile, including professional title, area of expertise, years of experience, description, and any uploaded certification documents.

15.1 Mentor Registration

To register as a Mentor on the HERA Portal, the member must:

- Navigate to the Mentorship section of their profile.
- Tick the 'Contribute as mentor?' checkbox.
- Select their area of expertise from the available options: Business & Entrepreneurship, Career & CV, Finance, Marketing, Psychology & Wellbeing, or Technology.
- Specify their years of experience (N/A, 0–5, 5–10, or more than 10 years).
- Provide a detailed description of their skills and the value they can offer as a mentor.
- Optionally upload up to 5 certification documents (max 5 MB each) to verify their qualifications.
- Save their profile.

15.2 Mentor Obligations

Mentors commit to:

- Responding promptly and professionally to messages from mentees.
- Providing accurate, honest, and constructive guidance in accordance with their stated expertise.
- Respecting the privacy and confidentiality of all communications with mentees.

- Refraining from using personal data obtained through the Portal for any purpose other than the delivery of the mentorship service.
- Demonstrating appropriate professionalism and diligence in all interactions facilitated through the Portal.

Mentors acknowledge and accept that positive or negative reviews of the mentorship service they provide may be displayed on the Portal, which may include ratings or comments from mentees.

16. Knowledge Base Contributions

Members who contribute to the Knowledge Base commit to:

- Ensuring that all submitted content (articles, guides, files, links, videos) is accurate, truthful, and does not mislead other members.
- Ensuring that submitted content does not violate the intellectual property rights of any third party.
- Ensuring that uploaded files are free of malicious software (viruses, trojans, worms, or other harmful elements).
- Tagging and organising entries accurately to support discoverability.
- Not submitting content that is offensive, discriminatory, or contrary to good faith, moral standards, or applicable law.

The Company reserves the right to remove any Knowledge Base entry that does not comply with these obligations, without prior notice.

17. HERA Group Contributions

Members who create Groups or post content on Group Walls and Resources commit to:

- Ensuring that all posts, messages, and resources shared on the Group Wall are accurate, respectful, and compliant with these Terms.
- Creating Group events with accurate details (type, date, time, location, description).
- Not using the Group Wall or Resources sections for commercial advertising or spam.
- Not posting content that is offensive, discriminatory, or contrary to good faith, moral standards, or applicable law.

Group administrators are responsible for moderating their group's Wall and Resources and for ensuring compliance with these Terms by their group members.

18. Job Opportunity Postings

Members or organisations who post Job Opportunities on the HERA Portal commit to:

- Providing accurate, truthful, and complete information in all fields (title, employment type, work mode, job description, responsibilities, qualifications, benefits, deadline, application link, company name, contact email, and country).
- Ensuring that the posted opportunity complies with all applicable employment legislation.
- Not posting fraudulent, misleading, or discriminatory job listings.
- Responding promptly and professionally to applicants who contact them via the Portal.

The Company bears no liability for the accuracy of job postings or for any agreement concluded between a member and an employer through the Portal.

★ **Erasmus+ / EU Obligation:** Non-Discrimination Obligation: All job postings on the HERA Portal must comply with EU non-discrimination law, including Directive 2000/78/EC (Employment Equality Directive) and Directive 2000/43/EC (Racial Equality Directive). Job listings must not directly or indirectly discriminate on grounds of gender, racial or ethnic origin, religion or belief, disability, age, or sexual orientation. Discriminatory postings will be removed immediately and may be reported to relevant national enforcement authorities. This obligation is consistent with the Erasmus+ Programme's core commitment to inclusion and non-discrimination.

19. Limitation of Liability

Under no circumstances shall the AINIGMA Technologies be liable to Contributors for any losses, expenses, or damages incurred in connection with their use of the Portal's contributory features, including any loss of revenue, loss of data, or consequential damages.

Contributors are obliged to indemnify, defend, and hold the Company harmless from any claims, liabilities, damages, or expenses arising from content they have submitted to the Portal or from agreements they have entered into with other members through the Portal.

The AINIGMA Technologies does not guarantee that Portal's services and content will be provided without interruption or errors, nor that the Portal or its servers are free of viruses or other harmful elements.

20. Force Majeure

The Company cannot be held responsible for any event considered unpredictable and insurmountable that renders fulfilment of its obligations absolutely impossible, including but not limited to: acts of war, insurrection, terrorism, criminal acts, labour shortages, embargoes, disruption of telecommunications services, unavailability of third-party services, or any other event beyond its control.

If any force majeure event causes any hindrance in the performance of the Company's obligations, a notification will be made within fifteen (15) days with an estimate of the duration of the force majeure event.

21. Termination and Suspension

Non-compliance by any Contributor with the provisions described above gives the Company the right to suspend or deactivate their account without delay or warning, and to terminate their access to contributory features immediately, without prejudice to any compensation that may be claimed.

Suspension and termination measures are applied according to the severity and frequency of the non-compliance. Written notification will be provided following deactivation.

The Company may, at any time and without prior notice, change the design or functions of the Portal or discontinue provision of any service.

22. Intellectual Property and Assignment of Rights

Contributors retain ownership of the original content they submit to the Portal. However, by submitting content to the Knowledge Base, Group Resources, or Job Opportunities sections, Contributors grant the Company a non-exclusive, royalty-free licence to display, distribute, and use the submitted content for the purposes of operating and promoting the HERA Community Portal.

The assignment of any right or obligation under these Terms to any other party is not permitted without the prior written consent of the Company. Conversely, the Company may assign its rights and obligations under these Terms to any other party at its discretion.

23. Final Provisions

These Terms, together with the Privacy Policy and Cookie Policy, constitute the entire agreement between Contributors and the Company regarding use of the Portal's contributory features.

If any provision of these Terms is deemed invalid by a court decision, it shall not affect the validity of the remaining provisions, which shall continue to remain in full force.

For any dispute arising between the Portal and its Contributors, the Courts of Athens shall have jurisdiction and Greek Law shall be applicable.

These Terms may be modified at the Company's sole discretion. Contributors are encouraged to review them periodically. Continued use of the Portal's contributory features constitutes acceptance of any modifications.

THESE TERMS OF USE WERE LAST MODIFIED ON 31/05/2026