

AZM Platform

Official Policies, Terms & Legal Agreements

Terms & Conditions

Platform Overview

AZM Platform is an integrated operational and management ecosystem designed to empower companies, executive teams, experts, and projects through a structured environment built on governance, opportunity management, project management, In-Country Value (ICV), and complementary business services.

The platform operates as a centralized operational system connecting:

- Project and opportunity owners
- Companies and institutions
- Experts and specialists
- Executive teams
- Service providers

with the objective of enhancing execution quality, improving operational efficiency, and reducing project delivery risks.

1. Acceptance of Terms

By accessing, registering with, or using AZM Platform and its services, users acknowledge and agree to be legally bound by these Terms & Conditions and all related policies contained herein.

2. Eligibility

AZM Platform reserves the right to approve or reject any registration or participation request at its sole discretion.

Users must:

- Provide accurate and complete information
 - Comply with all applicable laws and regulations
 - Refrain from unlawful or unauthorized activities
 - Maintain the confidentiality of their account credentials
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3. Nature of Relationship

AZM Platform does not constitute an employer-employee relationship unless otherwise established through a separate written agreement.

The platform functions as:

- An operational facilitator
- A governance and management entity
- A coordination and integration ecosystem
- A supervisory and support system

between participating parties.

4. Modification of Services

AZM Platform reserves the right to:

- Modify services
- Update systems and functionalities
- Add or remove features
- Change operational models

at any time to support platform sustainability and operational efficiency.

5. Acceptable Use

Users shall not:

- Misuse the platform
- Provide misleading information
- Harm the reputation or operations of the platform

- Exploit platform relationships or data without authorization
- Attempt to bypass governance structures or security systems

6. Limitation of Liability

AZM Platform shall not be held liable for:

- Individual user decisions
- Misuse of the platform
- Agreements executed outside the platform framework
- Losses resulting from inaccurate information provided by third parties

7. Suspension and Termination

AZM Platform reserves the right to suspend or terminate any account or participation in cases involving:

- Violation of policies
- Harm to platform interests
- Lack of commitment
- Abuse or misconduct
- Breach of confidentiality

without obligation for compensation.

Privacy Policy

1. Data Collection

AZM Platform collects necessary information required for operational, technical, and service-related purposes, including:

- Account information
- Contact details
- Operational data
- Project-related information
- Usage data

2. Use of Information

Collected information may be used for:

- Service delivery and operations
- Platform improvement
- Communication and support
- Security and compliance purposes
- Operational management

3. Data Protection

AZM Platform implements appropriate technical and organizational measures to protect user information and confidential data.

4. Data Sharing

User information shall not be sold or disclosed to unauthorized third parties except where legally required or operationally necessary.

Acceptable Use Policy

Users agree not to:

- Engage in unlawful activities
- Distribute misleading or harmful information
- Attempt unauthorized access or system intrusion
- Misuse platform resources or relationships
- Damage the platform's reputation or operations

AZM Platform reserves the right to restrict or terminate access for policy violations without prior notice.

Service Level Agreement (SLA)

1. Scope of Services

AZM Platform shall provide its services based on available operational and technical capabilities.

2. Support & Response

The platform aims to provide operational and technical support during official business hours and shall make reasonable efforts to address issues within an appropriate timeframe.

3. Availability & Continuity

AZM Platform strives to maintain operational continuity and system availability while reserving the right to conduct maintenance, upgrades, and technical improvements.

4. Service Limitations

Services may be affected by:

- Scheduled maintenance
- Technical failures
- External factors
- System upgrades

AZM Platform shall not be liable for indirect damages resulting from temporary service interruptions.

Governance & Profit Sharing Policy

1. Governance Principles

AZM Platform adopts a governance framework intended to:

- Ensure role clarity
- Reduce operational risks
- Improve execution quality
- Regulate stakeholder relationships
- Enhance operational efficiency

2. Decision-Making

Operational and strategic decisions shall be made according to:

- Approved organizational structures

- Delegated authority levels
- The overall interests of the platform

Senior management reserves the right to approve or reject projects, partnerships, or operational decisions.

3. Performance Evaluation

Members and teams may be evaluated based on:

- Commitment
- Execution quality
- Operational impact
- Productivity
- Professional conduct

4. Profit Sharing Structure

The platform adopts a contribution-based participation model that considers:

- Actual contribution
- Performance
- Added value
- Operational impact

Profit distributions, if applicable, shall only occur after:

- Actual revenue realization
- Coverage of operational obligations
- Financial approval by management

Refund Policy

1. Policy Scope

This policy governs:

- Cancellations
- Refunds
- Compensation requests
- Service termination

related to AZM Platform services and systems.

2. Nature of Services

Given that AZM Platform provides:

- Operational services
- Digital services

- Consulting services
- Organizational services
- Project and opportunity-related services

certain services may become non-refundable once execution has commenced.

3. Eligible Refund Cases

Refund requests may be considered in cases involving:

- Failure to initiate agreed services
- Verified technical or financial errors
- Duplicate payments
- Inability of the platform to deliver the agreed service

4. Non-Refundable Cases

Refunds shall not apply to:

- Fully or partially delivered services
- Used subscriptions
- Delivered consulting services
- Services involving allocated operational resources or teams
- Delays caused by clients or partners

5. Refund Requests

Refund requests must be submitted through official communication channels or the platform's designated support channels.

Non-Disclosure Agreement (NDA)

1. Confidential Information

Confidential Information includes, but is not limited to:

- Operational data
 - Strategies and business plans
 - Contracts and agreements
 - Opportunities and tenders
 - Financial information
 - Databases and systems
 - Client and project information
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2. Confidentiality Obligations

Users, members, and partners agree to:

- Maintain strict confidentiality
- Refrain from unauthorized disclosure
- Avoid misuse of confidential information
- Use information solely for authorized business purposes

unless prior written authorization is obtained from AZM Platform.

3. Duration

Confidentiality obligations shall remain effective during the relationship and for a minimum period of five (5) years following termination.

4. Breach

In the event of a breach, AZM Platform reserves the right to:

- Terminate the relationship immediately
- Seek damages and compensation
- Pursue legal remedies
- Restrict access to systems and data

Intellectual Property Policy

All:

- Systems
- Designs
- Trademarks
- Content
- Databases
- Operational models
- Concepts and strategies

are the exclusive intellectual property of AZM Platform.

No party may:

- Copy
- Reproduce
- Sell
- Publish
- Re-engineer
- Reuse

any platform property without prior written authorization.

Projects & Tender Management Policy

1. Opportunity Management

All opportunities and projects processed through the platform are subject to governance, evaluation, and operational review procedures.

2. Assignment & Distribution

AZM Platform reserves the right to:

- Select teams
- Assign responsibilities
- Determine project partners
- Restructure teams

in accordance with project success requirements.

3. Execution Obligations

All participants shall adhere to:

- Quality standards
- Project timelines
- Governance procedures
- Team collaboration requirements

Compliance & Governance

All users and participants must comply with:

- Laws and regulations of the Sultanate of Oman
- Commercial and financial regulations
- In-Country Value (ICV) requirements
- Applicable governance and compliance standards

AZM Platform reserves the right to suspend any activity violating applicable regulations or platform policies.

General Provisions

1. Amendments

AZM Platform reserves the right to amend these policies and agreements at any time.

2. Priority of Agreements

Where separate agreements exist, the signed agreement shall prevail over these general policies.

3. Governing Law

These Terms, Policies, and Agreements shall be governed by and construed in accordance with the laws of the Sultanate of Oman.

4. Acknowledgment

By using or registering with AZM Platform, users acknowledge that they have:

- Read these Terms and Policies
 - Understood their contents
 - Agreed to be legally bound by them
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AZM Platform

Integrated Ecosystem for Operations, Governance & Execution