



COMMUNITY GUIDELINES

Version 1.0

Issued By

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Applicable To

These Community Guidelines apply to every person using the miGuy Platform, including but not limited to:

- Customers
- Individual Service Providers
- Business Service Providers
- Verified Service Providers
- Premium Subscribers
- Corporate Accounts
- Website Users
- Mobile Application Users
- Visitors
- Employees and authorized representatives interacting through the Platform
- Third-party partners using miGuy services

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OFFICIAL NOTICE

The miGuy Community Guidelines establish the behavioural standards expected of every person using the miGuy Platform.

These Guidelines are intended to create a trusted, professional, respectful and safe marketplace where Customers and Service Providers can confidently transact.

These Guidelines form an integral part of the contractual relationship between Users and **Asazia Technologies Limited** and should be read together with the following documents:

- Terms of Use & Services Agreement
- Privacy Policy
- Cookie Policy
- Dispute Resolution & Claims Policy
- Acceptable Use Policy
- Verification Policy
- Refund Policy
- Service Provider Standards
- Any future policies published by Asazia Technologies Limited.

Failure to comply with these Guidelines may result in warnings, temporary restrictions, suspension, removal of verification status, permanent account termination or any other enforcement action permitted under the Terms of Use or applicable law.

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The **miGuy** name, logo, trademarks, service marks, software, mobile applications, websites, proprietary verification systems, trust framework, databases, APIs, documentation and all associated intellectual property are the exclusive property of **Asazia Technologies Limited**.

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Volume I

1. PURPOSE OF THE COMMUNITY GUIDELINES

1.1 Purpose

The purpose of these Community Guidelines is to establish the behavioural standards that govern participation within the miGuy Platform.

These Guidelines are designed to:

- promote trust between Customers and Service Providers;
- encourage professionalism and mutual respect;
- foster a safe and inclusive marketplace;
- reduce fraud and misconduct;
- support fair competition;
- protect the reputation of the miGuy brand;
- safeguard Platform integrity;
- encourage high-quality service delivery; and
- provide a consistent basis for enforcement decisions.

1.2 Our Vision

miGuy seeks to become Africa's most trusted digital marketplace for connecting Customers with qualified Service Providers.

Trust is the foundation of the Platform, and every User shares responsibility for maintaining that trust.

1.3 Shared Responsibility

Every User contributes to the overall health of the miGuy ecosystem.

Whether acting as a Customer or a Service Provider, Users are expected to conduct themselves honestly, respectfully and professionally.

1.4 Platform Governance

These Guidelines supplement, and do not replace, the miGuy Terms of Use.

Where there is any inconsistency, the Terms of Use shall prevail unless mandatory law provides otherwise.

2. SCOPE AND APPLICATION

2.1 Persons Covered

These Guidelines apply to:

- all registered Users;
- prospective Users;
- Customers;
- Individual Service Providers;
- Business Service Providers;
- verified Users;
- premium subscribers;
- corporate representatives;
- agents acting on behalf of Users; and
- any person interacting through the Platform.

2.2 Activities Covered

These Guidelines apply to conduct occurring:

- during registration;
- during verification;
- while communicating through the Platform;
- while booking services;
- during service delivery;
- during payment processes;
- during review and rating activities;
- while participating in promotions;
- while interacting with customer support; and
- where off-Platform conduct has a direct impact on the safety, integrity or reputation of the miGuy community.

2.3 Geographic Application

These Guidelines apply to all Users of the miGuy Platform regardless of their physical location, subject to applicable local laws.

3. DEFINITIONS

For purposes of these Guidelines:

"Community" means the collective ecosystem of all Users of the miGuy Platform.

"Customer" means any person seeking, requesting or purchasing services through the Platform.

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"Service Provider" means an Individual or Business registered to offer services through miGuy.

"Verified Service Provider" means a Service Provider who has successfully completed the verification requirements established by Asazia Technologies Limited.

"Platform" means the miGuy website, mobile applications, APIs, customer support channels and all associated digital services.

"Marketplace Integrity" means the overall trustworthiness, fairness, security and reliability of the Platform.

"Misconduct" means behaviour that violates these Guidelines, the Terms of Use, applicable law or any other Platform policy.

4. OUR COMMUNITY VALUES

Every decision made by Asazia Technologies Limited in administering the Platform is guided by the following core values.

4.1 Trust

Trust is the cornerstone of the miGuy marketplace.

Users are expected to act honestly and consistently in all interactions.

4.2 Respect

Every User deserves to be treated with dignity, courtesy and professionalism regardless of:

- gender;
- age;
- nationality;
- ethnicity;
- religion;
- disability;
- occupation;
- language;
- social status; or
- any other protected characteristic.

4.3 Professionalism

Service Providers should perform their services competently, responsibly and in accordance with reasonable industry standards.

Customers should engage respectfully and provide accurate information relevant to the requested services.

4.4 Accountability

Users are responsible for:

- their own actions;
- information they provide;
- content they publish;
- communications they send;
- commitments they make; and
- compliance with these Guidelines.

4.5 Integrity

Users should avoid deception, manipulation or any conduct intended to undermine confidence in the Platform.

4.6 Safety

The physical, emotional and digital safety of Users is fundamental to the operation of the Platform.

5. EXPECTED STANDARDS OF CONDUCT

Every User is expected to:

- act lawfully;
- act honestly;
- communicate respectfully;
- honour commitments;
- arrive on time where appointments are scheduled;
- provide accurate information;
- respect the property of others;
- maintain confidentiality where appropriate;
- cooperate with Platform investigations;
- comply with applicable laws;
- follow Platform policies; and
- contribute positively to the miGuy community.

Users should avoid conduct that could reasonably undermine confidence in the Platform or create unnecessary risk for other Users.

6. RESPECTFUL COMMUNICATION

6.1 General Principle

Communication through the Platform should always remain respectful, courteous and professional.

6.2 Prohibited Communications

Users shall not engage in:

- insults;
- abusive language;
- harassment;
- intimidation;
- bullying;
- threats;
- discriminatory remarks;
- hate speech;
- obscene communications;
- sexually explicit communications unrelated to the requested service;
- repeated unwanted contact;
- malicious rumours;
- deliberate misinformation; or
- any communication intended to humiliate, intimidate or exploit another User.

6.3 Professional Expectations

Service Providers should communicate clearly regarding:

- availability;
- pricing;
- expected timelines;
- delays;
- limitations;
- safety concerns; and
- completion of work.

Customers should communicate accurate service requirements, access arrangements and any information reasonably necessary to facilitate the requested service.

6.4 Respect for Customer Support

Users are expected to interact respectfully with miGuy customer support personnel.

Abusive or threatening conduct directed toward customer support representatives may result in enforcement action.

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7. TRUST, HONESTY & MARKETPLACE INTEGRITY

Trust is essential to the continued success of the miGuy Platform.

Accordingly, every User shall:

- provide truthful registration information;
- maintain accurate profile details;
- upload authentic documents;
- avoid impersonation;
- honour accepted bookings;
- avoid misleading advertising;
- accurately represent qualifications, certifications and licences;
- avoid conflicts of interest where disclosure is appropriate; and
- refrain from any deceptive conduct.

Users shall not knowingly manipulate Platform systems, ratings, search results, verification processes or marketplace reputation.

8. SAFETY AS A SHARED RESPONSIBILITY

Safety is a shared obligation between Customers, Service Providers and Asazia Technologies Limited.

Users are expected to:

- exercise reasonable care;
- report dangerous situations promptly;
- comply with applicable health and safety laws;
- avoid unsafe working conditions where reasonably practicable;
- report suspected criminal conduct;
- cooperate during safety investigations; and
- follow reasonable safety instructions issued by miGuy.

Nothing in these Guidelines makes miGuy the supervisor, employer or guarantor of services provided through the Platform. Service Providers remain independently responsible for conducting their work safely and lawfully, while Customers remain responsible for maintaining a reasonably safe environment for the delivery of requested services.

Volume II

9. CUSTOMER RESPONSIBILITIES

9.1 General Standard

Customers are expected to use the miGuy Platform honestly, respectfully and in good faith.

Customers contribute significantly to the quality, safety and reliability of the marketplace and should conduct themselves in a manner that supports trust within the community.

9.2 Accurate Information

Customers shall provide accurate and complete information when requesting services, including, where applicable:

- service location;
- contact information;
- description of the requested work;
- expected timelines;
- property access requirements;
- relevant safety information;
- availability; and
- any other information reasonably necessary for proper service delivery.

Providing false or misleading information may result in cancellation of bookings or enforcement action.

9.3 Respect for Service Providers

Customers shall:

- treat Service Providers with courtesy and professionalism;
- provide a reasonably safe environment for service delivery;
- honour confirmed appointments where reasonably possible;
- communicate delays promptly;
- avoid discriminatory conduct;
- refrain from harassment or intimidation;
- avoid unreasonable demands beyond the agreed scope of work; and
- comply with applicable laws while receiving services.

9.4 Cooperation During Service Delivery

Customers should cooperate reasonably by:

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- providing access to the agreed location;
- making decisions in a timely manner where required;
- ensuring children, pets or other occupants do not create unnecessary safety risks;
- identifying known hazards relevant to the requested service; and
- allowing Service Providers to perform their work without unnecessary interference.

10. INDIVIDUAL SERVICE PROVIDER STANDARDS

10.1 Professional Conduct

Individual Service Providers represent their own businesses and professional reputations while using the miGuy Platform.

They are expected to conduct themselves with integrity, competence and professionalism at all times.

10.2 Service Quality

Service Providers should:

- perform work diligently;
- exercise reasonable skill and care;
- comply with applicable professional standards;
- complete work within agreed timelines where reasonably practicable;
- communicate delays honestly;
- use appropriate tools and equipment;
- comply with health and safety requirements; and
- maintain appropriate licences or certifications where required by law.

10.3 Appearance and Identification

Where practicable, Service Providers should present themselves professionally and carry any required identification or proof of verification when attending bookings.

10.4 Accurate Representation

Service Providers shall not:

- falsely claim qualifications;
- misrepresent licences;
- exaggerate experience;
- upload forged documents;
- falsely claim verification;
- impersonate another individual; or
- advertise services they are not competent or legally authorised to provide.

11. BUSINESS SERVICE PROVIDER STANDARDS

11.1 Business Responsibility

Businesses using miGuy remain responsible for the conduct of their employees, contractors, representatives and agents while delivering services booked through the Platform.

11.2 Business Integrity

Business Service Providers should:

- maintain accurate business information;
- ensure employees are suitably trained;
- comply with applicable employment, licensing and regulatory obligations;
- maintain appropriate insurance where applicable;
- respond promptly to customer concerns; and
- implement reasonable quality assurance processes.

11.3 Employee Conduct

Businesses should ensure that individuals representing them:

- behave professionally;
- respect Customers;
- comply with these Community Guidelines;
- wear appropriate identification where applicable; and
- accurately represent the business.

12. VERIFICATION & IDENTITY REQUIREMENTS

12.1 Importance of Verification

Verification supports trust and helps Customers make informed decisions.

Verification by miGuy indicates that specified verification checks have been completed in accordance with the Platform's Verification Policy. It does not constitute a guarantee of future conduct, competence or service quality.

12.2 Accurate Documentation

Users shall submit only authentic, current and lawfully obtained documentation during verification.

Submitting false, altered or misleading documents may result in immediate suspension or permanent removal from the Platform.

12.3 Ongoing Accuracy

Users are responsible for ensuring that information associated with their accounts remains accurate and up to date, including changes to licences, certifications, contact details or business registration where relevant.

13. BOOKING INTEGRITY & FAIR DEALINGS

13.1 Honouring Bookings

Once a booking has been accepted, both Customers and Service Providers are expected to make reasonable efforts to honour the agreed appointment.

13.2 Cancellations

Where cancellation becomes necessary, Users should:

- provide reasonable notice where practicable;
- communicate honestly;
- avoid repeated unnecessary cancellations; and
- comply with the applicable cancellation policies.

13.3 Scope of Work

Both parties should clearly understand the agreed scope of work before service commencement.

Any material changes should be discussed and agreed upon before additional work is undertaken.

13.4 Good Faith Dealings

Users should negotiate honestly, avoid deception and seek to resolve misunderstandings constructively.

14. PAYMENTS & FINANCIAL CONDUCT

14.1 Honest Financial Dealings

Users shall engage in financial transactions honestly and in accordance with the Terms of Use and applicable Platform policies.

14.2 Prohibited Conduct

Users shall not:

- submit fraudulent payment information;
- knowingly initiate false payment disputes;
- manipulate transaction records;
- demand unauthorized fees;
- misrepresent agreed pricing;
- solicit or accept stolen funds;
- engage in money laundering or related unlawful activities; or
- otherwise misuse the Platform's payment systems.

14.3 Transparency

Service Providers should clearly communicate pricing structures, additional charges and any changes to agreed costs before carrying out additional work, unless emergency circumstances reasonably require immediate action.

15. RATINGS, REVIEWS & FEEDBACK STANDARDS

15.1 Importance of Reviews

Ratings and reviews help maintain accountability and assist Users in making informed decisions.

They should reflect genuine experiences.

15.2 Honest Reviews

Reviews should be:

- truthful;
- relevant to the transaction;
- respectful;
- factually based where possible; and
- free from malicious intent.

15.3 Prohibited Review Practices

Users shall not:

- post knowingly false reviews;
- submit reviews for services not received;
- threaten negative reviews to obtain discounts or other benefits;
- exchange reviews for compensation without disclosure;

- create fake accounts to influence ratings; or
- coordinate campaigns to manipulate another User's reputation.

15.4 Review Moderation

Asazia Technologies Limited reserves the right to remove or restrict reviews that violate these Guidelines, the Terms of Use or applicable law.

16. MARKETPLACE COMPETITION RULES

16.1 Fair Competition

The miGuy marketplace is founded on fair competition based on merit, professionalism and service quality.

16.2 Unfair Practices

Users shall not engage in practices intended to unfairly disadvantage other Users, including:

- sabotaging competitors;
- spreading false information;
- impersonating competitors;
- interfering with bookings;
- misusing confidential information;
- manipulating search visibility; or
- engaging in coordinated anti-competitive conduct.

16.3 Respect for Competition

Healthy competition benefits Customers and the broader miGuy community.

Users should compete through quality, reliability, professionalism and customer service rather than unfair practices.

17. OFF-PLATFORM TRANSACTIONS

17.1 Platform Integrity

miGuy provides tools that support bookings, trust, safety, dispute management and record-keeping.

Users are encouraged to complete transactions through the Platform where those services are available.

17.2 Circumvention

Users should not intentionally use the Platform to establish contact solely for the purpose of circumventing Platform systems, avoiding applicable Platform fees or undermining the integrity of the marketplace.

Repeated or deliberate circumvention may result in enforcement action.

17.3 Risk Awareness

Where Users choose to transact outside the Platform, they may lose access to certain Platform protections, including booking records, dispute facilitation, trust and safety features or other services offered by miGuy.

18. PROHIBITED COMMERCIAL PRACTICES

To preserve marketplace integrity, Users shall not engage in commercial practices including:

- false advertising;
- deceptive marketing;
- bait-and-switch tactics;
- price fixing;
- bid manipulation;
- forged quotations;
- forged invoices;
- counterfeit certifications;
- misleading guarantees;
- fraudulent promotions;
- unauthorized resale of Platform services;
- misuse of the miGuy name, logo or trademarks;
- unauthorized franchising or representation of miGuy;
- impersonating Asazia Technologies Limited or its employees; or
- any other commercial conduct that is deceptive, unlawful or likely to undermine confidence in the Platform.

Where such conduct is reasonably established, Asazia Technologies Limited may impose appropriate enforcement measures, including suspension, removal of listings, withdrawal of verification status or permanent account termination, in accordance with the Terms of Use.

Volume III

19. FRAUD, MISREPRESENTATION & IDENTITY ABUSE

19.1 Zero-Tolerance Policy

miGuy maintains a zero-tolerance approach toward fraud, deception and identity abuse.

Every User is expected to interact honestly and in good faith.

19.2 Fraudulent Activities

Users shall not engage in activities including but not limited to:

- creating fake accounts;
- identity theft;
- impersonating another person or business;
- using stolen identities;
- submitting forged identification documents;
- forging licences or certificates;
- falsifying qualifications;
- providing misleading business registration information;
- creating duplicate accounts to evade enforcement;
- payment fraud;
- chargeback fraud;
- booking fraud;
- insurance fraud;
- collusion;
- document alteration;
- manipulation of verification processes; or
- any scheme intended to deceive another User or miGuy.

19.3 Misrepresentation

Users shall accurately represent:

- their identity;
- professional qualifications;
- certifications;
- experience;
- licences;
- insurance coverage;
- pricing;

- availability;
- business registration;
- location; and
- service capabilities.

Knowingly providing false information constitutes a serious violation of these Guidelines.

19.4 Identity Protection

Users shall not:

- share accounts with unauthorized persons;
- use another person's login credentials;
- permit another person to complete bookings on their behalf without authorization;
- purchase or sell miGuy accounts; or
- attempt to circumvent identity verification procedures.

19.5 Reporting Identity Abuse

Users who suspect identity theft, impersonation or fraudulent activity should report the matter to miGuy immediately through the official reporting channels.

20. PRIVACY & CONFIDENTIAL INFORMATION

20.1 Respect for Privacy

Users shall respect the privacy and confidentiality of other members of the miGuy community.

20.2 Personal Information

Users shall not improperly collect, publish, distribute or misuse another person's:

- phone number;
- email address;
- physical address;
- national identification details;
- passport information;
- financial information;
- payment details;
- photographs;
- biometric information;
- GPS location;
- confidential business information; or
- any other personal data.

20.3 Confidential Business Information

Users shall not disclose confidential information obtained through the Platform unless:

- authorized by the affected party;
- required by law;
- necessary to protect legal rights; or
- expressly permitted by applicable Platform policies.

20.4 Recording Conversations

Users should not secretly record conversations, meetings or interactions in violation of applicable law.

20.5 Platform Data

Users shall not scrape, harvest, download or systematically collect Platform data without prior written authorization from Asazia Technologies Limited.

21. HARASSMENT, HATE SPEECH & DISCRIMINATION

21.1 Respect for Human Dignity

miGuy is committed to maintaining a marketplace where every User is treated with dignity and respect.

21.2 Harassment

Users shall not engage in:

- intimidation;
- stalking;
- persistent unwanted contact;
- bullying;
- coercion;
- humiliation;
- retaliation;
- abusive messaging;
- sexual harassment; or
- any conduct reasonably perceived as threatening or intimidating.

21.3 Hate Speech

Users shall not publish or communicate content that promotes hatred or violence against individuals or groups based on protected characteristics including:

- race;
- ethnicity;
- nationality;
- religion;
- disability;
- gender;
- age; or
- any other characteristic protected under applicable law.

21.4 Discrimination

Users shall not unlawfully discriminate against another User in relation to:

- booking acceptance;
- pricing;
- communication;
- service delivery;
- employment practices;
- access to Platform services; or
- any other activity governed by these Guidelines.

21.5 Sexual Misconduct

The following conduct is strictly prohibited:

- unwanted sexual advances;
- sexually explicit propositions unrelated to the requested service;
- requests for sexual favours;
- sharing intimate images without consent;
- sexually abusive language;
- exploitation; or
- any other form of sexual misconduct.

22. VIOLENCE, WEAPONS & CRIMINAL CONDUCT

22.1 Safety First

The physical safety of every User is of paramount importance.

22.2 Violence

Users shall not:

- assault;
- threaten violence;
- encourage violence;
- intimidate through physical force;
- damage property intentionally;
- engage in robbery;
- commit theft;
- extortion;
- kidnapping;
- unlawful confinement; or
- any comparable criminal conduct.

22.3 Weapons

Except where expressly authorized by law and reasonably necessary, Users shall not use the Platform to facilitate:

- unlawful possession of firearms;
- explosives;
- dangerous weapons;
- prohibited offensive weapons; or
- any activity involving weapons that creates unreasonable safety risks.

22.4 Criminal Activity

Users shall not use the Platform to facilitate:

- organized crime;
- money laundering;
- human trafficking;
- terrorism;
- fraud;
- bribery;
- corruption;
- extortion;
- cybercrime;
- tax evasion; or
- any unlawful enterprise.

22.5 Emergency Situations

Where there is an immediate threat to life, health or property, Users should contact the appropriate emergency services before contacting miGuy.

23. ILLEGAL GOODS, CONTROLLED SUBSTANCES & RESTRICTED ACTIVITIES

Users shall not use the Platform to facilitate or promote activities involving:

- illegal drugs;
- controlled substances distributed unlawfully;
- counterfeit goods;
- stolen property;
- prohibited wildlife products;
- illegal gambling;
- unlawful financial schemes;
- pyramid schemes;
- prohibited hazardous materials;
- forged documents;
- smuggled goods;
- human exploitation; or
- any activity prohibited by applicable law.

Where required by law, miGuy may suspend accounts and cooperate with competent authorities.

24. INTELLECTUAL PROPERTY & BRAND PROTECTION

24.1 Respect for Intellectual Property

Users shall respect copyrights, trademarks, patents, trade secrets and other intellectual property rights.

24.2 Prohibited Conduct

Users shall not:

- upload copyrighted material without authorization;
- misuse another person's trademarks;
- counterfeit products;
- misappropriate trade secrets;
- copy Platform content without permission;
- reverse engineer proprietary systems where prohibited;
- remove copyright notices; or
- falsely claim ownership of another person's work.

24.3 miGuy Intellectual Property

The miGuy name, logo, trademarks, software, APIs, databases, trust framework, verification systems, proprietary workflows and associated intellectual property remain the exclusive property of Asazia Technologies Limited.

Users shall not use the miGuy brand in a manner that creates confusion regarding affiliation, sponsorship or endorsement without prior written authorization.

25. SAFETY, EMERGENCIES & INCIDENT REPORTING

25.1 General Duty

Users should take reasonable steps to maintain safe environments during service delivery.

25.2 Reporting Safety Incidents

Users should promptly report:

- injuries;
- dangerous conditions;
- criminal activity;
- fraud;
- threats;
- suspected child exploitation;
- property damage;
- identity theft;
- unsafe conduct; and
- other serious incidents affecting the Platform.

25.3 Preservation of Evidence

Where reasonably practicable, Users should preserve relevant evidence including:

- photographs;
- videos;
- invoices;
- receipts;
- booking confirmations;
- communications;
- witness information; and
- other relevant documentation.

26. REPORTING VIOLATIONS & USER COOPERATION

26.1 Reporting Misconduct

Users are encouraged to report conduct that reasonably appears to violate these Guidelines.

Reports should be made honestly and in good faith.

26.2 False Reports

Knowingly submitting false, malicious or misleading reports constitutes a violation of these Guidelines.

26.3 Cooperation

Users should cooperate reasonably with miGuy during investigations by providing relevant information requested through official channels.

27. INVESTIGATIONS & EVIDENCE PRESERVATION

27.1 Investigations

Where miGuy becomes aware of suspected misconduct, Asazia Technologies Limited may investigate the matter using information reasonably available to it.

27.2 Information That May Be Reviewed

Investigations may include review of:

- booking records;
- account information;
- verification records;
- communications conducted through the Platform;
- uploaded documents;
- payment information available to miGuy;
- customer complaints;
- previous enforcement history; and
- other relevant Platform records.

27.3 No Obligation to Investigate

miGuy reserves the discretion to determine whether and how to investigate reported conduct, subject to applicable law.

28. TEMPORARY PROTECTIVE MEASURES

To protect Users and the Platform during investigations, miGuy may implement temporary measures including:

- temporary account suspension;
- temporary listing removal;
- withdrawal of verification badges;
- restrictions on bookings;
- messaging restrictions;
- payment holds where contractually permitted;
- enhanced identity verification; or
- any other reasonable protective measure.

Such actions are precautionary and do not constitute a finding of wrongdoing.

29. ENFORCEMENT FRAMEWORK

Depending on the nature, seriousness and frequency of a violation, miGuy may take one or more enforcement actions including:

- educational reminders;
- written warnings;
- mandatory corrective actions;
- temporary feature restrictions;
- listing removal;
- removal of verification status;
- temporary suspension;
- permanent account termination;
- cancellation of bookings;
- restriction of future registrations;
- referral to regulatory authorities; or
- cooperation with law enforcement where appropriate.

Enforcement decisions will take into account factors including:

- seriousness of the conduct;
- intentionality;
- previous violations;
- risk to other Users;
- evidence available; and
- protection of marketplace integrity.

30. APPEALS PROCESS

30.1 Right to Request Review

Where enforcement action has been taken, affected Users may submit a request for review through the official miGuy support channels.

30.2 Review Process

miGuy may consider:

- additional evidence;
- clarification from affected parties;
- new information;
- procedural concerns; and
- any other information considered relevant.

Submission of an appeal does not guarantee reversal of an enforcement decision.

30.3 Final Determination

Following review, Asazia Technologies Limited may:

- uphold the original decision;
- modify the enforcement action;
- remove the enforcement action; or
- impose alternative measures considered appropriate under the circumstances.

The decision following an appeal shall generally be final unless otherwise required by applicable law or internal review procedures.

Volume IV

31. REPEAT OFFENDERS, ACCOUNT RESTRICTIONS & TERMINATION

31.1 Commitment to Community Integrity

Asazia Technologies Limited is committed to maintaining a trusted, professional and safe marketplace. Users who repeatedly violate these Community Guidelines, the Terms of Use or other Platform policies may be subject to escalating enforcement measures.

31.2 Progressive Enforcement

Where appropriate, miGuy may apply progressive enforcement measures, including:

- educational guidance;
- verbal or written warnings;
- mandatory corrective actions or training;
- temporary feature restrictions;
- temporary suspension;
- removal of verification status;
- reduced profile visibility;
- listing suspension;
- permanent account termination; or
- any other reasonable enforcement action necessary to protect the Platform and its Users.

Nothing in this section obligates miGuy to follow every enforcement stage. Serious violations may result in immediate suspension or termination without prior warning where permitted by law.

31.3 Repeat Violations

In determining whether a User is a repeat offender, miGuy may consider factors including:

- frequency of violations;
- seriousness of previous misconduct;
- similarity of repeated violations;
- previous warnings issued;
- corrective actions undertaken;
- cooperation during investigations;
- impact on other Users; and
- overall risk to the Platform.

31.4 Circumvention of Enforcement

Users shall not attempt to evade enforcement measures by:

- creating new accounts after suspension or termination;
- using another person's account;
- submitting false identity information;
- using businesses or third parties to circumvent restrictions; or
- employing any technical means to bypass Platform controls.

Accounts created for the purpose of evading enforcement may be removed without notice.

31.5 Effect of Termination

Where an account is terminated:

- access to the Platform may cease immediately;
- active listings may be removed;
- pending bookings may be cancelled where appropriate;
- verification status shall be withdrawn;
- accrued rights may remain subject to applicable law and contractual obligations; and
- miGuy may retain information as required by law, legitimate business interests or its data retention policies.

Termination does not release a User from obligations that arose prior to termination.

32. COOPERATION WITH REGULATORS & LAW ENFORCEMENT

32.1 Compliance with Law

Asazia Technologies Limited will comply with lawful requests from competent governmental authorities, regulatory bodies and courts of competent jurisdiction.

32.2 Reporting Serious Misconduct

Where required or permitted by applicable law, miGuy may report suspected unlawful conduct involving, among other things:

- fraud;
- identity theft;
- cybercrime;
- violence or credible threats;
- child exploitation;
- terrorism;
- money laundering;

- corruption;
- human trafficking;
- theft;
- property damage;
- financial crime; or
- any other conduct presenting a significant legal or public safety concern.

32.3 Disclosure of Information

Subject to applicable law, miGuy may disclose relevant account or transaction information where reasonably necessary to:

- comply with legal obligations;
- respond to lawful court orders;
- assist regulatory investigations;
- protect the rights, safety or property of Users or third parties;
- investigate fraud or security incidents; or
- enforce contractual rights.

Any disclosure will be limited to what is reasonably necessary for the stated purpose.

32.4 Preservation of Records

Where reasonably required for legal, regulatory or investigative purposes, Asazia Technologies Limited may preserve relevant records for periods consistent with applicable law and its internal retention policies.

33. POLICY AMENDMENTS & VERSION CONTROL

33.1 Right to Amend

Asazia Technologies Limited reserves the right to amend, revise, update or replace these Community Guidelines at any time to reflect:

- changes in applicable law;
- judicial decisions;
- regulatory guidance;
- technological developments;
- new Platform features;
- operational requirements;
- trust and safety enhancements;
- evolving industry standards; or
- business needs.

33.2 Notice of Material Changes

Where changes materially affect Users' rights or responsibilities, miGuy will make reasonable efforts to notify Users through one or more appropriate channels, including:

- website notices;
- in-app notifications;
- email communications;
- push notifications;
- SMS messages where appropriate; or
- other electronic communication methods.

33.3 Continued Use

Subject to applicable law, continued use of the Platform after the effective date of revised Community Guidelines constitutes acceptance of the updated Guidelines.

Where express consent is legally required, miGuy will obtain such consent before the relevant changes take effect.

33.4 Version History

Asazia Technologies Limited may retain previous versions of these Guidelines for legal, regulatory, audit and historical purposes.

34. INTERPRETATION & SEVERABILITY

34.1 Interpretation

Unless the context otherwise requires:

- words importing the singular include the plural and vice versa;
- references to one gender include all genders;
- headings are for convenience only and do not affect interpretation;
- references to legislation include amendments, successor legislation and subsidiary regulations; and
- the words "including", "includes" and similar expressions mean "including without limitation".

34.2 Relationship with Other Policies

These Community Guidelines shall be read together with the:

- miGuy Terms of Use & Services Agreement;
- Privacy Policy;
- Cookie Policy;

- Dispute Resolution & Claims Policy; and
- any other policies published by Asazia Technologies Limited.

Where another policy specifically governs a particular issue, that policy shall prevail to the extent of any inconsistency.

34.3 Severability

If any provision of these Community Guidelines is determined by a court or tribunal of competent jurisdiction to be invalid, unlawful or unenforceable, that provision shall be modified or severed only to the minimum extent necessary, and the remaining provisions shall remain in full force and effect.

35. GOVERNING LAW & JURISDICTION

These Community Guidelines shall be governed by and interpreted in accordance with the laws of the Republic of Kenya.

Subject to any mandatory legal requirements, disputes concerning these Guidelines shall be addressed in accordance with the dispute resolution procedures set out in the miGuy Terms of Use & Services Agreement and the miGuy Dispute Resolution & Claims Policy.

Nothing in these Guidelines limits any statutory rights that cannot lawfully be excluded.

36. CONTACT INFORMATION

Questions, reports, complaints or enquiries regarding these Community Guidelines may be directed to:

Asazia Technologies Limited
P.O. Box 103403–00101
Nairobi, Kenya
Email: miguyapp@gmail.com

Users are encouraged to use the official support channels available through miGuy Platforms when reporting safety concerns, misconduct or policy violations.

37. USER ACKNOWLEDGEMENT & FINAL LEGAL NOTICE

37.1 User Acknowledgement

By creating an account, accessing or using the miGuy Platform, every User acknowledges that they have read, understood and agree to comply with these Community Guidelines.

Users further acknowledge that these Guidelines form an integral part of their contractual relationship with Asazia Technologies Limited and supplement the miGuy Terms of Use & Services Agreement.

37.2 Reservation of Rights

Except where prohibited by applicable law, Asazia Technologies Limited reserves the right to:

- interpret these Guidelines reasonably and in good faith;
- investigate suspected violations;
- implement appropriate trust and safety measures;
- suspend or terminate accounts;
- remove content or listings;
- restrict Platform functionality;
- require additional verification;
- cooperate with competent authorities; and
- take any other lawful action necessary to protect the Platform, its Users and its legitimate business interests.

No failure or delay by miGuy in exercising any right under these Guidelines shall constitute a waiver of that right.

37.3 No Guarantee of User Conduct

Although miGuy establishes behavioural standards, conducts verification processes and implements trust and safety measures, Asazia Technologies Limited does not guarantee the conduct, competence, honesty, qualifications, licensing, solvency or future actions of any Customer, Service Provider or other User.

Each User remains responsible for exercising independent judgment and reasonable care when engaging with others through the Platform.

37.4 Marketplace Status

The miGuy Platform is an independent digital marketplace that facilitates connections between Customers and independent Service Providers.

Except where expressly stated in a separate written agreement, Asazia Technologies Limited:

- is not a party to contracts for services between Customers and Service Providers;
- does not employ Service Providers by virtue of Platform use;
- does not supervise or control the manner in which services are performed;
- does not guarantee service outcomes or workmanship; and

- shall not be deemed a contractor, subcontractor, agent, partner or joint venturer in respect of services arranged through the Platform.

37.5 Intellectual Property Notice

The miGuy name, logo, trademarks, service marks, software, mobile applications, websites, databases, APIs, verification systems, trust framework, algorithms, source code, user interfaces, documentation and all associated intellectual property are and shall remain the exclusive property of **Asazia Technologies Limited**.

No User acquires any ownership interest in miGuy intellectual property through use of the Platform.

Unauthorized reproduction, modification, distribution, reverse engineering, commercial exploitation or other misuse of miGuy intellectual property is strictly prohibited and may result in legal action.

END OF COMMUNITY GUIDELINES

These Community Guidelines, together with the miGuy Terms of Use & Services Agreement, Privacy Policy, Cookie Policy, Dispute Resolution & Claims Policy and related Platform policies, constitute an integral part of the legal and governance framework governing the miGuy Platform.