# GENERAL TERMS OF BUSINESS

*SSS Compliance Services Ltd | CVGO Digital*

Effective date: 30 October 2026

## 1. About these terms

These General Terms of Business govern the purchase, allocation and use of CVGO Digital ("CVGO", "we", "us" or "our"), supplied by SSS Compliance Services Ltd. They apply to individual purchasers, licence holders and organisations purchasing or allocating licences. The terms apply alongside the CVGO Digital Privacy Policy. Separate written agreements may govern specific organisational or college pilot arrangements.

By placing an order or using CVGO, the purchaser and licence holder agree to these terms, subject to any rights that cannot lawfully be excluded. A parent or guardian purchasing for an eligible younger user is responsible for the purchase; the named licence holder remains the person entitled to use the account.

## 2. Eligibility and licences

CVGO is intended for individuals aged 14 and over. A licence is assigned to one named user and is personal to that user. Licences may not be resold, transferred to another person or shared between users without our written agreement.

Each licence provides access to the features available under the purchased product for 12 months from activation. Any features or services expressly identified as optional, additional or separately priced are not included unless purchased or agreed.

## 3. Expiry, renewal and stored information

Licences do not renew automatically unless the purchaser has expressly agreed to an automatic-renewal arrangement. We may send reminders before or after expiry, but renewal remains the purchaser's choice.

When a licence expires without renewal, access to the account and its contents is suspended. The user's information and documents remain stored in the account in accordance with our Privacy Policy. To regain access to the account and stored information, the user must purchase another licence.

An expired licence does not give the organisation that originally bought it access to the user's account or documents. A user can contact info@sss-ta.com to request deletion of their account without buying another licence. Deletion is subject to applicable legal retention obligations.

## 4. Prices, orders and payment

The applicable price, currency, payment terms and any VAT will be stated before an order is placed. Prices may differ for new purchases, renewals, organisations and agreed promotional offers; the price confirmed for the order applies to that purchase.

Payment is due before activation unless we have agreed separate written credit or invoicing terms with an organisation. Payments may be processed by authorised payment providers. We do not require users to share payment-card details with other licence holders.

An order is accepted when we confirm it or activate the licence. If we cannot supply an order, we will explain the position and provide any refund required by law.

## 5. Consumer cancellation and refunds

Individuals buying as consumers may have a statutory 14-day cancellation right for distance purchases. The precise right depends on whether the contract is treated as a digital service or digital content and on how access is supplied.

Where a consumer expressly requests a service to begin during the cancellation period, any permitted deduction for service supplied will be explained and handled in accordance with applicable law. Where digital content is supplied immediately, any loss of cancellation rights applies only where the legally required express consent and acknowledgement have been obtained.

We will not refuse refunds or remedies where the law requires them, including where digital content or services are faulty, not as described or not supplied as agreed. To request cancellation or a refund, contact info@sss-ta.com with the relevant order details.

Business and organisational orders are governed by the agreed order or contract and applicable law; consumer cancellation rights do not automatically apply to business purchases.

## 6. Account registration and security

Each licence holder must use their own account and keep login credentials confidential. Users must provide accurate registration details, take reasonable steps to protect their accounts and notify us promptly of suspected unauthorised access.

No school, college, employer or other purchaser acquires the right to log into a user's private account merely by purchasing or allocating a licence. We may take reasonable security measures to protect accounts and the service.

## 7. User documents and intellectual property

Users retain ownership of the original CVs, cover letters, qualifications, certificates, references and other material they upload or create. By submitting material, they grant us the limited permission needed to host, store, process, back up and display it to provide CVGO and fulfil our legal obligations.

Users must have the right to upload and share the information they provide and must not infringe the rights or privacy of others. CVGO's software, branding, templates, design and underlying intellectual

property remain owned by us or our licensors. A licence grants access to use the software, not ownership of it.

## 8. Privacy, sharing and organisation access

All user documents are set to "Not Shared" by default. The licence holder decides whether to share particular documents, with whom and when to withdraw sharing permissions, subject to available platform controls and appropriate protections for younger users.

Organisations purchasing or allocating licences may access permitted licence-administration information, but they do not automatically receive access to CVs, cover letters, Careers Document Wallets, School Document Wallets, job applications or other private account contents.

Users should consider carefully what they share. Removing a sharing permission cannot necessarily retrieve documents already downloaded, copied or retained by a recipient. Our handling of personal information is described in the separate CVGO Digital Privacy Policy.

## 9. Acceptable use

Users must use CVGO lawfully and respectfully. Users must not impersonate others, create fraudulent or misleading documents, upload unlawful or abusive content, misuse another person's information, harass others, attempt unauthorised access, distribute malicious software or interfere with the security or operation of the platform.

We may investigate suspected misuse and take proportionate action under section 13. Users remain responsible for the accuracy and lawfulness of content they submit or share.

## 10. Software features and user responsibility

CVGO provides career-development tools which may include CV Builder, cover letters, Skills Snapshot, Transferable Skills, Profile Checker, Track My Applications, document wallets, Communication Tips, interview guidance and reminders. Available features may change through reasonable product development and updates.

Outputs, prompts, templates, reminders and guidance are support tools, not independent verification of a user's experience or qualifications. Users must check their information and any document or application before relying on, sending or publishing it. Users remain responsible for meeting application deadlines and responding to employers.

## 11. No guarantee of employment outcomes

CVGO is intended to support career planning, employability and progression. It does not guarantee interviews, job offers, employment, qualifications, admission to courses or any particular career outcome. Decisions made by employers, recruiters, education providers and other third parties are outside our control.

## 12. Availability, maintenance and changes

We aim to provide a reliable service but cannot promise uninterrupted availability. Temporary interruptions may occur for maintenance, upgrades, faults, security incidents or circumstances outside our reasonable control.

We may introduce improvements and reasonable changes to the platform. Where a material change adversely affects paid access, we will provide appropriate notice and honour applicable contractual and statutory rights. We will not use these terms to remove consumer remedies provided by law.

## 13. Suspension and termination

We may temporarily restrict or suspend access where reasonably necessary to address serious misuse, non-payment, suspected fraud, a security risk or a material breach of these terms. Where appropriate, we will explain the reason and give the user an opportunity to resolve the issue.

We may terminate access for a serious or unresolved material breach, subject to applicable law and fair contractual treatment. Suspension or termination does not automatically transfer ownership of user documents to us or to an organisation. Requests for account deletion are handled under the Privacy Policy.

## 14. Liability, complaints and statutory rights

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability or consumer right that cannot lawfully be excluded or limited.

We are responsible for losses caused by our breach of contract or failure to use reasonable care and skill to the extent required by law. We are not responsible for losses that were not reasonably foreseeable when the contract was made, except where the law provides otherwise. Any additional limitations for business purchasers must be fair and consistent with applicable law.

For support, complaints or concerns about a purchase, email info@sss-ta.com. We will consider the complaint and explain available next steps. Nothing in these terms prevents a consumer from using applicable statutory remedies.

## 15. Legal details, notices and changes to terms

The supplier is SSS Compliance Services Ltd, trading as CVGO Digital. General enquiries, cancellation requests, complaints and account-deletion requests may be sent to info@sss-ta.com.

These terms are governed by the law of England and Wales, but consumers retain any mandatory protections that apply in their place of residence. Any court-jurisdiction provision is subject to applicable consumer law.

We may update these terms to reflect changes in law, security or services. The version applicable to a purchase governs that purchase unless a change is lawfully agreed or otherwise permitted. We will communicate material changes appropriately. The separate CVGO Digital Privacy Policy explains how personal information is processed.