READU

Terms and Conditions of Use, Privacy & Data Protection Notice, and AI Policy

For Readu users, students, teachers, parents, guardians and account holders

Please read this document carefully

This agreement governs your use of Readu and explains how Readu handles personal data, educational content and AI-enabled features. It is intended to be read as one integrated user agreement. Some separate consents may still be required where the law requires a specific opt-in.

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Welcome to Readu

Readu is an educational technology platform designed to help students learn, practise, understand, create and interact with educational content. The platform may include short lessons, interactive exercises, simulations, visualisations, teacher tools, progress tracking, messaging, recommendations and artificial intelligence features.

These Terms and Conditions of Use, together with the privacy and AI provisions contained in this document, form the agreement between you and Readu Interactive OOD when you create an account or use Readu. Where a school, university, business or other institution has entered into a separate written agreement with Readu, that agreement may supplement these Terms for institutional use.

We have written this document in a relatively plain style. Some sections are necessarily detailed because Readu operates across multiple jurisdictions and because educational platforms may process student information and user-generated content.

Language versions. These Terms are available in Bulgarian and English. For consumers in Bulgaria, the Bulgarian text applies; elsewhere, the English text applies. [COUNSEL TO CONFIRM]

A note about legal rights

Nothing in these Terms is intended to take away consumer, privacy, child-protection or other rights that cannot legally be waived. Where mandatory law gives you stronger rights than these Terms, the mandatory law applies.

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1. Definitions

For purposes of this document, “Readu”, “we”, “us” or “our” means Readu Interactive OOD. “Service” means the Readu website, applications, software, tools, APIs, educational content, messaging, AI features and related services made available by Readu. “User” or “you” means a person who accesses or uses the Service. “Teacher” includes educators, tutors, instructors and other professional users who upload, assign, distribute or review educational materials through Readu. “Student” includes learners using Readu in a personal or educational context. “Institution” includes a school, school division, university, municipality, company or other organisation that provides or manages access to Readu.

“User Content” means content submitted, uploaded, generated, stored, transmitted or made available by a user through the Service, including text, messages, files, documents, images, video, audio, prompts, assignments, comments, answers, teaching materials and other information. “AI Features” means functionality that uses machine learning, generative AI, recommendation systems, automated analysis or similar techniques.

2. Who may use Readu

The standard direct-to-consumer Readu service is intended for users aged 14 or older. A user under 14 may use Readu only after a parent or legal guardian has given verifiable consent through Readu’s parental-consent process described in section 31, or where a school provides access under section 32. Different age, parental-authorisation or school-use rules may apply in a particular jurisdiction. [COUNSEL TO CONFIRM]

You may use Readu only if you are legally permitted to do so and are not prohibited from using the Service under applicable law. If you use Readu on behalf of an institution, you represent that you are authorised to act within the scope of your role.

Readu may introduce additional age restrictions for particular features, such as payments, public communication, certain AI functions or features that involve higher privacy or safety risks.

3. Creating and maintaining an account

You must provide accurate and current information when creating and maintaining an account. You are responsible for maintaining the confidentiality of your credentials and for activity carried out through your account to the extent permitted by law.

- You must not create an account in another person’s name without authority.
- You must not misrepresent your age, role, school affiliation or identity.
- You must not sell, transfer or commercially share your account.
- You must not intentionally allow unauthorised persons to access your account.
- You should notify Readu promptly if you believe your credentials or account have been compromised.

Readu may require email verification, multi-factor authentication, parental confirmation, institutional approval or other reasonable measures to protect accounts and users.

4. Parents, guardians and minors

Children and teenagers deserve particular protection. If you are under 18, you should review these Terms with a parent or legal guardian. Depending on your jurisdiction, a parent or guardian may need to approve your contractual relationship with Readu, a paid subscription or specific data-processing activities.

Readu may use proportionate age-assurance and parental-authorisation measures. These measures are intended to minimise unnecessary collection of identity documents or sensitive information.

Where a school lawfully provides access to Readu for younger students, the school and Readu may rely on a school-managed legal framework instead of a direct consumer registration process, subject to applicable law and the school's contract with Readu.

5. What Readu provides

Readu may provide lessons, interactive exercises, simulations, educational visualisations, learning recommendations, progress analytics, teacher dashboards, classroom tools, messaging, assessments, study aids, gamification, artificial intelligence assistance and related functionality.

Features may vary by jurisdiction, device, subscription, school configuration, age, language and product version. Readu may add, modify, replace or discontinue features where reasonably necessary, subject to applicable consumer and contractual rights.

6. Educational responsibility and teacher judgment

Readu supports education; it does not replace professional teaching responsibility. Teachers remain responsible for deciding whether material is suitable for their students, for checking the accuracy and appropriateness of teaching content, and for complying with applicable school, curriculum and examination rules.

Unless a feature is expressly designated and legally configured for a particular formal decision, Readu does not independently award official qualifications, make final admissions decisions, impose disciplinary sanctions, or determine other legally significant educational outcomes.

Where Readu provides analytics, predictions, recommendations or AI-generated suggestions, they should be treated as decision-support tools rather than automatic substitutes for professional judgment.

7. User Content

You retain ownership of original User Content you create, subject to rights that belong to other people. Readu does not claim ownership of your original work merely because you upload or create it through the Service.

You are responsible for the content you submit and for ensuring that your use of that content is lawful. You must not upload content that violates copyright, privacy, confidentiality, child-protection, trade-secret, contractual or other rights.

Readu may technically process User Content to provide the Service, including storing, transmitting, displaying, indexing, formatting, converting, backing up, scanning for security issues, moderating, and making content available to users or institutions authorised to access it.

8. Teacher responsibility for copyright and third-party materials

Teachers and professional users are responsible for the materials they upload

A teacher, tutor, institution or other professional user who uploads or distributes third-party materials through Readu is responsible for ensuring that the use is authorised by the copyright owner, covered by a

licence, permitted by an applicable legal exception, or otherwise lawful.

This responsibility applies, for example, to textbook pages, publisher worksheets, copyrighted presentations, images, photographs, videos, music, examination materials, answer keys, software, databases and other protected materials.

Each teacher or other user who submits third-party material represents and warrants that they have all rights, licences, permissions and lawful bases necessary to upload, reproduce, display, distribute, adapt, assign or otherwise use that material through Readu in the manner they choose.

Readu does not undertake to investigate or verify the ownership, copyright status or licence terms of every file uploaded by users. The fact that Readu technically allows a file to be uploaded does not mean that Readu has confirmed that the file is lawful to use.

Teachers and institutions remain responsible for complying with publisher licences, collecting-society rules, school copying licences and applicable exceptions or limitations to copyright.

If a teacher uploads material without the necessary rights, the teacher or institution may be responsible for resulting claims or losses to the extent permitted by law. Readu may remove the material, restrict access, suspend the account or take other proportionate action.

9. Licence you grant Readu

By submitting User Content, you grant Readu a non-exclusive, worldwide, royalty-free licence to host, store, reproduce, process, transmit, display and technically modify the content only to the extent reasonably necessary to operate, secure, moderate, maintain, support and provide the Service, and to comply with law.

This licence ends when the content is deleted from Readu's active systems, except to the extent that continued retention is required for backups, legal claims, security records, institutional obligations or another lawful reason.

Readu does not receive a general right to commercially publish or sell your original User Content outside the Service merely because it was uploaded to Readu.

10. Copyright complaints and takedown

If you believe content available through Readu infringes your copyright or another intellectual-property right, you may send a notice to platformreadu@gmail.com. A notice should identify the protected work, identify the allegedly infringing material with enough detail for us to locate it, provide your contact information, and explain the basis of your claim.

Readu may remove or disable access to content while a claim is reviewed. Readu may ask the uploader for information or may restore content where a complaint is withdrawn, successfully challenged or otherwise resolved.

For United States services, Readu may implement procedures intended to qualify for applicable copyright safe harbours, including a DMCA notice-and-takedown process and policy for repeat infringers. For EU services, Readu may use notice-and-action processes consistent with applicable intermediary-services law.

Nothing in this section requires Readu to proactively monitor every user upload where the law does not impose such an obligation.

11. Acceptable use

You must use Readu responsibly and lawfully. You may not use the Service to:

- commit, facilitate or encourage illegal activity;
- harass, threaten, bully, stalk, defame or abuse another person;
- exploit, endanger or sexualise a child;
- upload or distribute malware, ransomware, credential-stealing code or other harmful software;
- gain or attempt to gain unauthorised access to accounts, systems or data;
- circumvent authentication, content restrictions, technical safeguards or security controls;
- collect, scrape, harvest or systematically extract data without permission except where mandatory law permits;
- upload personal or confidential information that you are not authorised to disclose;
- infringe copyright, trademarks, database rights, trade secrets or other rights;
- impersonate another person or misrepresent your identity or authority;
- use the Service to facilitate academic dishonesty or examination misconduct contrary to applicable rules;
- use automated tools in a manner that creates unreasonable load or interferes with the Service;
- manipulate AI or safety features for harmful, illegal or abusive purposes; or
- help another person engage in prohibited conduct.

12. Academic integrity

Readu is designed to support learning, not to replace it. Schools, universities, examination bodies and teachers may have rules governing the use of AI, calculators, external materials, collaboration or assistance. You are responsible for following those rules.

You must not present AI-generated, copied or third-party work as your own where doing so violates applicable academic-integrity requirements.

13. Messaging and communications

Readu may allow users to communicate with one another. Users must communicate respectfully and must not use messaging features for harassment, grooming, exploitation, unlawful solicitation, credential theft or unauthorised disclosure of personal information.

Readu does not promise to read every private message. However, messages may be processed where necessary to transmit or store them, investigate reports, protect users, enforce these Terms, respond to abuse or security incidents, or comply with legal obligations.

Institutions may have additional rights to review communications occurring within institution-managed environments where permitted by law and contract.

14. Content moderation and account enforcement

Readu may remove, restrict or disable access to content, features or accounts when reasonably necessary to enforce these Terms, comply with law, respond to intellectual-property complaints, protect users or address security risks.

Readu may use automated systems, technical signals, user reports and human review. Automated systems can make mistakes. Where applicable law requires notice, reasons, redress or appeal mechanisms, Readu will provide them.

Severe violations may result in immediate suspension. Less serious or disputed issues may be addressed through warnings, content removal, feature restrictions or other proportionate measures.

15. Artificial intelligence

Some Readu features use artificial intelligence. AI may be used to explain concepts, generate examples, answer questions, adapt exercises, recommend learning content, summarise material, assist teachers, identify areas for practice and support other educational features.

Where you directly interact with AI, Readu will provide appropriate transparency that the interaction involves AI unless this is obvious from the context.

The exact model or technical provider may change over time. Readu may use third-party models, self-hosted models or models deployed through cloud infrastructure. A change in the underlying model does not remove Readu's obligation to comply with applicable privacy and consumer law.

16. AI limitations and human oversight

AI can be wrong

AI output may be incorrect, incomplete, biased, outdated, misleading or unsuitable for a particular student. Users should verify important information and teachers should review AI-assisted educational materials before relying on them in significant educational decisions.

Readu does not guarantee the factual accuracy of AI-generated content. AI should not be used as the sole source for high-impact health, legal, financial, safety or other professional decisions.

Readu's standard AI functionality is not intended to make solely automated decisions that produce legal or similarly significant effects on students, including final admissions, official grades, disciplinary sanctions or qualification decisions. Where a feature could materially affect such outcomes, Readu will assess the applicable regulatory requirements before deployment.

17. AI personalisation and profiling

Readu may analyse learning activity to personalise educational content or recommendations. For example, Readu may identify concepts a student appears to find difficult and suggest additional practice. Such processing may constitute profiling under data-protection law.

Where personalisation is a core and reasonably expected part of the service, Readu may process relevant learning data under an appropriate lawful basis. Where a feature involves optional additional profiling and consent is legally required, Readu will provide a separate choice.

Readu does not use educational profiling to conduct targeted behavioural advertising to students.

18. Model improvement and training data

Using an AI model to answer a user's request is different from using user data to train, fine-tune, evaluate or improve AI systems.

Readu will not treat a user's mere acceptance of these Terms as blanket permission to use identifiable or pseudonymised personal data for optional model-training purposes where the law requires a separate legal basis or consent.

Where Readu relies on consent for optional use of personal or pseudonymised data to improve AI or machine-learning systems, the consent will be requested separately and may be withdrawn. Pseudonymised data remains personal data where it can be linked back to a person using additional information.

Readu may use genuinely anonymised or aggregated information for research, statistics, safety analysis and product improvement where individuals are no longer reasonably identifiable.

19. Payments, subscriptions and refunds

Some Readu features may require payment. Before a user purchases a paid product or subscription, Readu will provide the price, billing period, material characteristics, renewal information and cancellation conditions required by applicable law.

Payments may be processed through third parties such as Stripe or an app-store payment provider. Readu generally does not need to receive full payment-card details where the payment provider processes them directly.

Where a subscription renews automatically, the renewal arrangement will be disclosed before purchase. Users must have a reasonable method to cancel recurring subscriptions, subject to the rules of the relevant payment platform.

Nothing in these Terms removes mandatory rights to refunds, cancellation, withdrawal, conformity remedies or other consumer protections.

20. Third-party services

Readu may integrate or rely on third-party services, including cloud hosting, authentication, payment processing, AI models, analytics, notifications, email, file storage, security and app-distribution services.

Third-party services may have their own terms and privacy practices. Readu is not responsible for third-party services that a user chooses to access independently, but Readu remains responsible for its own obligations when it selects processors or subprocessors to provide the Readu Service.

Readu may suspend or modify an integration where the third-party service becomes unavailable, insecure, unlawful or commercially impracticable.

21. Intellectual property belonging to Readu

Readu and its licensors own or control the intellectual-property rights in the Readu software, source code, object code, interface, branding, logos, original educational content, simulations, visualisations, databases, documentation, proprietary workflows and other protected materials, except for User Content and third-party materials.

Readu grants you a limited, personal, non-exclusive, non-transferable and revocable licence to use the Service for its intended educational purpose.

Except where mandatory law permits otherwise, you may not copy, sell, sublicense, distribute, commercially exploit, decompile, reverse engineer, circumvent technical restrictions, create unauthorised derivative works from, or systematically extract protected parts of Readu.

22. Feedback

If you voluntarily provide suggestions, ideas, feature requests or other feedback about Readu, you allow Readu to use that feedback without an obligation to compensate you. This does not transfer ownership of unrelated original works you create.

23. Availability and changes to the Service

Readu aims to provide a reliable service but does not guarantee uninterrupted or error-free availability. Maintenance, updates, security incidents, third-party outages, network failures or events beyond Readu's reasonable control may temporarily affect the Service.

Readu may modify, improve, replace or discontinue functionality. Where a material change affects paid functionality or legal rights, Readu will provide notice or remedies where required by law.

24. Suspension and termination

Readu may suspend or terminate access where reasonably necessary because of serious or repeated violations of these Terms, intellectual-property infringement, fraud, abuse, non-payment, unlawful activity, security threats, legal obligations or material risk to users or Readu.

Where appropriate and legally required, Readu will provide notice, reasons or an opportunity to challenge a restriction.

A user may stop using Readu at any time and may request account deletion subject to lawful retention requirements.

25. Disclaimers

Readu is an educational technology service. It does not guarantee that every lesson, user submission, AI response, recommendation, simulation, assessment or third-party resource is complete, accurate, current, uninterrupted, secure or suitable for every purpose.

Readu does not guarantee a particular academic result, examination score, admission outcome, qualification, employment result or learning improvement.

Teachers, institutions, students and parents remain responsible for exercising their own judgment and following applicable school, curriculum, examination and legal requirements.

26. Limitation of liability

This section limits Readu's liability only where the law allows it

Readu does not attempt to exclude liability that cannot legally be excluded. Mandatory consumer rights, privacy rights and statutory protections continue to apply.

To the maximum extent permitted by applicable law, Readu will not be liable for loss or damage caused by unlawful, infringing, misleading or inaccurate User Content submitted by another user; a teacher's or user's failure to obtain copyright permission; misuse of the Service; reliance on AI output without appropriate review; third-party systems outside Readu's reasonable control; or circumstances beyond Readu's reasonable control.

To the maximum extent permitted by law, Readu will not be liable for indirect, incidental, special, consequential, exemplary or unforeseeable losses, including loss of profit, revenue, business opportunity, goodwill or data, except where applicable law prohibits such exclusions.

For business and professional users, and to the extent permitted by law, Readu's aggregate contractual liability arising out of the Service may be limited to the amounts paid to Readu for the relevant Service during the twelve months preceding the event giving rise to the claim, unless a separate written agreement provides otherwise.

For consumers, any limitation or cap applies only to the extent it is fair, transparent and enforceable under mandatory consumer law.

Nothing in these Terms excludes or limits liability for fraud or fraudulent misrepresentation, liability that cannot be excluded for death or personal injury caused by negligence, or any other liability that mandatory law does not permit Readu to exclude or limit.

27. Indemnity

To the extent permitted by applicable law, a school, teacher acting in a professional capacity, business user or other non-consumer user agrees to indemnify and hold Readu harmless from third-party claims, losses, liabilities and reasonable legal costs arising from that user's unlawful User Content, infringement of intellectual-property rights, breach of confidentiality obligations, unauthorised processing or disclosure of personal data, or material breach of these Terms, to the extent caused by that user's acts or omissions.

This indemnity does not apply to the extent the claim was caused by Readu's own breach of law, contractual obligation, negligence or misconduct. Any indemnity applying to individual consumers is limited to the extent permitted by applicable consumer law.

28. Privacy overview

Readu takes privacy seriously, especially because many users may be students or young people. This section explains how Readu handles personal data when Readu acts as a controller. Where Readu processes data on behalf of a school or institution, the institution may be the controller and additional terms may apply.

Readu Interactive OOD is the controller for processing where it determines the purposes and essential means of processing. Privacy questions may be sent to platformreadu@gmail.com.

Readu does not sell student personal data and does not use student personal data for targeted behavioural advertising.

29. Personal data we process

29.1 Account and identity information

This may include name, email address, account identifier, role, age or age range, authentication information, parental-authorisation status, school or institutional association and account settings.

29.2 Educational information

This may include grade or class, subjects, lessons, answers, exercise results, progress, areas of difficulty, learning recommendations, educational preferences, achievements and interactions with learning tools.

29.3 User Content and communications

This may include prompts, messages, comments, questions, documents, files, images, assignments, teaching materials and other content submitted through the Service.

29.4 AI interaction information

This may include prompts, AI responses, relevant conversation history, feedback on AI outputs and contextual information necessary to provide AI-assisted features.

29.5 Technical, security and diagnostic information

This may include IP address where necessary, device and browser information, operating system, app version, login events, timestamps, security events, crash information, performance data and identifiers necessary for authentication, fraud prevention, integrity or security.

29.6 Payment and subscription information

This may include subscription type, billing status, transaction identifier, payment date, amount and currency. Complete card details are generally processed by the payment provider rather than Readu.

29.7 Support information

If you contact Readu, we may process your contact details, the content of your request, relevant account information and our correspondence with you.

30. Purposes and legal bases

Depending on the jurisdiction and context, Readu may process personal data to create and maintain accounts, provide educational features, provide requested AI functionality, secure the platform, prevent fraud and abuse, process payments, provide customer support, comply with law, establish or defend legal claims, improve the Service, and provide optional analytics or personalisation.

The legal basis may be performance of a contract, compliance with a legal obligation, legitimate interests, consent, protection of vital interests or another lawful basis recognised by applicable law.

Where Readu relies on consent, the request will be sufficiently specific and separate where required. Refusing optional consent will not prevent access to unrelated core functionality.

31. Children’s data

Readu recognises that children merit particular protection. The standard direct-to-consumer Service is intended for users aged 14 or older. A child under 14 may use it only once a parent or legal guardian has given verifiable consent through Readu’s parental-consent process: the child states a year of birth, and a parent with a verified adult Readu account enters a one-time code from the child’s account. Until then the child’s account stays locked. If the last linked parent is removed, the consent is treated as withdrawn and the account is locked again. Different laws may set different thresholds for consent, contractual capacity or school-authorised use. [COUNSEL TO CONFIRM]

Readu may require parental or guardian involvement for minors, especially for paid services, optional high-risk processing or jurisdictions that require parental authorisation.

Where a school provides access to younger students, Readu will rely on the legal framework applicable to school-directed use and will not use school authorisation as permission for unrelated commercial purposes.

Readu seeks to apply high-privacy defaults, data minimisation, age-appropriate transparency and proportionate safeguards for young users.

32. Schools and institutional processing

Where Readu is used by a school or institution, the legal roles depend on the processing. The institution may act as controller and Readu as processor for student information processed on the institution’s instructions. Readu may act as a separate controller for its own security, billing, legal compliance or independently determined processing.

Schools and institutions remain responsible for ensuring that they have a lawful basis to provide student or staff information to Readu and that their use of Readu complies with applicable education and privacy law.

Where required, Readu and the institution will enter into a separate data-processing agreement covering instructions, confidentiality, security, subprocessors, assistance, deletion, audits and other mandatory contractual matters.

33. Service providers and subprocessors

Readu may engage service providers for cloud hosting, databases, authentication, storage, email, notifications, payment processing, analytics, crash reporting, security and AI infrastructure.

Readu currently uses or may use Google/Firebase/Google Cloud services and Stripe, and may use one or more third-party or self-hosted AI systems. The exact production provider list may change over time.

Where a provider acts as a processor, Readu will use appropriate contractual safeguards and will not authorise the provider to use Readu personal data for unrelated purposes merely because it provides infrastructure to Readu.

34. International transfers

Some providers may process personal data outside the European Economic Area or United Kingdom. Where a restricted international transfer occurs, Readu will use a lawful transfer mechanism where required, such as an

adequacy decision, Standard Contractual Clauses, a UK transfer mechanism or another legally recognised safeguard.

Readu may conduct transfer-risk assessments and implement supplementary measures where appropriate.

The fact that a model or software project originated in a particular country does not itself determine where personal data is processed; the actual hosting, provider and access arrangements matter.

35. Data retention

Readu retains personal data only for as long as reasonably necessary for the purpose for which it was collected, subject to legal obligations, institutional instructions, security requirements and legal claims.

- Account and profile information is generally kept for the life of the account plus a limited deletion period.
- Educational history is generally kept while needed to provide the Service or as required by an institution.
- AI conversation history may be stored while needed for the disclosed history or personalisation feature, subject to available user controls.
- Security and authentication logs are retained for a proportionate period appropriate to security and fraud prevention.
- Support records may be kept for a reasonable period after resolution.
- Accounting and tax records are retained for periods required by law.
- Deleted information may remain temporarily in protected backups until normal backup cycles expire.

When information is genuinely anonymised so that an individual is no longer reasonably identifiable, the anonymised information may be retained for research, statistics or service improvement.

36. Security

Readu uses technical and organisational measures designed to protect personal data and the Service. Measures may include encrypted communications, role-based access controls, authentication protections, restricted administrative privileges, logging, backups, monitoring, vulnerability management and incident-response procedures.

No online system can guarantee absolute security. Users should protect their credentials and report suspected compromise promptly.

37. Data breaches

Readu maintains procedures for assessing and responding to suspected personal-data breaches. Where a breach must be reported to a supervisory authority, institution or affected individual under applicable law, Readu will do so within the applicable legal requirements.

38. Your privacy rights

Depending on your jurisdiction and the applicable legal basis, you may have rights to access, correct, delete, restrict, object, withdraw consent, receive certain data in a portable format, appeal certain decisions, or obtain protections concerning automated decision-making.

Requests may be sent to platformreadu@gmail.com. Readu may request information reasonably necessary to verify the identity of the requester and protect accounts from fraudulent requests.

Privacy rights are subject to statutory conditions and exceptions. Readu may retain information where required by law or reasonably necessary to establish, exercise or defend legal claims.

39. Cookies, analytics and SDKs

Readu may use cookies, local storage, mobile SDKs and similar technologies. Strictly necessary technologies may be used where permitted without optional consent. Non-essential analytics or similar technologies will be activated only where permitted and, where consent is legally required, after valid consent.

Users should be provided with appropriate controls for optional analytics and similar technologies where required by law.

40. No sale of student data and no targeted student advertising

Readu does not sell student personal data. Readu does not use student personal data to conduct targeted behavioural advertising to students.

If Readu's business model materially changes in the future, Readu will assess the legal consequences and update the relevant notices and consent mechanisms before implementing the change.

41. EU and Bulgaria addendum

For users in the European Union and Bulgaria, the General Data Protection Regulation and applicable Bulgarian data-protection and consumer law apply where relevant.

Readu will process personal data lawfully, fairly and transparently and will apply principles including purpose limitation, data minimisation, accuracy, storage limitation, integrity, confidentiality and accountability.

EU consumers retain mandatory rights that cannot be waived by contract. A contractual term that is unfair or non-transparent is not made enforceable merely by being included in these Terms.

Bulgarian users may lodge a data-protection complaint with the Commission for Personal Data Protection. Children and direct information-society services may require additional safeguards under Bulgarian law.

42. United Kingdom addendum

For UK users, the UK GDPR, Data Protection Act 2018, applicable electronic-communications rules, consumer law and child-focused online-service requirements apply where relevant.

Readu will not exclude liability that cannot lawfully be excluded. In particular, nothing in these Terms excludes or restricts liability for death or personal injury caused by negligence where UK law prohibits such exclusion.

Where the Service is likely to be accessed by children, Readu will apply age-appropriate privacy and design safeguards appropriate to the feature and risk.

UK users may have the right to complain to the Information Commissioner's Office.

43. United States addendum

For U.S. users, federal and state privacy, student-data, consumer, contract and intellectual-property law may provide additional protections.

Where Readu receives education records from a FERPA-covered institution under the school-official exception, Readu will use the records only for authorised purposes and under the required institutional control.

Where COPPA applies to a child under 13, Readu will use an appropriate parental-consent or school-authorisation mechanism for school-directed educational use. School authorisation will not be treated as permission for unrelated commercial uses.

Readu may maintain copyright notice-and-takedown procedures intended to comply with applicable U.S. law.

44. Virginia addendum

Where Virginia school-service-provider law applies, Readu will maintain appropriate student privacy protections, reasonable security, access or correction support, authorised educational-use restrictions and deletion processes required by law or contract.

Readu will not knowingly sell Virginia student personal information or use it for prohibited targeted advertising or unrelated profiling.

Authorised educational uses may include adaptive learning, personalised learning, customised education, educational recommendations and maintenance or improvement of the school service where permitted by law and contract.

Virginia consumer privacy rights may apply where Readu meets the statutory scope and threshold requirements of applicable state law.

45. California addendum

Where California law applies, Readu will comply with applicable consumer privacy and K–12 student-data requirements.

For California K–12 school use, Readu will not knowingly use covered student information for targeted advertising, sell covered student information, or create prohibited non-educational profiles where applicable student privacy law forbids those practices.

Readu will use reasonable security, restrict service-provider use and support school-requested access or deletion where required.

California residents may have rights under applicable consumer privacy law, subject to statutory scope, thresholds, exemptions and verification requirements.

46. Complaints and disputes

If you have a concern about Readu, we encourage you to contact us first so that we can investigate and try to resolve the issue. This does not limit your right to contact a court, consumer authority, data-protection authority or another competent regulator where applicable.

For disputes involving an institution, the institution's separate agreement with Readu may contain additional procedures.

47. Governing law

Except where mandatory consumer law provides otherwise, these Terms are governed by the laws of the Republic of Bulgaria.

This choice of law does not deprive a consumer of mandatory protections that apply under the law of the consumer's habitual residence where applicable law provides such protection.

48. Changes to these Terms

Readu may update these Terms to reflect changes in law, regulation, security practices, functionality, providers or business operations.

Where a change materially affects users' rights or obligations, Readu will provide notice where required. A change to these Terms does not substitute for obtaining a new consent where the law requires a new consent.

Readu may maintain internal records showing which version of the Terms applied to a user at a particular time, together with relevant acceptance records.

49. Severability and entire agreement

If a provision of these Terms is found invalid or unenforceable, the remaining provisions continue to apply to the extent permitted by law. An invalid provision will be interpreted or limited only to the extent necessary to make it lawful where that approach is permitted.

These Terms, together with any applicable institutional agreement, order form, subscription terms or mandatory policy incorporated by reference, form the agreement governing the relevant use of Readu.

A failure by Readu to enforce a provision on one occasion does not waive Readu's right to enforce it later.

50. Contact information

Readu Interactive OOD / Рийду Интерактив ООД

UIC/EIK: 208333966

33 Nikola Mirchev Street, Sofia 1113, Bulgaria

Legal, privacy and copyright contact: platformreadu@gmail.com

If you are contacting Readu about privacy, copyright, account security or illegal content, please provide enough information for us to understand and investigate the request without including unnecessary sensitive information.

Final note

These Terms are intended to protect users, teachers, institutions and Readu while keeping responsibility where it belongs. Users remain responsible for what they upload and how they use the Service; Readu

remains responsible for obligations that applicable law places on Readu.