

FreelanceWorld.eu BV

PLATFORM TERMS OF SERVICE

Business-to-Business · All Marketplaces

Version 1.0 · 17 March 2026

Scope of these Terms

These Platform Terms of Service ("Terms") govern access to and use of the FreelanceWorld.eu marketplace platform and all specialised sub-marketplaces operated by FreelanceWorld.eu BV (collectively, the "Platform"). These Terms apply exclusively to business-to-business relationships. Natural persons acting in a private capacity are not permitted to use the Platform.

1. DEFINITIONS

The following capitalised terms have the meanings set out below:

"Platform"	The FreelanceWorld.eu marketplace and all specialised sub-marketplaces operated by FreelanceWorld.eu BV, including but not limited to SupportWorld.eu, OdoWorld.eu, AIExpertWorld.eu, and any future sub-marketplace, together with all features, tools, and services provided therein.
"Company"	FreelanceWorld.eu BV, registered with the Dutch Chamber of Commerce (KVK) under number 95652183, with its place of business at Kraailandhof 63, 3828 JP Hoogland, the Netherlands, operating the Platform.
"Client"	A legal entity or natural person acting in a professional capacity that registers an account on the Platform with the intent to engage Freelancers.
"Freelancer"	A natural person or legal entity registered on the Platform as a service provider, offering professional services for engagement by Clients.
"Market Master"	A domain expert appointed by the Company to curate a specific sub-marketplace, manage quality standards, support Clients and Freelancers, and grow the sub-marketplace community.
"Service Order"	A confirmed engagement between a Client and a Freelancer, concluded through the Platform, setting out the scope of services, hourly rate, duration, and other conditions.
"Hourly Rate"	The rate per hour of professional service as displayed on a Freelancer's profile on the Platform, as determined by the Market Master of the relevant sub-marketplace.
"Administration Fee"	A fee of six per cent (6%) of the displayed Hourly Rate, charged by the Company per billable hour on top of the Hourly Rate. The Administration Fee covers platform operations, invoicing, compliance, and support.

"Total Service Rate"	The sum of the Hourly Rate and the Administration Fee, exclusive of VAT.
"NCA Terms"	The Non-Circumvention and Direct Engagement Terms of the Company, as published on the Platform and incorporated by reference into these Terms.
"General Delivery Conditions"	The General Delivery Conditions of FreelanceWorld.eu BV, as filed with the Dutch Chamber of Commerce and incorporated by reference into these Terms.
"User"	Any person or entity with a registered account on the Platform, whether as a Client or as a Freelancer.
"Content"	All information, data, text, images, documents, profiles, and other material uploaded, submitted, or transmitted through the Platform by Users.
"GSS"	Global Staffing Support B.V., KVK 09132165, provider of the Freelancer database currently used by the Platform.
"Force Majeure"	Any circumstance beyond the reasonable control of the affected party, including natural disasters, acts of government, war, cyberattacks, pandemic, or failure of third-party infrastructure.

2. APPLICABILITY AND ACCEPTANCE

2.1. These Terms, the NCA Terms, and the General Delivery Conditions jointly govern the relationship between the Company and every User. By registering an account on the Platform, the User accepts these Terms in full.

2.2. The Platform is exclusively available to legal entities and natural persons acting in a professional or commercial capacity (B2B). By registering, the User represents and warrants that it is not acting as a consumer within the meaning of applicable consumer protection legislation.

2.3. The Company reserves the right to amend these Terms at any time by providing thirty (30) days' written notice. Continued use of the Platform after the notice period constitutes acceptance of the amended Terms.

2.4. These Terms are governed by Dutch law. In the event of conflict between these Terms and any other communication, these Terms shall prevail unless otherwise agreed in writing.

2.5. If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

3. THE PLATFORM

3.1. The Platform operates as an online marketplace that connects Clients seeking professional services with Freelancers offering those services. The Company acts as an intermediary and facilitator; it does not itself employ or engage Freelancers, nor does it guarantee the quality, completeness, or outcome of any Freelancer's services.

3.2. The Platform consists of a network of specialised sub-marketplaces, each focused on a specific professional domain. Each sub-marketplace is overseen by a Market Master responsible for Freelancer curation, quality standards, and community management.

3.3. Freelancer profiles displayed on the Platform contain professional information curated and verified to the standard determined by the relevant Market Master. The Company does not guarantee the accuracy of profile information.

3.4. The Platform currently draws Freelancers exclusively from the GSS talent database. The Company may, at its discretion, expand the Platform to include additional talent databases or technology partners in the future, subject to separate terms governing the use of such additional sources.

3.5. Access to individual Freelancer profiles — including full name, contact details, and direct communication — is restricted to registered and identifiable Users. Unregistered visitors may only view anonymised or aggregated talent information.

4. REGISTRATION AND ACCOUNTS

4.1. To access the full features of the Platform, each User must register a business account. Registration may be completed directly or via third-party single sign-on mechanisms (such as Google or Apple). During registration, the User must accept these Terms, the NCA Terms, and the General Delivery Conditions.

4.2. The User must provide accurate and complete registration information. The User is responsible for keeping registration information up to date and for maintaining the confidentiality of its login credentials.

4.3. The Company may require additional identity or business verification before granting full access to the Platform. The Company reserves the right to refuse or suspend registration at its discretion.

4.4. An account may not be transferred or shared with third parties without the prior written consent of the Company.

4.5. The Company may suspend or terminate an account in accordance with Section 14 of these Terms.

5. SERVICE ORDERS AND ENGAGEMENTS

5.1. An engagement between a Client and a Freelancer is formalised through a Service Order concluded through the Platform. A Service Order constitutes a binding agreement between the Client, the Freelancer, and the Company.

5.2. A Service Order shall specify:

- (a) the identity of the Client and the Freelancer;
- (b) the scope of services to be provided;
- (c) the Hourly Rate applicable to the engagement;
- (d) the expected start date and duration or notice conditions;

- (e) the reporting and time-tracking arrangements; and
- (f) any special conditions agreed between the parties.

5.3. The Company shall issue invoices to the Client in accordance with Section 6. The Company shall separately settle amounts due to the Freelancer in accordance with the arrangements made between the Company and the Freelancer.

5.4. The Client acknowledges that the Freelancer provides services as an independent contractor. No employment relationship exists between the Client and the Freelancer, nor between the Client and the Company, by virtue of a Service Order.

5.5. Either Party may terminate a Service Order with one (1) month's written notice, unless a shorter or longer notice period has been expressly agreed in the Service Order. Early termination without notice entitles the non-terminating party to compensation for the notice period.

6. FEES AND PAYMENT

6.1. The fees payable by a Client for a completed engagement are calculated as follows:

Total Amount Due = (Hourly Rate + 6% Administration Fee) × Billable Hours

All amounts exclusive of VAT · VAT applied at the applicable statutory rate

6.2. The Hourly Rate displayed on the Platform is determined by the Market Master of the relevant sub-marketplace. The Hourly Rate is a factual representation and forms the basis for invoicing. It may be set on the basis of a calculation or by direct determination at the Market Master's discretion.

6.3. The Administration Fee of six per cent (6%) is charged over the displayed Hourly Rate and covers the Company's costs for platform operations, invoicing, compliance, and support. The Administration Fee does not include VAT.

6.4. VAT is applied at the statutory rate applicable at the time of invoicing. Where a reverse charge mechanism applies in cross-border B2B transactions within the European Union, this shall be indicated on the invoice.

6.5. The Company issues invoices to the Client in the name of FreelanceWorld.eu BV. The Company's VAT number is: [BTW NUMBER TO BE INSERTED UPON REGISTRATION]. Invoices shall state the number of billable hours, the Hourly Rate, the Administration Fee, and the applicable VAT.

6.6. Invoices are payable within fourteen (14) calendar days of the invoice date. Late payment is subject to statutory commercial interest under Article 6:119a of the Dutch Civil Code at 1% per month, plus extrajudicial collection costs with a minimum of EUR 750 exclusive of VAT.

6.7. The Client may not suspend payment obligations or invoke set-off, unless agreed otherwise in writing. Complaints regarding invoices must be submitted in writing within ten (10) working days of the invoice date.

6.8. The Company reserves the right to adjust the Administration Fee percentage upon thirty (30) days' written notice. Price increases exceeding ten per cent (10%), or increases within three (3) months of the start of an engagement, entitle the Client to terminate the relevant Service Order within seven (7) days of notification.

7. NON-CIRCUMVENTION

7.1. The use of the Platform is subject to the NCA Terms, which are incorporated into these Terms by reference and form an integral part thereof.

7.2. Users are reminded that the Non-Circumvention Period of twelve (12) months commences at the moment a Freelancer's profile is visible to a Client on the Platform, regardless of whether any contact or engagement follows.

7.3. A Client wishing to engage a Freelancer outside the Platform may do so by paying the Conversion Fee as defined in the NCA Terms. The Breach Fee applies to violations. Both the Conversion Fee and the Breach Fee are set at 1.5 times the Freelancer's monthly rate, with a minimum of EUR 2,500.

NCA Terms

The full text of the Non-Circumvention and Direct Engagement Terms is published separately on the Platform and is available at all times in the legal documentation section. These Terms do not reproduce the NCA Terms in full; both documents must be read together.

8. CLIENT OBLIGATIONS

8.1. The Client shall use the Platform in good faith and in accordance with these Terms, the NCA Terms, and applicable laws and regulations.

8.2. The Client shall:

- (a) treat Freelancers with respect and professionalism;
- (b) provide Freelancers with timely, accurate, and sufficient information to perform their services;
- (c) grant Freelancers any necessary access to systems, tools, and documentation required for the engagement;
- (d) designate a contact person responsible for approving service hours and communicating with the Company;
- (e) verify and approve billable hours submitted by the Freelancer within the timeframe specified in the Service Order; and
- (f) notify the Company promptly of any issues or concerns regarding the Freelancer's performance.

8.3. The Client shall not instruct a Freelancer in any manner that would constitute supervision and direction characteristic of an employment relationship, as the Freelancer is engaged as an independent contractor.

8.4. The Client shall not upload, submit, or request Content that is unlawful, harmful, fraudulent, defamatory, or in violation of any third-party rights.

9. FREELANCER OBLIGATIONS

9.1. Freelancers shall perform their services with due care, skill, and professionalism, in accordance with the Service Order and any reasonable instructions from the Client regarding results and collaboration.

9.2. Freelancers shall:

- (a) maintain an accurate and up-to-date profile on the Platform;
- (b) track and submit billable hours accurately and in a timely manner;
- (c) comply with the confidentiality and intellectual property provisions applicable to their engagement; and
- (d) notify the Company and the Client without delay of any circumstances that may affect the Freelancer's ability to perform.

9.3. Freelancers shall comply with the NCA Terms in respect of all Clients encountered through the Platform, including Clients who have merely viewed the Freelancer's profile.

10. MARKET MASTER

10.1. Each sub-marketplace is managed by a Market Master appointed by the Company. The Market Master is responsible for Freelancer curation, profile quality, sub-marketplace governance, and supporting Clients and Freelancers.

10.2. The Hourly Rate for each Freelancer on a sub-marketplace is determined by the Market Master, either by calculation or direct determination. The Company does not guarantee that the rate reflects any specific market benchmark.

10.3. The Market Master acts on behalf of the Company. Communications from a Market Master in their official capacity are binding on the Company to the extent communicated through official Platform channels.

11. INTELLECTUAL PROPERTY

11.1. All intellectual property rights in the Platform, its design, software, tools, and non-user-generated content belong to the Company or its licensors. No rights are transferred to Users by these Terms.

11.2. With respect to work delivered by a Freelancer to a Client under an hourly-based Service Order (where no specific deliverable has been agreed), intellectual property rights in the work vest in the Client upon full payment, provided there is no outstanding amount due.

11.3. Users retain ownership of Content they upload to the Platform. By uploading Content, the User grants the Company a non-exclusive, worldwide licence to display, store, and use such Content to the extent necessary to operate the Platform.

11.4. Users shall not reverse-engineer, copy, modify, or distribute any part of the Platform without the prior written consent of the Company.

12. LIABILITY

12.1. The Company operates the Platform as an intermediary. The Company does not guarantee the quality, fitness for purpose, or outcome of any Freelancer's services, and shall not be liable for any deficiency in services performed by a Freelancer.

12.2. The Company shall not be liable for indirect or consequential damages, including but not limited to loss of profits, loss of data, business interruption, or reputational damage, arising from the use of or inability to use the Platform.

12.3. The Company's total liability per event (where a series of related events constitutes one event) shall be limited to the total amounts invoiced to the relevant Client for the Services of the specific Freelancer involved during the three (3) months immediately preceding the event giving rise to the liability.

12.4. The limitations in this Section 12 do not apply in cases of willful misconduct or gross negligence ("opzet of bewuste roekeloosheid") on the part of the Company.

12.5. The Client shall indemnify the Company against all third-party claims arising from the Client's use of the Platform or a Freelancer's services.

13. CONFIDENTIALITY

13.1. Each User shall treat as confidential all non-public information received through or in connection with the Platform, including but not limited to pricing, Freelancer identity and contact details, Service Order terms, and business information of other Users.

13.2. The confidentiality obligation shall survive termination of a User's account and the end of any engagement for a period of five (5) years, and in perpetuity with respect to trade secrets.

13.3. Nothing in this Section prevents disclosure required by law, court order, or competent regulatory authority, provided that the disclosing party notifies the other party without delay and limits disclosure to what is strictly required.

14. SUSPENSION AND TERMINATION

14.1. The Company may suspend or terminate a User's account with immediate effect if the User:

- (a) breaches these Terms, the NCA Terms, or the General Delivery Conditions;
- (b) provides false or misleading information;
- (c) engages in fraudulent, abusive, or unlawful conduct on or through the Platform;
- (d) fails to pay any amount due within the applicable payment term; or
- (e) becomes insolvent, is declared bankrupt, or enters into a process of dissolution.

14.2. A User who wishes to close their account may do so with one (1) month's written notice, provided that all outstanding Service Orders have been completed or properly terminated and all outstanding invoices have been paid.

14.3. Termination of an account does not affect obligations already incurred, including payment obligations, NCA obligations for the duration of any running Non-Circumvention Period, and confidentiality obligations.

14.4. Upon termination, the Company shall make the User's Content available for download for a period of thirty (30) days, after which it may be deleted.

15. FORCE MAJEURE

15.1. The Company shall not be in breach of these Terms and shall not be liable for any failure or delay in performance caused by Force Majeure. The Company shall notify the User without delay upon the occurrence of a Force Majeure event.

15.2. If a Force Majeure event persists for more than three (3) months, either party may terminate affected Service Orders by written notice with immediate effect.

16. MISCELLANEOUS

16.1. Entire Agreement: These Terms, the NCA Terms, the General Delivery Conditions, and any applicable Service Order constitute the entire agreement between the Company and the User regarding the subject matter hereof.

16.2. Assignment: Users may not assign or transfer their rights or obligations under these Terms without the prior written consent of the Company. The Company may assign its rights and obligations to any successor entity upon written notice.

16.3. Waiver: A failure by the Company to enforce any provision of these Terms shall not constitute a waiver of the right to enforce that provision on any future occasion.

16.4. Language: These Terms are issued in English. In the event of conflict with any translation, the English version shall prevail.

16.5. Contact: For questions regarding these Terms, please contact: info@freelanceworld.eu.

17. GOVERNING LAW AND DISPUTE RESOLUTION

17.1. These Terms are governed by and construed in accordance with the laws of the Netherlands, including the Dutch Civil Code (Burgerlijk Wetboek).

17.2. Any dispute arising from or in connection with these Terms shall first be submitted to the Company for informal resolution. The parties commit to good-faith negotiations for a period of thirty (30) days.

17.3. If the dispute is not resolved within the thirty-day negotiation period, it shall be submitted to the exclusive jurisdiction of the competent court in Amsterdam, the Netherlands.

Acceptance

By completing registration on the Platform and confirming acceptance of these Terms — whether by checkbox, electronic signature, or continued use — the User confirms that they have read, understood, and agree to be bound by the Platform Terms of Service in full.

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