

COMMUNITY GUIDELINES POLICY

Tweggo Networks Limited

Effective Date: 1st March 2026

1. INTRODUCTION

Welcome to Tweggo, a digital mobility marketplace operated by Tweggo Networks Limited (“Tweggo”, “we”, “our”, or “us”).

These Community Guidelines (“Guidelines”) define the expected standards of conduct for all users of the Tweggo platform, including:

- Vehicle Owners (“Hosts”)
- Vehicle Renters (“Renters”)
- Partners and Service Providers
- Any other platform users (“Users”)

These Guidelines are designed to:

- Promote trust, safety, and accountability
- Ensure high-quality service delivery
- Protect users, assets, and platform integrity
- Maintain compliance with applicable laws in Kenya and other jurisdictions

By accessing or using the Tweggo platform, you agree to abide by these Guidelines, in addition to the Terms of Use & Service and Privacy Policy.

2. CORE COMMUNITY PRINCIPLES

All Users must adhere to the following core principles:

2.1 Respect & Professionalism

Users must:

- Treat others with respect, courtesy, and fairness
- Avoid abusive, discriminatory, or offensive behaviour
- Always communicate professionally

2.2 Trust & Transparency

Users must:

- Provide accurate and truthful information
- Honor all bookings, agreements, and commitments
- Avoid misleading listings or misrepresentation

2.3 Safety First

Users must:

- Prioritize personal and vehicle safety
- Comply with all traffic laws and regulations
- Report any safety concerns immediately

2.4 Accountability

Users are responsible for:

- Their actions on and off the platform
- Compliance with all applicable laws
- Any damages, violations, or misconduct

3. USER CONDUCT REQUIREMENTS

3.1 Acceptable Use of Platform

Users agree to:

- Use Tweggo only for lawful purposes
- Follow all platform processes and instructions
- Respect system integrity and avoid misuse

3.2 Prohibited Conduct

The following actions are strictly prohibited:

a) Fraud & Misrepresentation

- Providing false identity or vehicle information
- Listing vehicles not owned or authorized
- Manipulating pricing, reviews, or bookings

b) Illegal Activities

- Using vehicles for criminal activities
- Transporting illegal goods or substances
- Violating local or international laws

c) Abuse & Harassment

- Verbal, physical, or digital harassment
- Hate speech, discrimination, or threats
- Intimidation or coercion

d) Platform Circumvention

- Conducting transactions outside Tweggo
- Sharing contact details to bypass platform fees
- Encouraging off-platform bookings

e) System Abuse

- Attempting to hack, disrupt, or exploit the platform
- Uploading malicious software or content
- Unauthorized access to accounts or data

4. VEHICLE OWNER (HOST) GUIDELINES

Hosts must:

4.1 Vehicle Standards

- Ensure vehicles are:
 - Roadworthy
 - Properly insured
 - Legally registered
- Maintain cleanliness and hygiene
- Ensure accurate listing descriptions

4.2 Availability & Reliability

- Honor confirmed bookings
- Avoid last-minute cancellations
- Maintain updated availability calendars

4.3 Safety Compliance

- Ensure vehicles meet safety standards
- Allow installation of Tweggo IoT/Telematics devices
- Cooperate with inspections and audits

4.4 Transparency

- Clearly disclose:
 - Vehicle condition
 - Limitations or restrictions
 - Additional charges (if applicable)

5. RENTER GUIDELINES

Renters must:

5.1 Responsible Use

- Use vehicles strictly for lawful purposes
- Drive responsibly and within legal limits
- Adhere to agreed rental duration

5.2 Vehicle Care

- Return vehicles in the same condition received
- Report damages or issues immediately
- Refuel as required

5.3 Compliance

- Possess valid driver's license and documentation
- Follow all traffic laws and regulations
- Avoid unauthorized drivers

6. SAFETY & SECURITY STANDARDS

6.1 Zero Tolerance Policy

Tweggo enforces a zero-tolerance policy for:

- Violence or threats
- Criminal activity
- Reckless driving
- Substance abuse while operating a vehicle

6.2 Incident Reporting

Users must report:

- Accidents
- Theft or vandalism
- Suspicious behaviour
- Safety concerns

6.3 Emergency Situations

In emergencies:

- Contact local authorities immediately
- Notify Tweggo support as soon as possible

7. DIGITAL PLATFORM CONDUCT

Users must:

7.1 Content Standards

- Avoid posting false, misleading, or harmful content
- Ensure reviews are honest and factual
- Refrain from spam or promotional abuse

7.2 Data Protection

- Respect privacy of other users
- Avoid sharing personal data without consent
- Comply with applicable data protection laws (e.g., Kenya Data Protection Act)

8. PARTNER & THIRD-PARTY CONDUCT

All partners (insurance, telematics, service providers) must:

- Operate with professionalism and integrity
- Protect user data and confidentiality
- Deliver services as agreed
- Comply with Tweggo policies and applicable laws

9. ENFORCEMENT & PENALTIES

Tweggo reserves the right to take action against any User who violates these Guidelines.

9.1 Enforcement Actions May Include:

- Warnings or notices
- Temporary suspension
- Permanent account termination
- Financial penalties or recovery of damages
- Legal action where applicable

9.2 Investigation Rights

Tweggo may:

- Investigate reported violations
- Access relevant platform data
- Cooperate with law enforcement authorities

10. DISPUTE RESOLUTION

Users are encouraged to:

- Resolve disputes amicably where possible
- Use Tweggo's dispute resolution mechanisms

Tweggo may:

- Mediate disputes
- Make binding decisions where necessary
- Escalate serious matters to legal authorities

11. COMPLIANCE WITH LAWS

All Users must comply with:

- Laws of the Republic of Kenya and/or any other Jurisdiction Tweggo operates from
- Applicable regional and International Laws and Regulations
- Traffic, insurance, and licensing requirements

12. LIMITATION OF TWEGGO'S ROLE

Tweggo:

- Operates as a digital marketplace platform only
- Does not own, operate, or control vehicles
- Is not a party to rental agreements between Users
- Is not liable for user conduct, subject to applicable law

13. UPDATES TO GUIDELINES

Tweggo reserves the right to:

- Modify these Guidelines at any time
- Notify users of significant updates
- Require continued compliance upon updates

14. CONTACT INFORMATION

For questions, reports, or concerns:

Tweggo Networks Limited
Email: info@tweggoapp.com
Website: www.tweggoapp.com

15. ACKNOWLEDGEMENT & ACCEPTANCE

By using the Tweggo platform, you acknowledge that you:

- Have read and understood these Community Guidelines
- Agree to comply with all provisions herein
- Accept responsibility for your conduct on the platform

At Tweggo, we are building more than a platform, we are building a trusted mobility ecosystem driven by integrity, safety, and shared responsibility. Every user plays a vital role in maintaining this standard.

Respect the platform. Respect each other. Move together with Tweggo.
