Dupligrow Platform User Terms

These terms explain how an individual may use a Dupligrow account and what information is visible inside a team workspace.

Document version	1.0
Effective date	11 September 2026
Operator	Simon Says Coaching, trading as Dupligrow
Intended reader	Individual administrators, leaders, partners and other invited users

By activating an account or selecting “I agree,” you accept these terms. Your Workspace Owner controls your invitation, role and access. Dupligrow operates the Platform and may enforce these terms to protect users, workspaces and the service.

1 Your account

You must provide accurate account information, use your own account and keep your password and access links confidential. Do not share an account or let another person act as you. Tell your Team Admin or Dupligrow promptly if you suspect unauthorised access.

Your Workspace Owner decides whether you are a Partner, Leader, Top Leader, Team Admin or another supported role. That role determines what you can see and do. Ask your Workspace Owner if a role or team assignment is wrong.

2 Purpose of the Platform

Dupligrow helps teams organise learning, relationships, customer follow-up, events, resources, commitments and next steps. It is a workflow and coaching tool. It is not a medical-record system, healthcare service, emergency service, employment-monitoring system, financial service or promise of sales, income, rank, health or performance results.

3 What you may record

Keep contact records minimal and practical. You may record a name, how you know the person, a broad non-sensitive interest, relationship stage, next action, relevant dates and a short note that helps you remember the conversation.

Do not enter:

- diagnoses, symptoms, medications, treatments, pregnancy, disability, test results, biomarkers, health measurements or medical history;
- speculation about a person's physical or mental health;
- racial or ethnic origin, political opinions, religion, philosophical beliefs, trade-union membership, genetics, biometrics, sex life or sexual orientation;
- criminal allegations or convictions, passport or identity-document copies, government identification numbers, bank credentials or payment-card data;
- information about children unless Dupligrow has expressly approved the use case; or
- passwords, authentication codes or confidential secrets for another service.

A label such as "health interest" is only a general conversation category. It does not permit you to record why someone is interested, their health condition or any medical detail. If you entered prohibited information by mistake, remove it immediately and notify your Team Admin where help is needed.

4 Respect other people

You are responsible for having a lawful and respectful reason to record or contact another person. Do not use Dupligrow for spam, pressure, harassment, discrimination, deception or contact that a person has asked you to stop. Keep records accurate, correct them when needed and delete names you no longer need.

Do not claim that a person consented, attended, purchased, achieved a result or requested follow-up unless that is true. Public event links and shareable resources may be forwarded only where appropriate, and you remain responsible for the message you send with them.

5 Activity visibility

Dupligrow records meaningful actions and progress so you can see your momentum and so authorised leaders or administrators can understand where support may be useful. Depending on your role and workspace, they may see onboarding progress, activity totals, milestones, event activity, commitments, customer-care steps and team follow-up signals.

Opening a page or signing in should not by itself increase your meaningful-action total. Insights are not public rankings and should not be treated as a complete or infallible measure of your work or value. Do not try to manipulate activity records or create false actions.

6 Content and communications

You keep your rights in content you create. You allow the Workspace Owner and Dupligrow to store, display, transmit, secure and back up that content as needed to operate the Platform. Only upload or share material that you have the right to use.

Prepared messages, training, resources and suggestions are starting points. Review them before sending or relying on them. You are responsible for your communications and for complying with applicable marketing, consumer, health-claim and direct-selling rules.

7 Prohibited conduct

- Do not access another person's account or another workspace without permission.
- Do not bypass permissions, probe security, scrape data or interfere with Platform operation.
- Do not upload malware, unlawful material or content that infringes another person's rights.
- Do not reverse engineer, resell or sublicense the Platform except where mandatory law permits it.
- Do not use Platform information to make unlawful employment, credit, insurance, medical or similarly significant decisions.

8 External services

Dupligrow may display or link to YouTube, OpenStreetMap, Google Maps, Google Calendar, WhatsApp, Zoom, Spotify and other external services. Those providers may receive technical information when content loads or when you choose to open or share through them. Their own terms and privacy rules apply. You do not have to use an optional external service unless your Workspace Owner separately requires it.

9 Beta availability

The Platform is in beta and may change, contain errors or be temporarily unavailable. Dupligrow may maintain, update, restrict or discontinue a feature. Keep copies of irreplaceable source material and do not rely on the beta as your only record of business-critical information.

10 Suspension and account closure

Your Workspace Owner may change or remove your access. Dupligrow may suspend access to protect security, prevent unlawful processing, investigate serious misuse or enforce these terms. Where reasonable, you will have an opportunity to correct a minor breach.

When your account or workspace closes, your access ends. The Workspace Owner controls most Workspace Content and may retain or delete it under its own legal responsibilities. Contact your Workspace Owner first about records held inside its workspace.

11 Privacy

The Dupligrow Privacy Notice explains how Dupligrow handles account, security and support information. For contact records and most team Workspace Content, the Workspace Owner is the controller and Dupligrow acts as its processor. Your Workspace Owner should tell you how it uses that information.

12 Responsibility and governing law

To the extent permitted by law, Dupligrow is not responsible for independent actions of your Workspace Owner, other users or third-party services. Nothing in these terms excludes rights or liability that cannot lawfully be excluded.

Dutch law governs these terms, subject to any mandatory consumer or data-protection rights that apply to you. The competent courts of the Netherlands have jurisdiction where the law permits that choice.

13 Changes and contact

Dupligrow may update these terms as the beta develops. Material changes will be presented for acceptance or notified reasonably in advance. Security or legal changes may take effect sooner where necessary. Questions may be submitted through https://dupligrow.com or to your Workspace Owner.

Dupligrow operator details

Simon Says Coaching, trading as Dupligrow

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Contact and privacy requests may be submitted through https://dupligrow.com.

A Electronic acceptance record

This document is intended for electronic acceptance by the individual account holder. Dupligrow may record the accepting person's name, account, workspace, document version, date and time, and technical evidence needed to demonstrate acceptance.

Workspace	Recorded by the platform
Accepting person	Recorded by the platform
Account or email	Recorded by the platform
Document version	1.0
Accepted at	Recorded by the platform