Terms of Use

ArabicHub app · Zinteli Ltd

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The short version

- ArabicHub is **free**. There is nothing to buy, no subscription and no adverts.
- You can learn without an account. If you are 13 or over, you can back up your progress by linking your own **Google** account, and it is saved in your own Google Drive.
- We check the lessons carefully, but they may contain mistakes. If you spot one, please tell us, and always check important points with a teacher.
- You use the app at your own risk. It comes "as it is", and **we accept no liability (legal responsibility) at all** for any loss or harm that comes from using it, as far as the law allows.
- If you are under 18, a parent or guardian must agree to these terms for you.
- **By agreeing to these terms, or by using the app, you accept them.**

Please read these terms carefully, especially **section 12 (We accept no liability)**. It means that we accept no liability (legal responsibility) to you at all, as far as the law allows.

1. About these terms

These Terms of Use ("terms") are an agreement between you and Zinteli Ltd ("we", "us", "our"), the developer of ArabicHub, about your use of the ArabicHub app ("the app").

You accept these terms when you tick the box to agree to them, and by using the app. If you do not agree with them, please do not use the app, and uninstall it.

Our Privacy Policy explains what information the app collects and how it is used. You can read these terms and the Privacy Policy at any time in the app, under **Me › Settings › Policies**.

2. If you are under 18

ArabicHub is made for children and young people, from the age of seven. If you are under 18, you may use the app only with the permission of a parent or guardian. They should read these terms with you, and by letting you use the app they agree to them on your behalf.

Parents and guardians are responsible for deciding whether the app is suitable for their child, and for overseeing how, and how much, their child uses it.

When the app is set up, it asks how old you are, once. It keeps your answer only on your device, and never sends it to us. If you are under 13, or have not said how old you are, the app does not offer backups to Google Drive, and it does not ask for an email address with feedback.

3. What the app is, and what it is not

- The app is a **free course in Arabic**, to learn at your own pace.
- Its lessons are written for ArabicHub. They follow the order in which the Madinah Arabic course teaches the language, rebuilt so that each idea is taught completely in one place. ArabicHub is independent: it is **not** made, endorsed or approved by that course's authors or publishers, or by any school, university or exam board.
- It does **not** replace a qualified teacher.

4. Free, with nothing to buy

- Every part of the app is free: every stage that is ready, every lesson, all the practice and flashcards, and backups. There are no purchases, subscriptions or adverts.
- Stages marked "coming soon" are being written. We cannot promise when they will be ready.
- If we ever wanted to charge for anything, we would change these terms first and ask you to agree again. What is free now would stay free.

5. The course content

- We write and check the lessons with care, but their words, translations, transliterations, explanations and questions may contain **mistakes or gaps**.
- Spoken Arabic in the app comes from the text-to-speech voice on your own device. It may mispronounce words, so it is not a reliable guide to correct pronunciation.
- Some answers are marked automatically, and some, such as speaking, you mark yourself. Automatic marking can sometimes accept a wrong answer or reject a right one.
- Scores, XP, levels, streaks and progress bars are a guide to your practice, not official marks or qualifications.

If you spot a mistake, please tell us, so that we can put it right: tap the flag on the lesson card or flashcard it is on, or go to **Me › Settings › Send feedback**.

6. Using the app

You may use the app on devices you own or control, for your own learning or, if you are a teacher or tutor, to help your students learn. This permission is personal to you: you cannot pass it on to anyone else, and it ends if you break these terms.

You must not:

- copy, sell, rent, share or publish the app or its content, such as the lessons, word lists or notes, except short extracts for your own learning or your own students;
- change, take apart or reverse engineer the app, or try to get at its source code, except where the law allows you to;

- interfere with or overload the app or our server, try to get into them in ways we did not intend, or copy content from them automatically; or
- use the app for anything unlawful, harmful or misleading.

The rules of the app store you downloaded the app from also apply.

7. Who owns the app

The app and its original content, including the lessons, text, design, the ArabicHub logo, Jamal the camel, icons, sounds and software, belong to us or to the people who license them to us, and are protected by copyright and other laws. These terms do not give you ownership of anything in the app.

The open-source fonts and software packages in the app are used under their own licences, which you can read under **Me › Settings › Licences**.

8. Your progress, rewards and backups

- Your progress is saved on your device, and it **can be lost**: for example, if the device is lost, broken or reset, if the app is uninstalled or its data is cleared, or if you choose **Reset all progress**.
- If you are 13 or over and you link your own **Google** account under **Me › Settings › Backups**, the app backs up your progress to your own **Google Drive**: whenever you tap **Back up now**, and, if you choose, every day, week or month at a time you set, even when the app is closed. For now, this works on Android.
- Linking makes no account with us. It stays linked on your device until you unlink it or choose another account. Your backups are in your Google Drive, not on our server, and we cannot see them.
- We **do not guarantee** that a backup will always be made, or be available, complete, up to date or able to be restored. Restoring a backup replaces the progress on the device.
- Link only an account that is yours, or one your parent or guardian set up for you, and unlink it before you give the device to someone else.
- Your Google account and Google Drive are covered by Google's own terms, and backups use your Google storage. We do not run those services, and we are not responsible for them.
- XP, levels, streaks, water, dates, badges and the app's other rewards are part of the game. They have **no money value**, cannot be exchanged for money or anything else, and may change or be reset.

9. Feedback

- You can send us feedback in the app: tap the flag on a lesson card or flashcard, or go to **Me › Settings › Send feedback**. Our Privacy Policy explains what is sent with it and how it is used.
- We read all feedback, but we cannot promise to reply to it, or to make the changes you suggest.
- If you send us an idea or a suggestion, we may use it freely to improve the app, without paying you or owing you anything for it.

- Do not put anyone's home address, phone number or other personal details in your feedback, and do not send anything unlawful, unkind or misleading.

10. Changes to the app, and when it is available

- The app is provided **"as it is"** and **"as available"**.
- We may change, update, suspend or withdraw the app, or any feature or content in it, at any time: for example, to fix problems, to add stages, or if we stop running it.
- We do not promise that the app or our server will always be available, uninterrupted, secure or free of errors or viruses, or that the app will work on every device or version of iOS or Android.
- The app ships with its lessons and works offline. Updating them, backups, feedback and the app's logs use the internet. Your mobile network may charge you for the data.

11. Your health and wellbeing

- Take regular breaks. The focus timer, streaks and daily goals are learning tools, not advice about your health or how much you should study.
- Do not use the app when you need to concentrate on something else, such as crossing a road, cycling or driving.
- If anything is making you feel worried or upset, talk to a parent, a teacher or someone you trust. In the UK you can also call Childline free on 0800 1111.

12. We accept no liability

Please read this section carefully. It means that we accept no liability (legal responsibility) to you at all, as far as the law allows.

ArabicHub is free, and you use it entirely at your own risk. As far as the law allows:

- we give **no promises, guarantees or warranties** of any kind about the app or anything in it, whether written down or implied. For example, we do not promise that it is accurate, complete, reliable, safe, suitable for any purpose, or free of errors or viruses;
- we accept **no liability at all** for any loss, damage, cost or harm of any kind that comes from using the app, from not being able to use it, or from relying on anything in it; and
- this applies however the loss comes about, whether under a contract, through negligence (not taking enough care), by breaking a legal duty or in any other way, and even if we knew that it could happen.

For example, we are not liable for:

- any decision you make because of something in the app, or any test or exam result;
- mistakes, gaps or out-of-date information in the lessons, the spoken Arabic or the marking;
- losing your progress, your backups or any other data;
- the app or our server being unavailable, being slow, or not working as you expected;
- damage to your device, or to other digital content on it;

- data charges, or the cost of devices, internet access or other services;
- anything done, or not done, by others, including device makers, app stores, Google, Apple, and email providers;
- feedback you send us, or our not replying to it;
- events outside our control, such as internet or power failures, cyber-attacks or natural disasters; and
- any loss of time, money, income, data or opportunity, whether or not it could have been foreseen.

The only exception. The law does not allow anyone to exclude some kinds of liability, such as liability for death or personal injury caused by negligence, or for fraud. Nothing in these terms excludes a liability that the law says cannot be excluded, or takes away a right that the law says cannot be taken away, such as your rights under data protection law. Apart from that, we accept no liability of any kind.

By using the app, you accept this section. If you do not accept it, please do not use the app.

13. Stopping using the app

- You can stop using the app at any time by uninstalling it. If you linked Google Drive for backups, you can delete your backups as you unlink it, under **Me › Settings › Backups**, or in Google Drive.
- We may suspend or end your use of the app, or close your account, if you seriously or repeatedly break these terms, if we need to protect a child, or if we stop running the app.
- The parts of these terms about who owns the app, feedback, our accepting no liability and which law applies still apply after you stop using it.

14. Changes to these terms

We may update these terms from time to time, for example when the app or the law changes. The date at the top shows when they last changed. If we make an important change, the app will ask you to agree to the new terms before you carry on. If you do not agree to them, you should stop using the app.

15. Other legal points

- If a court decides that part of these terms cannot be enforced as it is written, the rest still applies, and that part applies as far as the law allows.
- If we do not enforce our rights straight away, we can still do so later.
- We may transfer this agreement to someone else, for example if the app is taken over. If we do, your rights will not be reduced.
- These terms and the Privacy Policy are the whole agreement between you and us about the app. No one else has any rights under them.

16. Which law applies

These terms are governed by the law of England and Wales. You can bring a claim in the courts of England and Wales or, if you live in Scotland or Northern Ireland, in the courts there.

If you have a problem with the app, please contact us first, and we will try to put it right.

17. Contact us

If you have any questions about these terms, please email:

info@zinteli.com

We aim to reply to every message within 48 hours.