

ALUMNI-Ready Terms of Service

Effective Date: 11 May 2026

Last Updated: 11 May 2026

1. Introduction and Acceptance

These Terms of Service govern your access to and use of the ALUMNI-Ready platform, provided by AppliedHE Pte. Ltd., a company incorporated in Singapore with its registered office at 7 Temasek Boulevard #12-07 Suntec Tower One, Singapore 038987.

By signing up for an account, accepting these Terms electronically, or accessing or using the Platform in any way, you agree to be bound by these Terms. If you are using the Platform on behalf of an educational institution, you confirm that you have authority to bind that institution to these Terms.

If you do not agree to these Terms, you must not access or use the Platform.

These Terms should be read together with our Privacy Policy and Data Protection Statement for University Clients, which explain how personal data is handled in connection with the Platform.

2. Definitions

In these Terms:

“Administrator” means an individual authorised by a University Client to manage that University Client’s account and Platform instance.

“Customer Data” means all personal data, content, files, records and other information uploaded to, processed by, or generated through the Platform by a University Client, its Administrators, or End Users.

“End User” means any individual who accesses or uses a University Client’s Platform instance, including alumni, students, staff, or invited users.

“PDPA” means the Personal Data Protection Act 2012 of Singapore.

“Platform” means the ALUMNI-Ready software-as-a-service platform, including its websites, applications, features, documentation, APIs and supporting infrastructure.

“University Client” means the educational institution that registers for, subscribes to, or otherwise uses the Platform.

3. Eligibility

The Platform is intended for use by educational institutions and their authorised representatives.

By using the Platform, you represent and warrant that:

You are an educational institution, or are acting on behalf of one with proper authority.

You are not accessing the Platform to benchmark, copy, monitor, or develop a competing product or service.

Your use of the Platform will comply with these Terms and all applicable laws.

End Users must be at least 13 years old, or such higher minimum age required by the laws of their country.

AppliedHE may, at its sole discretion, decline, suspend, or restrict access to the Platform for any institution or individual.

4. Account Registration and Security

To use the Platform, a University Client must register an account and provide accurate, complete and up-to-date information.

The University Client is responsible for:

Providing accurate account information.

Designating authorised Administrators.

Keeping all account credentials secure.

All activity that occurs under its account.

Ensuring that Administrators and End Users comply with these Terms.

Promptly notifying AppliedHE of any suspected unauthorised access, misuse, or security breach.
AppliedHE is not liable for any loss or damage arising from the University Client's failure to secure its account, passwords, systems, or user access.

5. The Platform

ALUMNI-Ready is provided as a software-as-a-service platform to help educational institutions manage and engage alumni communities.

Platform features may include alumni directories, communications, announcements, community feeds, events, ticketing, fundraising, membership management, job boards, reporting tools and other related functions.

AppliedHE may, at any time and at its sole discretion:

Add, modify, improve, or remove Platform features.

Update the design, technical specifications, workflows, or user interface.

Suspend access for maintenance, security, legal, operational, or commercial reasons.

Discontinue all or part of the Platform with reasonable notice where practicable.

AppliedHE will use reasonable efforts to minimise disruption, but does not guarantee that any specific feature will remain available permanently or at any particular time.

6. Permitted Use and Acceptable Use

The University Client may use the Platform only for lawful purposes connected with managing and engaging its own alumni community.

The University Client must not, and must not allow any Administrator, End User, employee, contractor, or third party to:

Use the Platform for unlawful, fraudulent, harmful, deceptive, or malicious purposes.

Upload or share content that is defamatory, obscene, harassing, hateful, threatening, discriminatory, infringing, or otherwise objectionable.

Upload viruses, malware, ransomware, harmful code, or any material that may damage or interfere with the Platform.

Attempt to gain unauthorised access to AppliedHE systems, another account, another institution's data, or the Platform infrastructure.

Reverse engineer, decompile, disassemble, copy, or attempt to derive the source code or underlying structure of the Platform.

Use the Platform to send spam, unsolicited marketing, or communications that breach applicable marketing, data protection, or anti-spam laws.

Scrape, harvest, crawl, extract, or collect data from the Platform except through functions expressly provided for that purpose.

Resell, sublicense, rent, lease, distribute, or commercially exploit the Platform.

Use the Platform to build, train, benchmark, or improve a competing product or service.

Impersonate another person or institution.

Misrepresent identity, affiliation, authority, or endorsement.

Interfere with the normal operation, security, availability, or integrity of the Platform.

Remove or alter any proprietary notices, trade marks, or branding.

AppliedHE may suspend, restrict, or terminate access if it reasonably believes that this section has been breached.

7. Customer Data and University Client Responsibilities

7.1 Ownership of Customer Data

The University Client retains ownership of its Customer Data. AppliedHE does not claim ownership of Customer Data.

7.2 Licence to AppliedHE

The University Client grants AppliedHE a limited, non-exclusive, worldwide, royalty-free licence to host, store, process, transmit, display and use Customer Data only as necessary to provide, maintain, secure and improve the Platform, and to perform AppliedHE's obligations under these Terms.

This licence ends when the University Client's use of the Platform ends, subject to applicable backup, retention, legal and deletion requirements.

7.3 Lawful Basis, Consent and Data Accuracy

The University Client is solely responsible for ensuring that all Customer Data is collected, uploaded, processed and used lawfully.

This includes responsibility for:

Obtaining all required consents from alumni, students, staff and other individuals.

Providing all legally required privacy notices.

Maintaining accurate records of consent and lawful bases.

Ensuring that uploaded data is accurate, relevant and up to date.

Honouring withdrawals of consent and data subject rights.

Ensuring that communications sent through the Platform comply with applicable laws.

The University Client represents and warrants that it has the legal right to upload and process all Customer Data through the Platform.

7.4 University Client Privacy Notice

The University Client must maintain its own privacy notice for End Users explaining how it collects, uses, discloses and protects personal data through its Platform instance.

AppliedHE's Privacy Policy explains AppliedHE's role only and does not replace the University Client's own privacy obligations.

7.5 Content and Conduct

The University Client is responsible for:

All content posted, uploaded, shared, or transmitted through its Platform instance.

The conduct of its Administrators and End Users.

Moderating posts, comments, events, job listings, messages and other user-generated content.

Removing unlawful, inaccurate, abusive, inappropriate, or unauthorised content.

Configuring the Platform appropriately for its intended use.

AppliedHE is not responsible for reviewing, verifying, approving, or monitoring all Customer Data or End User content.

7.6 Data Protection Roles

For personal data processed in the University Client's Platform instance, the University Client is the organisation responsible for deciding how and why the data is used.

AppliedHE acts as a data intermediary or processor, processing data on behalf of the University Client to provide the Platform.

Further details are set out in the Privacy Policy and Data Protection Statement.

7.7 Data Protection Contact

For any questions relating to personal data, privacy, or data protection matters concerning AppliedHE's role in providing the Platform, please contact:

Data Protection Contact

AppliedHE Pte. Ltd.

7 Temasek Boulevard

#12-07 Suntec Tower One

Singapore 038987

Email: privacy@appliedhe.com

The University Client remains responsible for providing its own data protection contact details to its End Users where required by applicable law.

8. Intellectual Property

The Platform, including its software, source code, design, structure, functionality, branding, content, trade marks, logos, workflows, documentation and all related intellectual property, belongs to AppliedHE or its licensors.

Subject to these Terms, AppliedHE grants the University Client a limited, non-exclusive, non-transferable, non-sublicensable and revocable right to access and use the Platform during the applicable subscription period.

No rights are granted except those expressly stated in these Terms.

The University Client must not copy, modify, reproduce, distribute, create derivative works from, or exploit any part of the Platform without AppliedHE's prior written consent.

9. Feedback

If the University Client, Administrators, or End Users provide feedback, comments, ideas, suggestions, or recommendations relating to the Platform, AppliedHE may use them freely without restriction, obligation, or compensation.

10. End User Submissions

End Users may submit profile information, posts, comments, news, stories, job listings, event content, messages, or other materials through the Platform.

End Users remain responsible for their own submissions.

By submitting content, End Users grant the University Client and AppliedHE a limited licence to host, store, transmit, display and process that content as necessary to operate the Platform.

The University Client may remove End User submissions from its Platform instance at its discretion.

AppliedHE may remove content that it reasonably considers unlawful, harmful, inappropriate, infringing, or in breach of these Terms.

11. Third-Party Services

The Platform may allow integration with third-party services such as payment gateways, email providers, SMS providers, analytics tools, authentication services, or other external systems.

The University Client is responsible for choosing, configuring and using such third-party services.

AppliedHE is not responsible for:

The availability, security, accuracy, performance, or reliability of third-party services.

The acts or omissions of third-party providers.

Any fees, charges, claims, losses, or data handling practices of third-party providers.

Any issue caused by third-party integrations or external systems.

Use of third-party services is governed by the University Client's agreement with the relevant provider.

12. Fees, Payment and Taxes

Where fees apply, the University Client must pay all fees in accordance with the applicable order form, invoice, proposal, quotation, subscription plan, or written agreement.

Unless otherwise stated:

Fees are non-refundable.

Fees are exclusive of taxes, duties, bank charges and transfer fees.

The University Client is responsible for all applicable taxes and charges.

AppliedHE may suspend access to the Platform for overdue payments after reasonable notice.

AppliedHE may revise fees, packages, features or subscription terms by providing reasonable notice.

13. Term, Cancellation and Suspension

13.1 Term

These Terms apply from the date the University Client first accepts them, signs up, or accesses the Platform, and continue until terminated.

13.2 Cancellation by the University Client

The University Client may cancel its use of the Platform by providing written notice to AppliedHE or by following any cancellation procedure made available through the Platform.

Cancellation does not relieve the University Client of any payment obligations already incurred.

13.3 Suspension or Termination by AppliedHE

AppliedHE may suspend, restrict, or terminate access to the Platform if:

The University Client breaches these Terms.

Fees remain unpaid.

Continued access creates legal, regulatory, security, operational, financial, or reputational risk.

The University Client or its users misuse the Platform.

AppliedHE is required to do so by law, court order, regulator, or competent authority.

AppliedHE discontinues the Platform or any material part of it.

13.4 Effect of Termination

Upon termination:

The University Client's right to access and use the Platform ends.

AppliedHE may disable access to the account.

Customer Data will be handled in accordance with the Data Protection Statement and applicable law.

Provisions intended to survive termination will continue, including intellectual property, confidentiality, disclaimers, limitation of liability, indemnity, governing law and dispute resolution.

14. Confidentiality

Each party may receive confidential information from the other.

The receiving party must:

Use confidential information only for purposes connected with these Terms.

Protect it using reasonable care.

Not disclose it to third parties except to personnel, contractors, advisers, or service providers who need to know and are bound by confidentiality obligations.

Disclose it only where required by law, regulation, court order, or competent authority.

Confidentiality obligations do not apply to information that is publicly available, independently developed, lawfully received from a third party, or already known without restriction.

15. Privacy and Data Protection

The AppliedHE Privacy Policy and Data Protection Statement form part of these Terms.

The University Client must ensure that its Administrators and relevant personnel understand their responsibilities when using the Platform.

The University Client remains responsible for its own compliance with data protection, privacy, marketing and communications laws.

For privacy or data protection questions concerning AppliedHE's role in providing the Platform, please contact AppliedHE's Data Protection Contact at privacy@appliedhe.com.

16. Security

AppliedHE will use commercially reasonable measures to protect the Platform and its supporting infrastructure.

However, no system can be guaranteed to be completely secure, uninterrupted, or error-free.

The University Client is responsible for:

Securing its own devices, systems and networks.

Managing user permissions appropriately.

Removing access for users who no longer require it.

Using strong passwords and appropriate security practices.

Promptly reporting suspected security incidents.

AppliedHE is not responsible for security incidents caused by the University Client's systems, users, credentials, third-party services, or failure to follow reasonable security practices.

17. Disclaimers and “As Is” Service

To the maximum extent permitted by law, the Platform is provided “as is” and “as available”.

AppliedHE makes no warranties, whether express, implied, statutory, or otherwise, including warranties of merchantability, satisfactory quality, fitness for a particular purpose, non-infringement, availability, accuracy, or uninterrupted operation.

AppliedHE does not guarantee that:

The Platform will be uninterrupted, secure, error-free, or virus-free.

Any defect or error will be corrected within a specific time.

The Platform will meet the University Client's expectations or requirements.

The Platform will produce any specific result, funding outcome, alumni engagement level, revenue, ranking improvement, employability outcome, or institutional benefit.

Any third-party service will remain available, secure, accurate, or compatible.

AppliedHE will use reasonable efforts to maintain the Platform, but does not commit to any specific uptime, service level, response time, or availability guarantee unless expressly agreed in writing.

18. Limitation of Liability

To the maximum extent permitted by law, AppliedHE will not be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages.

This includes loss of profits, revenue, goodwill, business, data, opportunity, anticipated savings, reputation, or institutional ranking outcome, whether arising in contract, tort, negligence, breach of statutory duty, or otherwise.

AppliedHE's total aggregate liability arising out of or in connection with these Terms or the Platform will not exceed the amount paid by the University Client to AppliedHE for the Platform in the twelve months immediately preceding the event giving rise to the claim.

If no fees were paid, AppliedHE's liability will be limited to the minimum amount permitted by applicable law.

Nothing in these Terms excludes liability that cannot lawfully be excluded, including liability for fraud, fraudulent misrepresentation, or death or personal injury caused by negligence.

19. Indemnity

The University Client shall indemnify, defend and hold harmless AppliedHE, its affiliates, directors, officers, employees, agents, contractors and representatives from and against any claims, losses, liabilities, damages, costs and expenses, including reasonable legal fees, arising from:

The University Client's use or misuse of the Platform.

Any breach of these Terms.

Any Customer Data or End User content.

Any allegation that Customer Data was collected, uploaded, used, or processed unlawfully.

Any failure to obtain required consents or provide required notices.

Any breach of data protection, privacy, communications, marketing, anti-spam, or other applicable laws.

Any act or omission of Administrators, End Users, employees, contractors, agents, or representatives of the University Client.

Any dispute between the University Client and any End User, alumnus, student, staff member, donor, sponsor, event participant, employer, or third party.

AppliedHE will provide reasonable notice of any claim where practicable and may participate in the defence at its own expense.

20. No Professional Advice

The Platform may provide tools, templates, analytics, reports, workflows, communication features, or other information to assist alumni engagement and institutional management.

AppliedHE does not provide legal, financial, tax, accounting, fundraising, employment, compliance, or professional advice through the Platform.

The University Client is responsible for obtaining its own professional advice where required.

21. Marketing and Publicity

Unless otherwise agreed in writing, AppliedHE may identify the University Client as a user or client of ALUMNI-Ready in AppliedHE marketing materials, websites, presentations, proposals, case studies, rankings-related materials, and communications.

AppliedHE may use the University Client's name and logo for this purpose in a reasonable and professional manner.

The University Client may request removal by providing written notice to AppliedHE.

22. Changes to the Terms

AppliedHE may update these Terms from time to time.

Where changes are material, AppliedHE will provide reasonable notice through email, the Platform, or another appropriate method.

Continued access to or use of the Platform after the updated Terms take effect means the University Client accepts the updated Terms.

If the University Client does not agree to the updated Terms, its sole remedy is to stop using the Platform and cancel its account.

23. Governing Law and Dispute Resolution

These Terms are governed by the laws of Singapore.

The parties submit to the exclusive jurisdiction of the courts of Singapore for any dispute arising out of or relating to these Terms or the Platform.

Before starting formal proceedings, the parties agree to attempt in good faith to resolve disputes through direct discussions.

24. Notices

Notices to AppliedHE should be sent to:

AppliedHE Pte. Ltd.

7 Temasek Boulevard

#12-07 Suntec Tower One

Singapore 038987

Email: mm@appliedhe.com

Data protection or privacy-related notices should be sent to:

Data Protection Contact

AppliedHE Pte. Ltd.

7 Temasek Boulevard

#12-07 Suntec Tower One

Singapore 038987

Email: privacy@appliedhe.com

Notices to the University Client may be sent to the email address linked to the account, by in-Platform notification,

or by any other reasonable method selected by AppliedHE.

25. General

These Terms, together with the Privacy Policy and Data Protection Statement, form the entire agreement between the parties regarding the Platform.

If any provision is found invalid or unenforceable, the remaining provisions will continue in effect.

The University Client may not assign or transfer these Terms without AppliedHE's prior written consent.

AppliedHE may assign or transfer these Terms in connection with a merger, acquisition, restructuring, sale of assets, or business transfer.

No failure or delay by AppliedHE in enforcing any right will constitute a waiver.

The parties are independent contractors. Nothing in these Terms creates a partnership, joint venture, employment, agency, or fiduciary relationship.

Neither party will be liable for failure or delay caused by events beyond its reasonable control, including natural disasters, war, terrorism, pandemics, civil unrest, strikes, government action, infrastructure failures, internet outages, or third-party service disruptions.

A person who is not a party to these Terms has no right under the Contracts (Rights of Third Parties) Act 2001 of Singapore to enforce any part of these Terms.

26. Contact

If you have any general questions about these Terms, please contact:

AppliedHE Pte. Ltd.

7 Temasek Boulevard

#12-07 Suntec Tower One

Singapore 038987

Email: mm@appliedhe.com

For privacy or data protection matters, please contact:

Data Protection Contact

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By signing up for, accessing, or using the Platform, you confirm that you have read, understood and agreed to these Terms.