Zawiya

Partner Cooperation Terms

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> These terms apply to every company that applies for, or uses, a partner account on the Zawiya partner portal (partner.zawiya.eu). By ticking the box when you apply, you accept them on behalf of your company. “Zawiya”, “we” and “us” means Zawiya Consultancy – F.Z.C (Free Zone Company, Limited Liability), Ajman Free Zone, Licence No. 36901, B.C. 1300133, Ajman Free Zone C1 Building, Ajman, United Arab Emirates. “You” and “Partner” means the company named in the application.

1. What the portal is for

The portal lets approved partners see candidates who are being recruited for work in the countries the partner is approved for, follow their progress (documents, interviews, visas, travel and arrival) and work with Zawiya on their placement.

2. Applying and approval

- The information you give in your application (company details, registration or licence, certificate, contact person and countries) must be true, complete and kept up to date. Tell us straight away if anything changes.
- Zawiya may check your company, licence and references and may refuse any application without giving a reason.
- Your account stays pending, and shows no candidates, until Zawiya approves it. Approval gives access only for the countries Zawiya confirms. Zawiya can change those countries at any time.
- Approval does not create an exclusive relationship, a joint venture or an agency, and does not guarantee any number of candidates.

3. Your account

- Accounts are for the named contact person and authorised staff of your company only. Keep the login private and tell us at once if you think someone else has used it.
- You are responsible for everything done through your account.

4. Candidate information is confidential

- Everything you see on the portal (candidate names, passports, photos, videos, documents, contact details and the agencies who put candidates forward) is confidential to Zawiya.
- You may use it only to assess, select, employ and look after candidates placed through Zawiya. You may not copy, sell or pass it on to anyone else, or use it for marketing, except for the people in your company and the employer who need it for that placement.
- Exports from the portal must be stored securely and deleted when they are no longer needed for the placement.

5. Non-circumvention

While you hold an account and for **24 months** after it ends, you will not, directly or through anyone else, recruit, employ or arrange the employment of any candidate you learned about through Zawiya, or deal with any agency or employer introduced by Zawiya for the same purpose, other than through Zawiya. If you do, you will pay Zawiya the full fee it would have earned for each such candidate, without affecting any other rights Zawiya has.

6. Fees and payment

- Fees, payment timing and what each side pays for are set out in the cooperation agreement, demand letter or invoice agreed in writing between you and Zawiya. These terms do not set fees on their own.
- Unless agreed otherwise in writing, invoices are payable within 14 days. Zawiya may suspend access while an invoice is overdue.

7. Lawful and fair recruitment

- You will hold every licence and registration needed for your activities and comply with the employment, immigration, anti-trafficking and anti-corruption laws of every country involved.
- You will not charge candidates any fee that the law of their country or the destination country does not allow, keep their passports or identity documents, or mislead them about the job, pay or conditions.
- Candidates must receive a lawful written contract and safe working and living conditions as agreed.

8. Personal data

- When you receive candidate data through the portal you become responsible for it under the data protection law that applies to you (for example the UK GDPR, the EU GDPR or the UAE Personal Data Protection Law).
- You will keep it secure, use it only as these terms allow, keep it no longer than needed, and help Zawiya answer any request from a candidate about their data.
- Tell Zawiya within 48 hours of becoming aware of any loss or misuse of candidate data.
- How Zawiya uses your own company and contact details is explained in the Zawiya Privacy Notice.

9. Suspending or ending access

You can close your account at any time by emailing us. Zawiya may suspend or close an account at any time, including if information given is untrue, these terms are broken, or invoices are unpaid. Sections 4, 5, 6, 8, 10 and 12 continue after an account ends.

10. Responsibility

- The portal is provided as it is. Zawiya takes care to keep it accurate and available but does not promise it will always be error-free or uninterrupted.
- Candidate information comes from candidates and sourcing agencies. Zawiya checks it in good faith but you should make your own final checks before employment.
- Zawiya is not liable for indirect or consequential loss or loss of profit. Nothing in these terms limits liability that cannot be limited by law.

- You will cover Zawiya for any loss caused by your breach of sections 4, 5, 7 or 8.

11. Changes to these terms

Zawiya may update these terms. The current version is always at partner.zawiya.eu/legal/partner-cooperation-terms.pdf. Material changes will be notified by email, and continued use of the portal means acceptance.

12. Law and disputes

These terms are governed by the laws of the United Arab Emirates as applied in the Emirate of Ajman. Both sides will first try to settle any dispute in good faith within 30 days; if that fails, the courts of Ajman have jurisdiction. If a signed cooperation agreement says something different, the signed agreement wins.

13. Contact

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