

# TrulyUs Terms & Conditions

*Last Updated: March 16, 2026*

## 1. Introduction

Welcome to TrulyUs (“TrulyUs,” “we,” “our,” or “us”). These Terms & Conditions (“Terms”) govern your access to and use of the TrulyUs website, applications, and related services (collectively, the “Service”).

By creating an account, creating a Passport, or using the Service, you agree to be bound by these Terms. If you do not agree to these Terms, you should not use the Service.

These Terms operate alongside the TrulyUs **Privacy & Data Safety Pledge** and **AI & Conduct Policy**, which together form the framework governing the use of the platform.

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## 2. Eligibility

To use TrulyUs:

- You must be **at least 18 years old**.
- You represent that you have the legal authority and capacity to enter into these Terms.
- You agree to comply with all applicable laws in your jurisdiction.

Use of the Service may be restricted in certain locations. You are responsible for ensuring that your use complies with local laws.

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## 3. Account Registration

To participate in TrulyUs, you must create an account.

When creating an account:

- You must provide **accurate and complete information**.
- You are responsible for maintaining the confidentiality of your login credentials.
- You may not share your account or create multiple accounts.
- We may suspend or terminate accounts that provide false or misleading information.

You are responsible for all activity that occurs under your account.

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#### 4. The TrulyUs Passport System

TrulyUs includes a Passport system designed to promote honesty, accountability, and respectful participation.

When creating a Passport, you will be asked to review and affirm a set of **Promise Statements** that reflect the values of the community.

Some members may choose to verify identity information through optional identity verification processes.

Passport verification indicates that certain information was confirmed through third-party verification tools at the time of verification.

However:

- Passport verification **does not guarantee** a member's identity, intentions, conduct, or background.
- TrulyUs does **not conduct criminal background checks** on members.
- Members remain responsible for their own decisions and interactions.

The Passport system is intended to support transparency, but it should not be treated as a guarantee of safety or character.

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#### 5. Member Conduct

TrulyUs is built on trust and respectful interaction.

You agree not to:

- Use the Service for unlawful purposes.
- Harass, abuse, stalk, threaten, or intimidate other members.
- Post content that is discriminatory, hateful, obscene, or otherwise inappropriate.
- Attempt to manipulate, exploit, or undermine the Passport or Promise system.
- Solicit money, passwords, or personal information from other users for fraudulent purposes.
- Use automated tools such as bots, scrapers, or scripts to interact with the Service.

- Use the platform to promote commercial services or conduct business without permission.

Violation of these rules may result in account suspension or termination.

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## 6. Content

You are responsible for any content you post, upload, or share on TrulyUs.

By posting content, you grant TrulyUs a **limited, non-exclusive license** to host, display, and transmit that content solely for the purpose of operating and providing the Service.

We will **not use your content for advertising or commercial purposes without your explicit consent.**

We reserve the right to remove content that violates these Terms or that may harm the community.

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## 7. Interactions with Other Members

TrulyUs facilitates introductions between members but does not control member behavior.

You are solely responsible for your interactions with other members, whether online or offline.

When meeting someone in person, we encourage you to exercise caution. Consider meeting in public places and informing a trusted contact of your plans.

TrulyUs is **not responsible for interactions or outcomes that occur outside the platform.**

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## 8. Paid Services

Certain features of the Service may require payment.

By purchasing a paid feature or subscription:

- You agree to pay the fees disclosed at the time of purchase.
- Subscriptions may automatically renew unless canceled according to the instructions provided.

Purchases are generally **non-refundable except where required by law.** If you believe you were charged in error, please contact us.

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## 9. Privacy

Your use of TrulyUs is also governed by our **Privacy & Data Safety Pledge**, which explains how we collect, use, and protect your information.

By using the Service, you consent to the handling of your information as described in that policy.

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## 10. Artificial Intelligence Tools

TrulyUs may use artificial intelligence tools to support features such as moderation, conversation suggestions, and communication tools (including tools designed to help members end conversations respectfully).

AI-generated outputs may be imperfect.

Members remain responsible for the content they send and for their interactions with others.

Further information about AI usage is available in our **AI & Conduct Policy**.

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## 11. Termination

You may terminate your account at any time.

We may suspend or terminate your access to the Service if:

- You violate these Terms,
- You misuse the platform, or
- Your actions create risk or legal exposure for TrulyUs or other members.

Upon termination, your right to use the Service ends immediately.

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## 12. Disclaimers

TrulyUs strives to provide a respectful and reliable platform. However, the Service is provided on an **“as available” basis**, and we cannot guarantee uninterrupted access or error-free operation.

To the fullest extent permitted by law, we disclaim all warranties regarding availability, reliability, and accuracy of the Service.

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### 13. Limitation of Liability

To the maximum extent permitted by law:

- TrulyUs will not be liable for indirect, incidental, consequential, or punitive damages.
- Our total liability to you will not exceed the amount you paid to us in the **12 months preceding the claim**, if any.

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### 14. Intellectual Property

The TrulyUs name, logos, Passport system, and related designs are the intellectual property of TrulyUs.

Members may not reproduce, distribute, or use these materials without permission.

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### 15. Governing Law and Dispute Resolution

These Terms are governed by the laws of the State of **[Insert State]**, without regard to conflict of law principles.

Disputes arising from these Terms will be resolved through **binding arbitration** under the rules of the American Arbitration Association, unless prohibited by law.

You waive the right to participate in class action lawsuits or class-wide arbitration.

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### 16. Changes to These Terms

We may update these Terms from time to time.

When we make material changes, we will update the “Last Updated” date and post the revised Terms on the Service.

Your continued use of TrulyUs after changes take effect means you accept the updated Terms.

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### 17. Contact and Support

If you have questions about these Terms or need support, please contact us at:

[info@trulyus.app](mailto:info@trulyus.app)

Members can also report abusive or inappropriate behavior through in-platform reporting tools.

For urgent safety concerns, please contact local authorities.