

# Terms, Conditions & Privacy Policy

Please read this document carefully before creating an account or using rsvpd.

*Effective date: 23 March 2026*

This document is divided into two parts. **Part A** sets out the terms and conditions that govern your use of the rsvpd platform. **Part B** is our privacy notice, explaining how we collect, use, and protect your personal data.

## Part A — Terms & Conditions

### 1. Introduction

Welcome to rsvpd ("we", "us", or "our"). rsvpd is an online discovery marketplace connecting event planners with wedding and event vendors and venues. These Terms govern your use of our website at **rsvp-d.com** and all associated services (the "Platform").

By creating an account or otherwise using the Platform, you agree to be bound by these Terms. If you do not agree, please do not use the Platform.

Questions about these Terms? Contact us at **hello@rsvp-d.com**.

### 2. Eligibility

You must be at least 18 years old to use the Platform. By using rsvpd you confirm you meet this requirement. We may suspend or terminate accounts we reasonably believe belong to individuals under 18.

### 3. User Accounts

#### 3.1 Account Types

The Platform has two account types:

- **Planner accounts** — for individuals organising events. Planners can browse vendor and venue listings, save favourites, and initiate contact with vendors.
- **Vendor accounts** — for businesses offering event-related products or services. Vendors can create and manage a business profile and up to 10 listings.

#### 3.2 Account Security

You are responsible for maintaining the confidentiality of your login credentials and for all activity under your account. Notify us immediately at **hello@rsvp-d.com** if you suspect unauthorised use.

#### 3.3 Accurate Information

You agree to provide accurate, current, and complete information at registration and to keep your account details up to date. We may suspend accounts where information is inaccurate or misleading.

## 4. Vendor Profiles and Listings

### 4.1 Publishing Content

Vendor accounts may publish a business profile and up to 10 listings, each containing up to 15 images. By publishing content on rsvpd you confirm that:

- You own or have all necessary rights for any images, text, and other content you upload.
- The content is accurate and not misleading.
- The content does not infringe any third party's intellectual property rights.
- You will not use the Platform to advertise illegal services or goods.

### 4.2 Profiles Based on Public Information

rsvpd may create profiles for businesses sourced entirely from **publicly available information** — such as business directories, social media, and websites ("Seeded Profiles"). These profiles are created to help planners discover businesses that have not yet joined the platform.

If you are the owner of a business featured in a seeded profile and wish to take ownership of it, update it, or have it removed, please email us at [hello@rsvp-d.com](mailto:hello@rsvp-d.com) from a verifiable business email address. We will verify your ownership and either transfer the profile to your account or remove it within a reasonable timeframe.

### 4.3 Our Rights Over Content

By uploading content to the Platform, you grant rsvpd a non-exclusive, worldwide, royalty-free licence to use, display, reproduce, and distribute that content for the purpose of operating and promoting the Platform. You retain ownership of your content.

### 4.4 Content Removal

We reserve the right to remove any content that violates these Terms, applicable law, or is otherwise harmful or inappropriate. We will endeavour to notify you if we remove your content.

## 5. Prohibited Conduct

You agree not to:

- Use the Platform for any unlawful purpose.
- Post false, misleading, or deceptive content.
- Impersonate any person or entity.
- Attempt to gain unauthorised access to any part of the Platform.
- Use automated tools (bots, scrapers) to collect data without our prior written consent.
- Transmit viruses, malware, or any other harmful code.
- Use contact details of vendors obtained through the Platform for any purpose other than genuine event planning enquiries.

## 6. Discovery Platform — No Booking or Payment Services

rsvpd is a **discovery and contact platform only**. We do not facilitate, process, or take any responsibility for bookings, contracts, payments, deposits, or any transactions between planners and vendors. Any such arrangements are made directly between the planner and the vendor and are entirely their own responsibility.

rsvpd makes no warranties or representations regarding the quality, suitability, reliability, or availability of any vendor or venue listed on the Platform.

## 7. Intellectual Property

All intellectual property rights in the Platform — including its design, software, trademarks, and logos (excluding user-submitted content) — are owned by or licensed to rsvpd. You may not copy, modify, or distribute any part of the Platform without our prior written consent.

## 8. Disclaimer of Warranties

The Platform is provided on an "as is" and "as available" basis without warranty of any kind. We do not warrant that the Platform will be uninterrupted, error-free, or free from harmful components.

## 9. Limitation of Liability

To the maximum extent permitted by applicable law, rsvpd shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising out of or relating to your use of the Platform.

Our total aggregate liability for any claims shall not exceed £100 (one hundred pounds sterling). Nothing in these Terms limits our liability for death or personal injury caused by our negligence, fraud, or any liability that cannot be excluded by law.

## 10. Third-Party Links

The Platform may contain links to third-party websites. We accept no responsibility for the content, privacy practices, or terms of any third-party site.

## 11. Termination

We may suspend or terminate your account at any time if we believe you have violated these Terms. You may close your account at any time by contacting us at [hello@rsvp-d.com](mailto:hello@rsvp-d.com).

## 12. Changes to These Terms

We may update these Terms from time to time. We will notify you of material changes by posting the updated Terms on the Platform and updating the effective date. Your continued use after any changes constitutes acceptance.

## 13. Governing Law

These Terms are governed by the laws of the United Arab Emirates. Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of the UAE. If you are a consumer based in the UK or EU, you may also have rights under the mandatory consumer protection laws of your country

of residence.

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## Part B — Privacy Notice

### 14. Who We Are and How to Contact Us

rsvpd operates the platform at **rsvp-d.com** and is the data controller for personal information collected through the Platform. For any privacy queries, email **hello@rsvp-d.com**.

We are committed to handling your data responsibly and in accordance with applicable data protection law. The rights described below reflect GDPR principles, which we apply as a baseline standard.

### 15. Personal Data We Collect

#### 15.1 Account Registration

- Full name
- Email address
- Password (stored as a one-way cryptographic hash — never in plain text)
- Account type (Planner or Vendor)

#### 15.2 Vendor Profile Information (Vendor accounts only)

This information is displayed publicly on your vendor profile page:

- Business name, category, and city
- Business description and price range
- Contact email, phone number, and/or WhatsApp number
- Website URL, Instagram handle, TikTok handle
- Images uploaded to listings (stored and delivered via Cloudinary)
- Style tags and venue capacity (where applicable)

#### 15.3 Usage and Engagement Data

- Vendor profile views (tracked using an anonymous session cookie)
- Contact click events — when a visitor clicks email, WhatsApp, or phone buttons
- Search queries
- IP address and browser/device type (server logs)

#### 15.4 Saved Listings (Planner accounts)

We store a record of which listings you have saved, linked to your account.

### 16. Why We Use Your Data

We process personal data on the following legal grounds:

Purpose	Legal Basis
Creating and managing your account	Contract performance
Displaying vendor profiles publicly	Contract performance / Legitimate interests
Tracking vendor profile views and contact clicks	Legitimate interests (platform analytics and vendor insights)
Sending transactional emails (e.g. password reset)	Contract performance
Improving the Platform and detecting abuse	Legitimate interests
Complying with legal obligations	Legal obligation

## 17. How We Share Your Data

We do not sell your personal data. We share it only as follows:

- **Vercel** — cloud hosting and serverless infrastructure
- **Cloudinary** — cloud image storage and CDN delivery for listing images
- **Database provider** — secure hosted PostgreSQL database
- **Law enforcement / regulators** — where required by law or court order

## 18. Data Retention

We retain your personal data for as long as your account is active. On account deletion, we delete or anonymise your personal data within 30 days, except where retention is required by law. Anonymised analytics data (view counts, contact event counts) may be retained indefinitely.

## 19. Cookies

We use only essential, functional cookies. We do not use advertising cookies or any third-party analytics scripts (e.g. Google Analytics).

Cookie	Purpose	Duration
next-auth.session-token	Keeps you logged in (authentication session)	30 days
rsvpd-session-id	Anonymous session ID used to deduplicate vendor profile view counts	90 days
__Secure-next-auth.*	NextAuth.js CSRF and callback security tokens	Session

## 20. International Data Transfers

Some service providers (including Cloudinary and Vercel) may process data outside the UK or EEA. Where they do, we ensure appropriate safeguards are in place, such as standard contractual clauses or equivalent

mechanisms.

## 21. Your Rights

Under applicable data protection law you have the right to:

- **Access** — Request a copy of the personal data we hold about you.
- **Rectification** — Ask us to correct inaccurate or incomplete data.
- **Erasure** — Ask us to delete your personal data, subject to certain exceptions.
- **Restriction** — Ask us to restrict processing in certain circumstances.
- **Portability** — Receive your data in a portable, machine-readable format.
- **Object** — Object to processing based on our legitimate interests.
- **Withdraw consent** — Where processing is based on consent, withdraw it at any time.

To exercise any right, contact us at [hello@rsvp-d.com](mailto:hello@rsvp-d.com). We will respond within one calendar month. You also have the right to complain to your local data protection authority (e.g. the ICO in the UK at [ico.org.uk](http://ico.org.uk)).

## 22. Security

We implement appropriate technical and organisational safeguards including bcrypt password hashing, HTTPS encryption in transit, and restricted access to production systems. In the event of a personal data breach posing risk to you, we will notify you and relevant authorities as required by law.

## 23. Children's Privacy

rsvpd is not directed at anyone under 18. We do not knowingly collect personal data from minors. If we become aware of such collection, we will delete it promptly.

## 24. Changes to This Privacy Notice

We may update this notice from time to time. We will notify you of significant changes by email or by posting a notice on the Platform.

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This document was last updated on 23 March 2026 and is effective from that date. For any questions, contact us at [hello@rsvp-d.com](mailto:hello@rsvp-d.com).