

TERMS OF SERVICE

Effective Date: May 15, 2026

PLEASE READ THESE TERMS OF SERVICE CAREFULLY BEFORE USING THE PLATFORM. BY ACCESSING OR USING THE PLATFORM, YOU AGREE TO BE BOUND BY THESE TERMS. IF YOU DO NOT AGREE, YOU MUST NOT USE THE PLATFORM.

1. INTRODUCTION

Welcome to PMaaSHub (“PMaaSHub” or “we”). These Terms of Service (“Terms”) govern your access to and use of the website located at www.PMaaSHub.com and any related features, tools, or services we make available (collectively, the “Platform”).

The Platform is an online marketplace that connects certified project management professionals (“Providers”) with businesses and individuals seeking project management services (“Customers”). PMaaSHub acts solely as a facilitator of connections between Providers and Customers and is not a party to any agreement, transaction, or engagement between the Providers and Customers.

2. ELIGIBILITY

- 2.1 Age Requirement. You must be at least 18 years of age, or the age of majority in your jurisdiction if greater, and must have the legal capacity to form a binding contract.
- 2.2 Geographic Restrictions. The Platform is not available to residents or users located in the following jurisdictions, which are geo-blocked: Iran, North Korea, Syria, Cuba, Crimea (Ukraine), and the Province of Quebec (Canada). By using the Platform, you represent and warrant that you are not located in or a resident of any of these restricted jurisdictions. Access from any restricted jurisdiction is unauthorized and constitutes a violation of these Terms.
- 2.3 Compliance with Laws. You are responsible for ensuring that your use of the Platform complies with all statutes, rules, laws and regulations applicable in your jurisdiction.

3. USER ACCOUNTS

- 3.1 Account Types. The Platform offers two types of accounts:
 - (a) *Provider Accounts*. Project management professionals may register as Providers. To create a Provider account, you must submit: your full name; email address; industry and professional title; desired hourly rate; a yes/no indication of whether you hold an active security clearance (do not disclose clearance type, level, or granting agency); a professional headshot photograph; your current resume; and copies of your relevant project management certifications.
 - (b) *Customer Accounts*. Businesses or individuals seeking to engage project management services may register as Customers by providing their first and last name, company name (as applicable), and email address. Customer accounts do not require approval by PMaaSHub.

- 3.2 Provider Vetting and Approval. Upon receipt of a complete Provider application, PMaaSHub will manually verify that the applicant holds an active project management certification by consulting the records of the applicable certifying authority (e.g., the Project Management Institute for PMP holders). A Provider account is not active on the Platform until PMaaSHub approves it. PMaaSHub reserves the right to decline any application in its sole discretion.
- 3.3 Account Accuracy. You represent and warrant that all information you provide when registering and maintaining your account is accurate, current, and complete. You agree to promptly update your information whenever it changes.
- 3.4 Account Security. You are solely responsible for maintaining the confidentiality of your login credentials and for all activity that occurs under your account. Notify us immediately at info@PMaaSHub.com if you suspect unauthorized access to or use of your account.
- 3.5 Suspension and Termination. PMaaSHub reserves the right to suspend or terminate any account at any time in its sole discretion for violation of these Terms, suspected fraud, or any other reason necessary to protect the Platform or its users.

4. PLATFORM ROLE AND MARKETPLACE RELATIONSHIP

- 4.1 Facilitation Only. PMaaSHub provides a marketplace platform that enables Providers and Customers to connect and interact. We do not provide, perform, supervise, direct, or control any project management services. We are not a party to any agreement, contract, or arrangement entered into between a Provider and a Customer and assume no responsibility for any such agreement or for the outcome of any engagement.
- 4.2 Independent Relationship. Providers are independent professionals, not employees, agents, partners, or independent contractors of PMaaSHub. PMaaSHub does not direct or control the manner, means, or results of any services a Provider delivers to a Customer. The relationship governing any engagement is solely between the Provider and the Customer.
- 4.3 No Endorsement. The listing or display of a Provider profile on the Platform does not constitute an endorsement, guarantee, warranty or verification of that Provider's qualifications, credentials, skills, reliability, background, or fitness for any particular purpose, beyond the certification-status check described in Section 3.2.
- 4.4 Provider-Customer Agreements. Customers are solely responsible for evaluating and selecting Providers and for negotiating and entering into any agreements governing the terms of their engagements. PMaaSHub strongly encourages Customers and Providers to execute written agreements, including independent contractor agreements and nondisclosure agreements, directly between themselves before any services begin.

5. COMMUNICATIONS, HOUR SUBMISSION, AND PAYMENT PROCESS

- 5.1 Interview Requests. After browsing available Provider profiles, a Customer may submit an interview request through the Platform's internal messaging and chat system. The request will

specify the anticipated scope, hours, and details of the project. The Provider may accept or decline any request.

- 5.2 Platform Communications. All communications between Providers and Customers must be conducted through the Platform's internal chat system. PMaaSHub's facilitation of those communications does not create any agency, employment, or other relationship between PMaaSHub and any user.
- 5.3 Hour Submission. Providers submit invoices for work performed by logging hours through the Platform's integrated hour-submission tool. Each submission must include a description of the work performed. Upon submission, the Customer receives a notification to review and pay the invoice.
- 5.4 Net 10 Payment Terms. Customers must submit payment through Stripe within ten (10) calendar days of a Provider's hour submission (the "Net 10 Period"). If payment is not received within the Net 10 Period, the Provider has the right to pause or stop work until payment is made. PMaaSHub is not responsible for enforcing payment obligations between Providers and Customers.

6. FEES AND PAYMENTS

- 6.1 Platform Fee. PMaaSHub charges a platform service fee of fifteen percent (15%) of a Provider's stated hourly rate, which is reflected in the rate displayed to Customers on Provider profiles. For example, a Provider's hourly rate of \$100.00 will be displayed to Customers as \$115.00. The platform fee is collected through Stripe as part of each payment transaction.
- 6.2 Payment Processing. All payments on the Platform are processed by Stripe, Inc. ("Stripe"), a third-party payment processor. By using the Platform to make or receive payments, you agree to be bound by Stripe's Terms of Service and Privacy Policy (available at stripe.com/legal). PMaaSHub does not store, process, or have access to any payment card information, banking credentials, or other sensitive financial data, which is handled solely by Stripe.
- 6.3 Non-Refundable Fees. Platform fees are non-refundable except as expressly required by applicable law.
- 6.4 Taxes. Each user is solely responsible for determining and fulfilling all tax obligations applicable to any payments made or received through the Platform.

7. ACCEPTABLE USE

- 7.1 Prohibited Conduct. You agree not to use the Platform to:
 - (a) post, upload, or transmit content that is false, misleading, defamatory, unlawful, obscene, or harmful, or that infringes any third-party right;
 - (b) impersonate any person or entity, or misrepresent your qualifications, credentials, or identity;

- (c) harass, threaten, stalk, intimidate, or harm any other user;
- (d) circumvent or attempt to circumvent the Platform's payment systems, including engaging a Provider or Customer outside the Platform to avoid Platform fees;
- (e) access, collect, or use data from the Platform through unauthorized means, including scraping, bots, or automated tools;
- (f) upload or transmit viruses, malware, or other harmful code;
- (g) interfere with the integrity, security, or performance of the Platform;
- (h) violate any applicable local, state, national, or international law or regulation; or
- (i) engage in any activity that, in PMaaSHub's sole judgment, is harmful to other users, the Platform, or PMaaSHub.

7.2 Provider-Specific Obligations. Providers represent and warrant that: (a) all profile information, including certifications and resume, is accurate, complete, and not misleading; (b) any certifications listed are valid and in good standing at the time of registration and will remain as such throughout the term of their account; and (c) they will promptly notify PMaaSHub if any certification lapses or is revoked.

8. USER CONTENT

- 8.1 License. By submitting any content to the Platform, including profile information, photographs, resumes, certifications, messages, and work descriptions, you grant PMaaSHub a non-exclusive, worldwide, royalty-free, sublicensable license to use, display, reproduce, and distribute such content solely as PMaaSHub deems necessary to operate and provide the Platform and in accordance with our Privacy Policy.
- 8.2 Your Responsibility. You are solely responsible for all content you submit to the Platform. You represent and warrant that you own or have all necessary rights to the content you submit and that your content does not infringe the intellectual property or other rights of any third party.
- 8.3 Right to Remove. PMaaSHub reserves the right to remove any content that it determines, in its sole discretion, violates these Terms or is otherwise objectionable, without notice or liability.

9. INTELLECTUAL PROPERTY

- 9.1 PMaaSHub's IP. The Platform, including but not limited to its design, software, code, graphics, text, trademarks, and all related content, is owned by or licensed to PMaaSHub, and all rights are reserved. You may not copy, modify, distribute, reproduce, sell, or create derivative works based on any part of the Platform without PMaaSHub's prior written consent.
- 9.2 Feedback. Any suggestions, feedback, or ideas you submit to PMaaSHub regarding the Platform may be used by PMaaSHub for any purpose, without obligation or compensation to you.

10. DISCLAIMERS

- 10.1 Marketplace Role. PMaaSHub is a marketplace that connects Providers and Customers. We do not provide, perform, or oversee any services listed on the Platform and are not a party to, or responsible for, any agreement, transaction, communication, or dispute between Providers and Customers.
- 10.2 No Guarantee of Services. We do not warrant, endorse, or guarantee the quality, legality, safety, accuracy, reliability, availability, or timeliness of any Provider, Customer, or services offered through the Platform. You acknowledge that you engage with other Platform users at your own risk.
- 10.3 No Professional Advice. Nothing on the Platform constitutes legal, financial, or professional advice. You should not rely on any Platform content without independent verification.
- 10.4 Service Availability. We do not guarantee uninterrupted or error-free access to the Platform and may suspend, modify, or discontinue the Platform or any features at any time without notice or liability.
- 10.5 Third-Party Services. The Platform integrates with or links to third-party services, including Stripe and Supabase. We are not responsible for the acts, omissions, policies, or failures of any third party. Your use of third-party services is governed by such third party's own terms and policies.
- 10.6 Warranty Disclaimer. THE PLATFORM AND ALL SERVICES PROVIDED THROUGH IT ARE OFFERED ON AN "AS IS" AND "AS AVAILABLE" BASIS, WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT.

11. LIMITATION OF LIABILITY

- 11.1 EXCLUSIONS. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, PMAASHUB, LLC, ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES — INCLUDING LOSS OF PROFITS, REVENUE, DATA, GOODWILL, OR BUSINESS OPPORTUNITIES — ARISING OUT OF OR IN CONNECTION WITH YOUR USE OF THE PLATFORM, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- 11.2 LIABILITY CAP. IN NO EVENT SHALL PMAASHUB'S TOTAL AGGREGATE LIABILITY TO YOU FOR ALL CLAIMS ARISING OUT OF OR RELATING TO THE PLATFORM EXCEED THE GREATER OF: (A) THE TOTAL AMOUNTS PAID BY YOU TO PMAASHUB IN THE TWELVE (12) MONTHS PRECEDING THE CLAIM; OR (B) ONE HUNDRED DOLLARS (\$100.00).

- 11.3 Jurisdictional Limitations. Some jurisdictions do not permit exclusion or limitation of certain categories of damages. In such jurisdictions, these limitations apply only to the maximum extent permitted by law.

12. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless PMaaSHub, LLC, its affiliates, and their respective officers, directors, employees, and agents from and against any and all claims, liabilities, damages, losses, costs, and expenses (including reasonable attorneys' fees) arising out of or relating to: (a) your use of the Platform; (b) your breach of these Terms; (c) any content you submit to the Platform; (d) your violation of any applicable law or regulation; or (e) any dispute between you and another Platform user.

13. GOVERNING LAW AND DISPUTE RESOLUTION

- 13.1 Governing Law. These Terms are governed by and construed in accordance with the laws of the State of Florida, without regard to its conflict-of-law principles.
- 13.2 Venue and Arbitration. Any dispute arising out of or related to these Terms or your use of the Platform shall be resolved exclusively in the state or federal courts located in Hillsborough County, Florida; provided, however, that PMaaSHub may elect, at its sole option, to resolve any such dispute through binding arbitration administered by the American Arbitration Association under its then-current Commercial Arbitration Rules, with proceedings to be held in Tampa, Florida. You consent to personal jurisdiction in such courts and agree to arbitration in Tampa, Florida.
- 13.3 CLASS ACTION WAIVER. YOU AGREE THAT ALL CLAIMS MUST BE BROUGHT SOLELY IN YOUR INDIVIDUAL CAPACITY. YOU WAIVE ANY RIGHT TO PARTICIPATE IN ANY CLASS, COLLECTIVE, OR REPRESENTATIVE ACTION AGAINST PMAASHUB. THE ARBITRATOR MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS AND MAY NOT PRESIDE OVER ANY CLASS OR REPRESENTATIVE PROCEEDING.

14. MODIFICATIONS TO THESE TERMS

PMaaSHub may modify these Terms at any time by posting updated Terms on the Platform with a revised Effective Date. Your continued use of the Platform after posting constitutes acceptance of the modified Terms. If you do not agree to the updated Terms, you must stop using the Platform.

15. TERMINATION

PMaaSHub may terminate or suspend your access to the Platform at any time, with or without cause and without prior notice, to the extent permitted by law. Upon termination, your right to use the Platform ceases immediately. Sections 8, 9, 10, 11, 12, 13, and 15 shall survive any termination.

16. GENERAL PROVISIONS

- 16.1 Entire Agreement. These Terms, together with the Privacy Policy and Cookie Policy, constitute the entire agreement between you and PMaaSHub regarding your use of the Platform and supersede all prior or contemporaneous agreements and understandings.
- 16.2 Severability. If any provision of these Terms is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- 16.3 No Waiver. PMaaSHub's failure to enforce any provision of these Terms does not constitute a waiver of that or any other provision.
- 16.4 Assignment. You may not assign or transfer your rights or obligations under these Terms without PMaaSHub's prior written consent. PMaaSHub may assign these Terms without restriction.
- 16.5 Electronic Agreement. Your electronic acceptance of these Terms has the same legal effect as a written, signed agreement.

17. CONTACT INFORMATION

If you have questions, concerns, or requests related to this Privacy Policy or our privacy practices, please contact us at:

PMaaSHub, LLC

Email: info@PMaaSHub.com

Website: www.PMaaSHub.com