

Terms of Service

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These Terms of Service (the "Terms") govern access to and use of the applications, websites, content, products, and services (collectively, the "Services") provided by Glow, a technology platform made available in the Philippines by GLOW BOOKING TECH INC. ("Glow"), a corporation organized and existing under the laws of the Republic of the Philippines, with registered office at Unit D, 3rd Floor, Prestoza-Borcelis Commercial Building, Tanza-Trece Road, Landmass Park Subd., Biga 4108, Tanza, Cavite, Philippines.

By accessing or using the Services, you agree to be bound by these Terms and enter into a contractual relationship with Glow. If you do not agree to these Terms, you may not access or use the Services. These Terms supersede prior agreements or arrangements between you and Glow relating to the same scope of Services, subject to any mandatory provision of applicable law.

A. TERMS FOR THE PROVISION OF SERVICES

When registering, logging in, activating an account, using booking, payment, messaging, or any feature involving the processing of Personal Data, Users must read and confirm their acceptance of these Terms, the Privacy & Personal Data Protection Policy, the Operating Rules, the Non-Disclosure & Personal Data Protection Agreement, and the relevant point-of-interaction notices. Where consent is relied upon as the lawful basis for a material processing activity, Glow will request an affirmative confirmation through a separate checkbox, popup, one-time password, or another traceable electronic method appropriate to the scope of the processing.

Use of the messaging channel on the Glow Platform must not be understood as an absolutely private communication channel outside Glow's governance. To the extent necessary, proportionate, and for the legitimate purposes stated in these Terms, the Privacy Policy, and the applicable Non-Disclosure & Personal Data Protection Agreement, Glow may collect, store, access, read, review, extract, analyze through automated systems or artificial-intelligence tools, restrict, remove, or delete Message Data, consistent with the Data Privacy Act of 2012 (Republic Act No. 10173), its Implementing Rules and Regulations, applicable National Privacy Commission issuances, and other applicable law.

1. Each User represents that they are at least eighteen (18) years old when using or providing services through the Glow App.
2. The Glow App must not be misused for prostitution, paid dating, or any unlawful activity. Where there is a reasonable basis to believe that a violation has occurred, Glow may apply appropriate platform-management measures under the Operating Rules. In serious cases, or where unlawful conduct is reasonably suspected, Glow may suspend or terminate access and cooperate with competent authorities in accordance with applicable law.
3. Sensitive, offensive, or unlawful content or images are prohibited. Glow may remove content, restrict features, or apply appropriate platform-management measures under the Operating Rules. Measures that materially affect an

account will be subject to the applicable review process, except where immediate action is reasonably necessary to prevent fraud, illegal activity, or imminent harm.

4. "Sensitive Services" means conduct of a sexual nature, the sale or purchase of sexual services, or any solicitation, brokering, facilitation, or arrangement of such conduct in any form. Sensitive Services are prohibited on or through the Glow Platform.

5. Any form of trafficking in persons, child trafficking, online sexual abuse or exploitation of children, child sexual abuse or exploitation material, or any solicitation, facilitation, exhibition, distribution, arrangement, or other conduct involving the sexual exploitation of a child is strictly prohibited on or through the Glow Platform.

6. Glow may preserve relevant evidence, restrict or suspend access, block or remove prohibited content, and report or provide information to competent authorities where required or permitted by applicable Philippine law, including the Anti-Trafficking in Persons Act of 2003 (Republic Act No. 9208), as amended by Republic Act No. 10364 and Republic Act No. 11862, the Anti-Online Sexual Abuse or Exploitation of Children and Anti-Child Sexual Abuse or Exploitation Materials Act (Republic Act No. 11930), and the Cybercrime Prevention Act of 2012 (Republic Act No. 10175), subject to applicable due-process and data-privacy requirements. Nothing in these Terms requires Glow to engage in continuous monitoring beyond what applicable law requires.

B. ADVERTISING FEES AND ADVERTISING CREDIT BALANCE

For Technicians: Advertising Fees are determined under the applicable Fee Schedule and charging policy identified by version and effective date. The Advertising Fee may be calculated as a percentage of the Order Value and is deducted from the Advertising Credit Balance when an order becomes eligible for charging. The Advertising Fee is not a commission, discount, or share of the amount paid by a Customer to a Technician.

The Advertising Credit Balance is an amount prepaid by a Technician for Platform Services. It is not electronic money, a stored-value instrument, a deposit, or a payment account. It may not be used to receive Customer payments, transferred to any other person, withdrawn, converted into cash, or made to earn interest. The Advertising Credit Balance is generally non-refundable when the relevant agreement or use of the Platform ends, except where a refund is required by applicable law, or where a top-up must be adjusted because of an erroneous top-up, duplicate top-up, or system error under the Fee Schedule and the Operating Rules.

Where a Technician's Advertising Credit Balance is insufficient to cover the Advertising Fees that would become payable, Glow may suspend the display of that Technician's profile or advertising content, or restrict the Technician's ability to receive new bookings, until the balance is sufficient. Such a measure relates only to the Technician's use of Platform Services and does not affect any booking already accepted or any Service already performed.

Glow will issue invoices, official receipts, or other tax documentation for Advertising Credit top-ups in accordance with applicable Philippine tax laws, including the National Internal Revenue Code, as amended, and applicable Bureau of Internal Revenue regulations. Where the Platform Services supplied fall within the scope of the value-added tax rules applicable to digital services, including Republic Act No. 12023, Glow will comply with those rules.

C. CONTRACTUAL RELATIONSHIP

These Terms operate together with the Privacy & Personal Data Protection Policy, the Operating Rules, the Non-Disclosure & Personal Data Protection Agreement, the messaging-channel rules, and in-app notices. Material changes relating to Message Data, artificial-intelligence review, data sharing, retention periods, or User rights will be communicated and, where required by applicable law or the nature of the change, Users will be asked to provide a renewed affirmative confirmation.

Glow may suspend or terminate a User's access for a violation of these Terms, applicable law, or platform policies, or for any other legitimate business reason, subject to applicable law and reasonable notice where practicable. Grounds include serious violations, fraud, safety risks, a lawful requirement of a competent authority, or an urgent need to prevent harm.

Material amendments affecting Users' rights or obligations will be communicated through reasonable prior notice before taking effect. Each new version will be published with an effective date. Amendments will not apply retroactively and will not prejudice vested rights or ongoing transactions unless required by law.

Supplemental terms may apply to certain Services, including terms for a particular event, activity, or promotion. Such supplemental terms will be disclosed in connection with the applicable Service and will form part of these Terms for that Service.

Glow's collection, use, and disclosure of Personal Data in connection with the Services is described in the Privacy & Personal Data Protection Policy published on the Glow Platform.

Glow may disclose personal information only to the extent necessary and as permitted or required by applicable law, including the Data Privacy Act of 2012, and pursuant to a lawful order or request of a competent authority. Disclosure may be made to competent authorities, complaint-handling bodies, or service providers lawfully supporting the handling of a complaint, dispute, or incident.

Assignment and change of platform operator: Glow may assign or transfer its rights and obligations under these Terms, in whole or in part, to an affiliate, a successor in interest, or a new operator of the Glow Platform in the Philippines, in connection with a corporate reorganization, merger, transfer of business, transfer of assets, or change of platform operator, subject to applicable law. In such a case, your account, service history, remaining Advertising Credit Balance, and Personal Data may be transferred to the new operator for the purpose of ensuring continuity of service, on the conditions and legal bases stated in the Privacy & Personal Data Protection Policy. Glow will give you reasonable prior notice through the App or another appropriate channel. The transferee must be bound by protections no less favorable than those in these Terms. You may not assign or transfer your rights or obligations under these Terms without Glow's prior written consent.

D. THE SERVICES

Glow operates solely as an independent technology platform that facilitates connections, scheduling, messaging, and transactions between Customers and independent Technicians. Glow performs three functions: CONNECTING Customers with Technicians; DISPLAYING information and advertising content supplied by Technicians; and SUPPORTING Platform operations.

Glow does not itself provide the underlying beauty, wellness, hair, house-care, or auto-care services. Glow does not employ Technicians, does not provide professional-skills training, does not assess or certify professional competence, and does not guarantee the outcome of services provided by Technicians. Nothing in these Terms shall be construed as creating an employer-employee, agency, partnership, joint venture, franchise, or principal-contractor relationship between Glow and any Technician. Each Technician acts independently and remains solely responsible for the quality, legality, licensing, safety, and performance of the services rendered, subject to applicable law.

The Platform provides tools that allow Users to search, display information, send and receive booking requests, communicate, and use operational-support features. Technicians directly and independently provide Services to Customers, decide whether to accept or reject each request, and determine the manner, method, tools, and means by which they perform their work.

Service categories currently available on the Glow Platform are set out in Annex A of the Operating Rules. Additional categories may be introduced only when validly published by Glow and where the applicable legal and regulatory requirements are satisfied. Services listed as prohibited in Annex A may not be offered, advertised, or arranged on or through the Glow Platform.

For a Customer, the Services are provided for personal, non-commercial use. For a Technician, the Services are provided for use in the Technician's own independent business activity, in accordance with the Service Agreement between the Technician and Glow and the Operating Rules. Nothing in this paragraph limits a Technician's right to use the Platform to advertise and obtain bookings for their own business.

License

Subject to your compliance with these Terms, Glow grants you a limited, non-exclusive, non-sublicensable, revocable, and non-transferable license to: (i) access and use the App on your personal device solely for your use of the Services; and (ii) access and use any content, information, and materials made available through the Services solely for your personal, non-commercial use.

All rights not expressly granted in these Terms are reserved by Glow and its licensors.

Restrictions

You may not: (i) remove any copyright, trademark, or proprietary notice from any portion of the Services; (ii) reproduce, modify, create derivative works from, distribute, license, lease, sell, resell, transfer, publicly display, publicly perform, transmit, stream, broadcast, or otherwise exploit the Services except as expressly permitted by Glow; (iii) decompile, reverse engineer, or disassemble the Services except to the extent permitted by applicable law; (iv) link to, mirror, or frame any portion of the Services without authorization; (v) cause or launch any program or script for scraping, indexing, surveying, data-mining, or otherwise extracting data from any portion of the Services, or unduly burden or interfere with the operation or functionality of any portion of the Services; or (vi) attempt to gain unauthorized access to or impair any portion of the Services or any related system or network.

Third-Party Services and Content

The Services may be made available or accessed in connection with third-party services and content, including advertising, that Glow does not control. You acknowledge that different terms of service and privacy policies may apply to your use of such third-party services and content. Glow does not endorse third-party services or content and, to the maximum extent permitted by applicable law, is not responsible for the products or services of third-party providers.

Apple Inc., Google LLC, and their applicable international subsidiaries and affiliates may be third-party beneficiaries of these Terms if you access the Services through an App developed for Apple iOS or Android devices. Those third-party beneficiaries are not parties to these Terms and are not responsible for providing or supporting the Services. Your access to the Services using such devices is also subject to the applicable terms of service of those third parties.

Ownership

The Services and all rights in them remain the property of GLOW BOOKING TECH INC. or its licensors and affiliates. These Terms do not transfer ownership of the software, domain, infrastructure, or Glow marks. These Terms and your use of the Services do not convey or grant to you any right: (i) in or related to the Services, except for the limited license granted above; or (ii) to use or refer to Glow's company name, logos, product and service names, trademarks, or service marks, or those of Glow's licensors, except as expressly permitted by Glow.

E. USING THE GLOW SERVICES

Before a Customer and a Technician first use the private messaging function, both must execute or affirmatively confirm the Non-Disclosure & Personal Data Protection Agreement through a valid method. Glow will display a banner or popup reminding Users that messages may be stored, accessed, read, or reviewed, including review by artificial-intelligence tools, and otherwise processed in accordance with the Privacy Policy and that Agreement.

Users must not use the messaging channel to send unlawful content, content infringing the rights of others, unnecessary sensitive or offensive content, content misrepresenting the status of Glow or a Technician, content soliciting off-Platform transactions, harassing or abusive content, or content creating a risk to User safety.

Glow may use automated systems, filters, artificial-intelligence tools, or controlled service providers and sub-processors to review Message Data on a continuous basis for risk detection and to support authorized operations personnel. Such processing is subject to data minimization, role-based access control, event logging, appropriate security measures, and applicable data-protection law.

Message Data shall be retained for thirty (30) days as the default operational retention period, unless a longer retention period is required for evidence, compliance, dispute resolution, fraud prevention, security investigations, or other legitimate business purposes, or where required by law or a competent authority.

User Accounts

To use most aspects of the Services, you must register and maintain an active personal User account (the "Account"). You must be at least eighteen (18) years old to hold an Account.

Account registration may require you to provide certain personal information to Glow, such as name, address, mobile telephone number, and age.

Failure to keep Account information accurate, complete, and current may result in restricted access to the Services or termination of your relationship with Glow under these Terms and applicable law. You are responsible for all activity

conducted through your Account and must maintain the security and confidentiality of your username, password, and credentials.

Each individual may hold only one Account on the Glow Platform, unless Glow publishes another mechanism. The same Account may be used in both the Customer and Technician roles where the Account holder meets the requirements applicable to each role.

User Requirements and Conduct

The Services are not available to Users under eighteen (18) years of age. You must not authorize any third party to use your Account and must not allow any person under eighteen (18) years of age to use the Services. You must not assign or transfer your Account to any other person or entity, and you agree to comply with all applicable laws and to use the Services only for lawful purposes.

When using the Services, you must not cause nuisance, annoyance, inconvenience, or property damage to a Technician or any other person. In certain cases you may be required to provide reasonable proof supporting your right to access or use the Services, and access may be declined where you decline to provide reasonably requested verification.

Technicians must not solicit Customers to cancel bookings or to move transactions off the Platform in order to avoid Advertising Fees or to distort transaction data. Where there is a reasonable basis to believe that a violation has occurred, Glow may suspend or stop the display of advertising content or a profile, restrict features, and apply measures under the Operating Rules. Permanent removal of a profile from display will be subject to appropriate review by authorized Glow personnel, except where immediate temporary action is reasonably necessary to prevent imminent harm or unlawful activity.

Customers and Technicians remain responsible for their own conduct and for their own legal obligations. Each Technician is responsible for the Services they directly provide. Glow is responsible only to the extent of its own fault in relation to the Platform obligations that Glow has undertaken or that applicable law imposes. In the event of a dispute, Glow will provide information and cooperate within the scope of its Platform functions and legal obligations.

A Customer or a Technician may stop a Service immediately where there is a reasonable basis to believe that personal safety is threatened or that the other party is behaving inappropriately, and should report the incident promptly through Glow's official support channel or in-app help function.

Text Messages

When creating an Account, you agree that the Services may send operational text messages as part of the ordinary use of the Services, subject to applicable communications and privacy laws. You may opt out of non-essential text messages from Glow by sending an email to support@glowphilippines.com stating that you no longer wish to receive such messages, together with the mobile number receiving them.

Promotional Codes

Glow may from time to time create promotional codes that may be redeemed for Account credit, features, or other benefits related to the Services and to services provided by a Technician, subject to any additional terms that Glow establishes for each code ("Promotional Codes").

You agree that each Promotional Code: (i) must be used for the intended audience and purpose and in a lawful manner; (ii) may not be duplicated, sold, transferred, or made available to the general public unless permitted by Glow; (iii) may be disabled by Glow where reasonably necessary, subject to applicable law; (iv) may be used only under the specific terms established for that code; (v) has no cash value; and (vi) may expire before you use it.

Glow may withhold or recover credits, features, or other benefits obtained through a Promotional Code where Glow reasonably determines that the use or redemption was made in error, fraudulently, unlawfully, or in violation of the applicable code terms or these Terms, subject to applicable law.

User-Provided Content

Glow may permit you to submit, upload, publish, or otherwise make available content and information to Glow through the text, audio, or image features of the Services, including comments and feedback about the Services, support requests, and materials for contests and promotions ("User Content"). User Content that you provide remains yours.

By providing User Content to Glow, you grant Glow a non-exclusive, royalty-free, purpose-limited right to use that content only to the extent necessary to operate, display, store, secure, provide technical support for, and promote the Glow Platform for the purposes disclosed to you. Glow may permit service providers and sub-processors to use User Content only to the extent necessary to provide services to Glow and on Glow's instructions. This right ends or is limited when the content is deleted or the related processing ends, except for data or materials that must be retained under law, to resolve a dispute, or to protect lawful rights and interests.

This right does not affect your moral rights and does not extend the processing of Personal Data or Message Data beyond the Privacy Policy, the Non-Disclosure & Personal Data Protection Agreement, the applicable lawful basis, and applicable law.

You represent and warrant that: (i) you are the sole owner of the User Content, or hold all rights, licenses, consents, and permissions necessary to grant Glow the license described above; and (ii) the User Content, and Glow's permitted use of it, will not infringe, misappropriate, or violate any intellectual property right, proprietary right, right of publicity, right of privacy, or other right of any third party, or violate applicable law.

You must not provide User Content that is defamatory, hateful, violent, obscene, sexually explicit, unlawful, or otherwise prohibited under the Operating Rules or applicable law. Glow may review, monitor, restrict, or remove User Content where reasonably necessary to enforce Platform rules, protect Users, respond to complaints, or comply with law, with notice or review where required by law or reasonably practicable.

Network Access and Devices

You are responsible for obtaining the data network access necessary to use the Services. Mobile data and messaging rates may apply when you access or use the Services through a wireless device, and you are responsible for those charges. You are also responsible for obtaining and updating compatible hardware or devices necessary to access and use the Services, the App, and any updates.

Glow does not warrant that the Services, or any portion of them, will function on any particular hardware or device. The Services may be subject to malfunctions and delays inherent in the use of the internet and electronic communications.

F. PAYMENTS

Charges for services rendered by a Technician are payable by you directly to the Technician in Philippine pesos. Glow does not collect, hold, or process your payment for such services and is not a party to the payment transaction between you and the Technician.

Customers pay the Order Value directly to the Technician, whether in cash or by direct transfer. Glow does not receive, hold, manage, distribute, or deduct amounts from the Customer's service payment, and does not itself provide payment, money-transfer, or remittance services.

Service prices are published or confirmed by the Technician on the Platform under the applicable mechanism. The Advertising Fee payable by the Technician to Glow is separate from the Customer's service payment, is disclosed before the Technician accepts an order, and is deducted from the Advertising Credit Balance in accordance with the applicable Fee Schedule.

Technicians fund the Advertising Credit Balance only through top-ups made through a licensed third-party payment service provider integrated with the Platform. Technical integration with such a provider does not make Glow the recipient, holder, manager, or controller of any payment between a Customer and a Technician.

Glow does not unilaterally determine a Technician's Service Price under these Terms. The mechanism for listing or confirming prices on the Platform will be disclosed transparently and must reflect the actual operating model. Glow determines only the Fee Schedule for its own Advertising Fees and Platform Services.

From time to time, Glow may provide certain Users with promotions or discounts that may result in different amounts being charged for the same or similar services obtained through use of the Services. Such promotions or discounts apply only where offered to you and are subject to their stated terms and applicable law.

You may cancel a request for services from a Technician at any time before the Technician begins performing the Service, subject to any applicable cancellation terms and rights under law.

Charges payable to Glow, including Advertising Fees and other Platform charges, are generally non-refundable, except where required by applicable law, these Terms, or Glow's applicable refund policy. This rule does not limit any mandatory consumer right to a refund, repair, replacement, price reduction, or other remedy, and does not alter any refund obligation that a Technician may have in relation to the underlying Service.

The payment structure is intended to compensate Technicians for the services they provide. Glow does not designate any portion of the Customer's service payment as a tip or gratuity for the Technician. If you voluntarily make an additional payment as a tip or gratuity to a Technician, you are under no obligation to do so. Tipping is voluntary.

G. DISCLAIMER OF WARRANTIES

The Services are provided "AS IS" and "AS AVAILABLE." Nothing in this clause excludes liability that cannot be excluded under applicable law. To the maximum extent permitted by applicable law, Glow disclaims all representations and warranties, whether express, implied, or statutory, that are not expressly stated in these Terms, including implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

Glow does not represent, warrant, or guarantee the reliability, timeliness, quality, suitability, or availability of the Services or of the services requested through use of the Services, or that the Services will be uninterrupted or error-free. Glow does not guarantee the quality, suitability, safety, licensing, or ability of any Technician.

To the maximum extent permitted by applicable law, you accept the risk arising from your use of the Services and of any related services requested through the Services.

H. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, Glow shall not be liable for indirect, incidental, special, exemplary, punitive, or consequential damages, including loss of profits, loss of data, personal injury, or property damage, arising out of or relating to the Services.

For a Technician, and to the maximum extent permitted by applicable law, Glow's aggregate liability arising out of or relating to the Services or these Terms in any twelve (12) month period shall not exceed the higher of PHP 50,000 and the total Advertising Fees paid by that Technician to Glow in the twelve (12) months preceding the event giving rise to liability.

For a Customer, the limitation in the preceding paragraph applies only to the extent permitted by applicable law. It does not apply to any liability arising under the Consumer Act of the Philippines (Republic Act No. 7394), the Internet Transactions Act of 2023 (Republic Act No. 11967), or any other mandatory consumer right or statutory liability that cannot be limited by contract.

These exclusions and limits do not apply to liability arising from fraud, gross negligence, willful misconduct, death or personal injury caused by Glow's negligence, or breach of a statutory duty, to the extent that applicable law does not permit exclusion or limitation.

Subject to the foregoing, Glow shall not be liable for any loss, liability, or damage arising from: (i) your use of or reliance on the Services, or your inability to access or use the Services; or (ii) any transaction or relationship between you and a Technician. Glow shall not be responsible for delay or failure to perform arising from causes beyond its reasonable control, except where such failure results from Glow's fraud, gross negligence, willful misconduct, or breach of a statutory duty to the extent that applicable law does not permit exclusion.

You acknowledge that Technicians directly provide the services requested through the Glow Platform and are responsible for their own condition, capability, and any professional license or certificate required by law. Glow shall not be liable to you for damages, losses, or causes of action arising from services directly provided by a Technician, except as otherwise provided by law.

The limitations and disclaimers in this section are not intended to limit liability or exclude rights of a consumer that cannot be excluded or waived under applicable law, including the Consumer Act of the Philippines (Republic Act No. 7394) and the Civil Code of the Philippines.

I. INDEMNITY

You agree to be responsible for, and to reasonably indemnify Glow and its personnel and representatives against, losses or expenses arising directly from your breach of these Terms or from User Content you provide that infringes the rights of a third party, to the extent permitted by applicable law.

Glow will not require you to indemnify it for losses arising from the fault, negligence, willful act, or violation of law by Glow or by any person for whom Glow is legally responsible.

J. CONSUMER RIGHTS AND ELECTRONIC TRANSACTIONS

Glow operates the Platform in a manner intended to comply with applicable consumer-protection law, including the Consumer Act of the Philippines (Republic Act No. 7394), the Electronic Commerce Act of 2000 (Republic Act No. 8792), and the Internet Transactions Act of 2023 (Republic Act No. 11967) and its implementing rules, to the extent applicable to the Platform.

Glow will present material information about a Service, a Technician profile, the Service Price, applicable conditions, cancellation and refund terms, and relevant safety notices before a booking is confirmed, so that a Customer can make an informed decision.

Glow will not engage in, and prohibits on the Platform, false, deceptive, or misleading representations regarding a Service, a Technician, a price, a promotion, or a qualification.

Nothing in these Terms or the Operating Rules shall be construed as requiring a Customer to waive any right that may not be waived under the Consumer Act of the Philippines (Republic Act No. 7394) or the Internet Transactions Act of 2023 (Republic Act No. 11967). Where a provision of these Terms conflicts with such a right or remedy, that right or remedy prevails to the extent of the conflict.

Glow maintains a complaint-handling and redress mechanism described in Section L and in the Operating Rules, and will cooperate with the Department of Trade and Industry and other competent authorities in accordance with applicable law.

K. TRANSPARENCY OF DISPLAY, RANKING, AND ADVERTISING

Glow will disclose the main criteria used to determine Technician ranking and the principal factors affecting display order. Where position or visibility is influenced by payment or advertising, the Platform will apply an appropriate label or notice so that Users can distinguish sponsored content from ordinary display results, to the extent required by applicable law.

Ranking is based on activity data and must not be described or understood as a certification by Glow of a Technician's professional skill or competence.

L. COMPLAINTS, DISPUTES, AND INCIDENTS

Users may submit complaints through Glow's official support channel. Glow will acknowledge receipt within twenty-four (24) hours, then classify, verify, and communicate the outcome or progress within a period appropriate to the nature of the matter.

For disputes concerning services directly provided by a Technician, the Technician remains primarily responsible to the Customer, while Glow supports the process by providing transaction information and cooperating within the scope of its Platform functions and legal obligations.

Where there is an indication of physical or sexual assault, theft, or conduct that may constitute a criminal offense, Glow may immediately suspend the relevant display or access to the extent reasonably necessary, preserve relevant data, and cooperate with competent authorities pursuant to a lawful request or order.

M. GOVERNING LAW AND DISPUTE RESOLUTION

These Terms are governed by the laws of the Republic of the Philippines.

Any dispute, controversy, or claim between Glow and a Technician arising out of or relating to these Terms, a Technician's use of the Glow Platform, or the existence, validity, interpretation, breach, or termination of the parties' contractual relationship shall first be notified in writing by the party raising it, and the parties shall attempt in good faith to resolve the dispute through Glow's internal dispute-resolution process for a period of thirty (30) days from receipt of that notice.

If the dispute is not resolved within that period, it shall be finally settled by arbitration administered by the Philippine Dispute Resolution Center, Inc. (PDRCI) in accordance with its Arbitration Rules in force at the time of submission, before one (1) arbitrator, with Metro Manila, Philippines as the seat of arbitration and English as the language of the proceedings, unless the parties agree otherwise in writing. The arbitral tribunal shall allocate arbitration costs, legal fees, and other expenses in accordance with the PDRCI Rules and applicable law.

The thirty (30) day internal process does not restrict, delay, or condition a party's right to seek relief from a competent authority or regulator where applicable law permits.

This arbitration provision does not require a Customer to waive any right, remedy, or forum available under consumer-protection law that may not be waived, and does not prevent either party from seeking interim or protective relief from a court or competent authority where permitted by law.

Electronic acceptance of these Terms, including records of the time of acceptance, the version accepted, the account and device concerned, and the method of confirmation, shall constitute prima facie evidence of electronic acceptance, subject to the Rules on Electronic Evidence and applicable law.

N. CONTACT

GLOW BOOKING TECH INC.

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