

PRGRSS TERMS OF USE

Global Purpose UK Limited
Company No. 13667768

Last updated: 5 June 2026

Please read these Terms carefully. By tapping “**Accept**” in the app, you agree to these Terms and they become legally binding. If you do not agree, tap “**Reject**” and do not use the app.

We are Global Purpose UK Limited, Company No. 13667768, referred to throughout these Terms as “**we**,” “**us**,” “**our**” or “**PRGRSS**.”

1. About these Terms

In plain terms: these are the rules for using the PRGRSS app.

1.1

These Terms apply to your use of our mobile application and the services and content provided through it, collectively referred to as the “**Services**.”

These Terms form the agreement between you and us.

1.2

By using or accessing the Services, you agree to these Terms and our Privacy and Data Protection Policy.

If you do not agree, you must not use the Services.

2. Who we are and how we provide the Services

2.1

We operate a mentoring application called **PRGRSS**, referred to as the “**App**.”

The App connects young adults seeking mentorship with industry professionals offering career mentorship and guidance.

When you register, we grant you a licence to use the App, any updates to it and any related documentation, referred to as the “**Documentation.**”

2.2

We are registered in England and Wales under company number 13667768.

Our registered office is:

Soho Works
180 Strand
London
WC2R 1EA

2.3 Minimum device requirements

In plain terms: the App needs a reasonably modern phone.

iPhone

The PRGRSS App works on an iPhone 6s or newer, provided the device is running iOS 14 or higher.

In simple terms, it should work on most iPhones released within approximately the last 10 years.

Older models, including the iPhone 6 and earlier models, may not be able to install or use the App.

Android

The PRGRSS App works on phones running Android 8.1 or newer.

This generally includes most Android phones made from late 2017 onwards.

Devices running software older than Android 8.1 may not be able to install or use the App.

Why we set these requirements

PRGRSS uses modern App features, including:

- Video and voice calling.
- Push notifications.
- Secure logins.
- Safeguarding-related functionality.

These features rely on current technologies from providers such as Twilio, Google and Firebase.

Very old phone software may not reliably support these technologies. We therefore set minimum device requirements to help keep the App reliable, secure and safe for everyone.

2.4

Where you download the App from the Apple App Store or Google Play, referred to as the “**App Store Provider**,” your use of the App will also be subject to that provider’s separate rules.

These Terms are between you and PRGRSS only. They are not an agreement between you and Apple or Google.

2.5

Where there is a conflict between these Terms and the applicable App Store Provider’s rules, the App Store Provider’s rules will take priority.

3. Your privacy

We collect and use your personal information to operate, provide and tailor the Services.

We will only use your personal information as set out in our Privacy and Data Protection Policy and in accordance with applicable data protection law.

Where you join PRGRSS through a corporate partner, we may share limited information with that partner, as explained in our Privacy and Data Protection Policy.

This will mainly include:

- Confirmation that you are participating in the partner’s programme.
- Aggregated programme reporting.
- Overall programme participation figures.
- The number of mentoring sessions completed.
- Overall engagement and completion levels.
- Similar programme-wide statistics.

Aggregated reporting means combined, group-level information about the programme as a whole.

Corporate partners may use this information to understand how their programme is performing.

Corporate partners cannot normally see:

- Your private messages.
- The content of your mentoring calls.
- Your detailed individual activity.
- Your optional diversity information.
- Other private personal information about you.

Any sharing of information will take place in accordance with our Privacy and Data Protection Policy.

4. Support, contact and community

4.1

For support, help or to report a problem, use the reporting section within the App or email:

hello@thisisprgrss.com

4.2

Where we need to contact you, we may do so by email, SMS, in-app notification or another method using the contact details you have provided.

You are responsible for keeping your contact details accurate and up to date.

4.3 Optional community groups

We may offer optional community spaces, including WhatsApp groups.

Joining a community group is entirely your choice.

You should be aware that WhatsApp groups may display members' phone numbers, profile names and profile photographs to other members.

You should only join a group where you are comfortable with this.

Community groups are separate from one-to-one mentoring.

One-to-one mentoring conversations must remain within the PRGRSS App, where our safeguarding protections apply, unless PRGRSS expressly approves another arrangement.

5. How you may use the App

In plain terms: the App is for your own personal use, not for commercial use.

In return for agreeing to these Terms, you may:

- Download the App to your personal device.
- Use the App and Services for your personal purposes.
- Use the Documentation to support your use of the App.
- Make up to two backup copies of the App where technically possible and legally permitted.
- Receive any free updates or fixes we make available.

Your right to use the App is personal to you.

You must not allow anyone else to use your account or login details.

6. Eligibility

In plain terms: you must be the correct age, and registering does not automatically guarantee access.

You must be aged between 18 and 30 to use the Services as a mentee.

Registration does not guarantee access.

All applications to use the Services may be reviewed.

We may, acting reasonably:

- Approve an application.
- Decline an application.
- Request additional information.
- Place an applicant on a waiting list.
- Delay access while checks are completed.

We may also verify mentor applications and determine whether a person is suitable to provide mentoring through PRGRSS.

7. Changes to these Terms

7.1

We may update these Terms to reflect:

- Changes in law.
- Changes in regulation or best practice.
- New App features.
- Changes to the Services.
- Safeguarding requirements.
- Security or technical developments.

Where appropriate, we will give you at least 30 days' notice of significant changes by email, in the App or through another appropriate method.

7.2

Where you do not accept an updated version of these Terms, you may no longer be able to continue using the App or Services.

8. Updates to the App

We may automatically update the App to:

- Improve its performance.
- Add or remove features.
- Respond to operating-system changes.
- Address security issues.
- Fix technical problems.
- Maintain safeguarding functions.
- Keep the App compatible with third-party technology.

We may ask you to install an update.

Where you do not install an important update, parts of the App may stop working or you may no longer be able to continue using it.

9. If someone else owns the device

Where you use the App on a device that you do not own, you must have the owner's permission.

You remain responsible for complying with these Terms, whether or not you own the device.

10. Acceptable use

In plain terms: do not break the law, abuse others or misuse the platform.

We grant you a non-exclusive, non-transferable and revocable licence to use the App for personal purposes.

We may withdraw this licence where you breach these Terms.

You must not:

- Break any applicable law, regulation or App Store Provider rule.
- Take part in fraudulent, misleading or dishonest activity.
- Upload, send or share content that is harmful, abusive, offensive, discriminatory, defamatory, threatening or harassing.
- Bully, intimidate, exploit or harm another user.
- Engage in inappropriate sexual, intimate or romantic behaviour with another user through a mentoring relationship.
- Move mentoring conversations away from the PRGRSS platform to WhatsApp, social media, SMS, personal email or another personal communication method.
- Infringe another person's intellectual property rights.
- Attempt to avoid or bypass an authorised App Store or payment method.
- Attempt to access another user's account.
- Share your login details with another person.
- Invade another person's privacy.
- Record mentoring calls without appropriate permission.
- Copy, resell, sublicense, reverse-engineer, alter or create derivative works from the Services, except where the law expressly allows it.
- Introduce viruses, malware or other material that may damage or interfere with the Services.
- Attempt to bypass security, authentication or access controls.
- Use automated tools to scrape or extract information from the App.
- Use the App for unauthorised commercial activity.
- Do anything that harms our reputation or prevents other users from safely enjoying the Services.

You should keep backup copies of any content that is important to you.

You are also responsible for checking that the App and Services meet your personal needs before relying on them.

11. Intellectual property

All intellectual property rights in the App, Services and Documentation belong to us or our

licensors.

This includes:

- Content.
- Software.
- Designs.
- Data.
- Materials.
- Trade marks.
- Names.
- Branding.
- Logos.
- Graphics.
- Written content.

These Terms do not give you ownership of the App or Services.

All rights are reserved.

You must not copy, share, adapt, sell, publish, distribute or reproduce any part of the App or Services without our written permission, except:

- As part of normal personal use.
- For permitted backup purposes.
- Where the law expressly permits it.

Where you are permitted to use our content, you must appropriately acknowledge PRGRSS or Global Purpose UK Limited as the owner or author.

12. Our responsibility to you

In plain terms: we are responsible for foreseeable harm we cause, but not for matters outside our control or decisions you make based on general information within the App.

12.1

We are responsible for foreseeable loss or damage caused by our failure to use reasonable care and skill or our breach of these Terms.

Loss or damage is foreseeable where it is obvious that it may happen or where both you and we knew that it might happen when you agreed to these Terms.

We are not responsible for:

- Loss that was not foreseeable.
- Loss caused by your fraud, negligence or misuse of the App.
- Loss caused by your failure to follow reasonable instructions.
- Loss resulting from third-party links, content or services.
- Loss caused by events outside our reasonable control.
- Business losses, where you use the App for commercial purposes contrary to these Terms.

12.2

Where defective digital content supplied by us damages a device or digital content belonging to you, we will repair the damage or pay appropriate compensation where the law requires us to do so.

We will not be responsible where the damage could have been avoided by:

- Following our installation or usage instructions.
- Installing an update we advised you to install.
- Meeting the minimum device requirements in Section 2.3.
- Taking reasonable security precautions.

12.3

Nothing in these Terms excludes or limits our responsibility for:

- Death or personal injury caused by our negligence.
- Fraud or fraudulent misrepresentation.
- Any responsibility that cannot legally be excluded or limited.

12.4

The App provides general mentoring, career and personal-development information.

It does not provide legal, medical, financial, psychological or other regulated professional advice.

Decisions you make based on information provided through the App, a mentor or another user remain your responsibility.

We do not guarantee that all information provided within the App will always be accurate, complete or up to date.

12.5

The App may contain links to websites or services operated by independent third parties.

We do not control these third-party services and are not responsible for their availability, content, security or privacy practices.

12.6

We are not responsible for delays or failures caused by events outside our reasonable control.

These events may include:

- Natural disasters.
- Epidemics or pandemics.
- War.
- Civil unrest.
- Government restrictions.
- Power failures.
- Internet failures.
- Telecommunications failures.
- Cyber incidents affecting third-party providers.
- Industrial action.
- Failures by App Store Providers or technology suppliers.

Where such an event continues for more than one month and materially prevents us from providing the Services, you may be entitled to cancel any affected paid service.

13. Ending your access

13.1

We may suspend or end your right to use the App where:

- You seriously or repeatedly breach these Terms.
- You misuse the App.
- You create a safeguarding risk.
- You behave abusively toward another user.
- You engage in fraud or dishonesty.
- You attempt to compromise the App's security.
- We are legally required to do so.

Where a breach can reasonably be corrected, we may give you a fair opportunity to correct it.

We may take immediate action where necessary to protect another person, safeguard the platform or comply with the law.

13.2

Where your access ends, you must:

- Stop using the App.
- Stop accessing the Services.
- Delete any copies of the App where required.
- Stop using any PRGRSS content or materials without permission.

We may disable your account, remove access to the Services and, where technically possible, prevent further access from your device.

Ending your access does not affect any rights or responsibilities that arose before your access ended.

14. Assignment and subcontracting

You may not transfer your rights or responsibilities under these Terms to another person without our written permission.

We may transfer our rights or responsibilities where this does not unfairly affect your rights.

We may use subcontractors and service providers to help deliver the Services.

We remain responsible for meeting our obligations under these Terms.

15. General provisions

Third-party rights

Except where expressly stated, no person who is not a party to these Terms has the right to enforce them.

Severability

Where any part of these Terms is found to be unlawful or unenforceable, the remaining parts will continue to apply.

No waiver

Where we delay or fail to enforce a right, this does not mean we have waived that right.

Where we enforce a right on one occasion, this does not prevent us from enforcing it again.

Entire agreement

These Terms, together with our Privacy and Data Protection Policy and any other policies expressly referred to, form the agreement between you and us relating to your use of the App.

16. Governing law

These Terms are governed by the laws of England and Wales.

Any dispute will be dealt with by the courts of England and Wales.

Where you live in Scotland or Northern Ireland, you may also have the right to bring proceedings in the courts of the part of the UK where you live.

17. Complaints and dispute resolution

Where you are unhappy with the App, Services or how we have handled a complaint, contact us through the contact section of our website or email:

hello@thisisprgrss.com

We will not charge you for making a complaint.

We will try to investigate and resolve complaints fairly and within a reasonable period.

Making a complaint does not prevent you from bringing legal proceedings where you have the right to do so.