

# ITS MY MASTERS

## Terms & Conditions

**Effective Date: 10 July 2025**

Welcome to the website and services of **ITS MY MASTERS LLP** ("Company", "we", "us", "our"). These Terms & Conditions ("Terms") constitute a legally binding agreement between you (the "User", "Candidate", "You") and ITS MY MASTERS LLP. By accessing or using our services or website, you agree to be bound by these Terms and our Privacy Policy.

### 1. Definitions

**1.1 "User" / "Candidate", / "You" / "Student" /:** Any individual, parent, or entity availing IMM services.

**1.2 Company", "we", "us", "our":** Its My Masters (IMM)

**1.3 "Services":** Individual offerings to assist with discrete aspects of the study abroad process, as detailed in the official IMM Service PDF.

**1.4 "Admission Packages":** Bundled offerings comprising multiple services to assist Users through the study abroad application process.

**1.5 "Offerings":** All IMM products, services, content, features, technologies, applications, and functionalities.

**1.6 "Platforms":** IMM's digital/online mediums (website, WhatsApp, email, dashboards, etc.).

### 2. Scope of Services

ITS MY MASTERS provides career guidance and consulting services to students seeking higher education in Germany. Services include:

- Career counseling
- Document preparation
- Assistance in university and course selection ( Course Shortlisting)
- Admission guidance
- Support for educational loans, blocked account setup, and health insurance
- Accommodation and part-time job search in Germany (Terms and conditions Apply).
- Visa documentation and support

By enrolling, the Candidate authorizes ITS MY MASTERS to act on their behalf, prepare and submit applications, and interact with authorities and institutions as required.

### 3. Eligibility & User Responsibilities

To access our services, you must:



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- Be 18 years or older
- Provide accurate, complete, and updated personal and academic information
- Not misrepresent identity or impersonate others
- Not contact universities or authorities independently

Candidates are responsible for ensuring that all information and documents submitted are genuine. Any fraudulent submissions may result in service termination.

## 4. Enrolment, Application, and Charges

- All service charges are payable upfront and are non-refundable unless explicitly mentioned.
- Candidates who opt Customized Services of IMM shall also be considered as IMM Clients.
- Tuition fees and third-party charges (e.g. courier, university applications) are to be borne by the Candidate.

## 5. Communication, Obligations & Restrictions

- The Candidate must not attempt to contact any shortlisted universities or submit documents directly until authorized by ITS MY MASTERS.
- Any changes to shortlisted universities must be requested within three working days after finalizing the Universities.

## 6. Platform Usage

**6.1 Permitted Use:** Platforms may only be used for lawful, personal, and educational purposes.

**6.2 Prohibited Activities:** Users shall not:

- (a) Infringe copyrights, trademarks, or intellectual property;
- (b) Impersonate IMM or spread false/misleading information;
- (c) Damage, disable, or overburden IMM systems;
- (d) Send unsolicited promotional material or spam;
- (e) Reverse engineer, copy, or modify IMM tools.

**6.3 User Conduct:** No unlawful, abusive, defamatory, obscene, or harassing communications are permitted.

**6.4 Accounts:** Students are responsible for confidentiality of login credentials, if provided.

**6.5 Privacy:** Use of Platforms is subject to IMM's Privacy Policy.

**6.6 Third-Party Services:** IMM may provide access to third-party service providers (blocked accounts, forex, insurance, accommodation, etc.). IMM shall not be liable for the accuracy or quality of such services.

## 7. Data Usage & Marketing

7.1 IMM may use internal tools, analytics, and models to deliver Services.



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7.2 IMM owns all **intellectual property** in reports, dashboards, checklists, and materials.

7.3 IMM may use **testimonials, feedback, admission letters, or student success stories** for marketing purposes, with personal details anonymized unless explicit consent is provided.

7.4 IMM may share limited student information with third-party partners (banks, forex, insurance, accommodation providers), strictly for service delivery.

## 8. Limitation of Liability

ITS MY MASTERS is not liable for:

- Rejections by universities or visa authorities
- Consequences of inaccurate documentation or inadequate test scores
- Technical interruptions, policy changes, or force majeure events

Candidates are responsible for adhering to German immigration laws and must maintain valid health insurance and financial support.

## 9. Intellectual Property Rights

All website content, logos, data, and materials are the property of ITS MY MASTERS or its licensors. You may not:

- a. Copy, modify, or distribute content without permission
- b. Upload or link content that infringes third-party rights any unauthorized use may lead to legal consequences.

## 10. Refund Policy

10.1 IMM follows a strict **no-refund policy**.

10.2 Refunds shall not be granted in cases including but not limited to:

- (a) Visa rejection;
- (b) Incorrect/incomplete documents submitted by student;
- (c) Non-attendance at APS/VFS/visa interviews;
- (d) Withdrawal/change of study plans.

## 11. Data Privacy & GDPR Compliance



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We comply with GDPR and Indian data protection regulations. Key obligations include:

- a. Ensuring personal data is collected and used lawfully
- b. Secure handling and restricted access to user data
- c. Disclosing data to third parties only with appropriate safeguards

In the event of a dispute related to data processing, both parties agree to co-operate and resolve amicably or through court if necessary.

## **12. Termination of Services**

ITS MY MASTERS may terminate services without notice if:

- a. The Candidate breaches these Terms
- b. Fraudulent or misleading information is submitted

All service obligations and entitlements cease upon termination, with no refund applicable.

## **13. Dispute Resolution**

In the event of a dispute:

- a. Parties shall first attempt an amicable resolution.
- b. Unresolved issues will be referred to a sole arbitrator appointed by ITS MY MASTERS
- c. The arbitration will take place in Hyderabad, India, under the Arbitration & Conciliation Act, 1996.
- d. Courts of Hyderabad shall have exclusive jurisdiction.

## **14. Indemnification**

You agree to indemnify and hold harmless ITS MY MASTERS against all claims, losses, damages, or expenses arising from:

- a. Your use of the services
- b. Your breach of these Terms
- c. Infringement of third-party rights by you or your content

## **15. Amendments**

ITS MY MASTERS may amend these Terms at any time without prior notice. Updated terms will be posted on our website. Continued use of the services constitutes your agreement to the revised Terms.



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## 16. Copyright & User Content

All materials are copyright of ITS MY MASTERS LLP, unless otherwise stated. Redistribution or commercial use is prohibited without prior consent. User-submitted content may be removed at ITS MY MASTERS' discretion.

## 17. Limitation of Liability

17.1 IMM shall not be liable for indirect, incidental, or consequential damages.

## 18. General Provisions

18.1 **Changes to Terms:** IMM may revise terms at any time; continued use constitutes acceptance.

18.2 **Entire Agreement:** This Agreement supersedes prior verbal or written communications.

18.3 **Severability:** If any clause is invalid, the remainder shall remain enforceable.

18.4 **Assignment:** Student may not assign rights; IMM may assign obligations.

18.5 **Force Majeure:** IMM shall not be liable for delays caused by events beyond control.

18.6 **Notices:** All notices shall be sent via email to [support@itsmymasters.com](mailto:support@itsmymasters.com)

## 19. Contact & Grievance Redressal

For support or complaints:

### Grievance Team

ITS MY MASTERS LLP

1st Floor, House No. 964, Rd No. 49, Swamy Ayyappa Society,

Mega Hills, Madhapur, Hyderabad, Telangana 500081

Email: [support@itsmymasters.com](mailto:support@itsmymasters.com)

By using our services, you confirm that you have read, understood and agreed to these Terms & Conditions.



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