



Website Terms and Conditions

peervia.org

Governing all access to and use of the PeerVia website and platform

Effective Date: 1 September 2026

Last Updated: 1 September 2026

Applies To: All visitors to and users of peervia.org, regardless of how they access the website or platform

Operator: PeerVia, a non-profit peer mentorship platform

Contact: info.peervia@gmail.com

Version: 1.0

IMPORTANT — LEGALLY BINDING AGREEMENT

By accessing or using the PeerVia website at peervia.org in any capacity — whether as a visitor, a registered user, a Student, or an Ambassador — you confirm that you have read, understood, and unconditionally agree to be bound by these Terms and Conditions in their entirety. If you do not agree with any part of these Terms, you must immediately stop using the website and platform.

1. Definitions and Interpretation

In these Terms and Conditions, the following words and expressions shall have the meanings set out below. Where the context requires, the singular includes the plural and vice versa, and references to any gender include all genders. References to 'you' and 'your' mean any individual accessing or using the Website. References to 'we', 'us', and 'our' mean PeerVia.

Term	Definition
"PeerVia"	The non-profit peer mentorship organisation operating the Website, including its founder, staff, volunteers, and any authorised representatives acting on its behalf.
"Website"	The website located at peervia.org, including all pages, subdomains, features, content, and services available through it, whether accessed via desktop, mobile, or any other device.
"Platform"	The interactive features of the Website, including the Q&A feed, Ambassador profiles, session booking system, application forms, and any other functionality provided through peervia.org.
"User"	Any person who accesses the Website in any capacity, including visitors who do not hold an account, registered Students, and registered Ambassadors.
"Student"	A registered User who accesses the Platform in the capacity of a mentee — to post questions, browse Ambassador profiles, or book sessions.
"Ambassador"	A university student or graduate who has been verified and approved by PeerVia to provide peer mentorship through the Platform.
"Content"	Any text, answer, question, profile information, image, review, rating, or other material submitted, posted, published, or displayed on or through the Website by any User or by PeerVia.
"Session"	A booked online call between a Student and an Ambassador arranged through or in connection with the Platform.
"Services"	All features, functions, and activities made available to Users through the Website and Platform, including the Q&A feed, session booking, and Ambassador profiles.
"Terms"	These Website Terms and Conditions, as amended from time to time.
"Minor"	Any individual under the age of 18 years in their applicable jurisdiction.
"Third Party"	Any individual, organisation, or entity that is not PeerVia or the User in question.
"Damages"	Any and all direct, indirect, incidental, special, consequential, exemplary, or punitive loss, damage, liability, cost, or expense of any kind whatsoever.

2. Acceptance of These Terms

These Terms constitute a legally binding agreement between you and PeerVia governing your access to and use of the Website. Your access to and use of the Website is conditioned upon your acceptance of and compliance with these Terms in their entirety.

- By visiting peervia.org, creating an account, submitting an application, posting a question, publishing an answer, booking a session, or taking any other action on or through the Website, you confirm that you have read and agreed to these Terms.
- If you are a Minor, your parent or legal guardian must have read and agreed to these Terms on your behalf before you use the Website. By using the Website, your parent or guardian confirms that they have done so.
- If you are accessing the Website on behalf of an organisation or third party, you represent and warrant that you have the authority to bind that organisation or third party to these Terms.
- These Terms apply to all Users of the Website regardless of how they access it — whether via a web browser, mobile device, application, or any other means.

If you do not agree to these Terms

If you do not agree with any part of these Terms, you are not permitted to access or use the Website or Platform. Please close your browser and discontinue use immediately. Continued use of the Website following any amendment to these Terms constitutes your acceptance of the amended Terms.

3. About PeerVia and the Nature of the Services

PeerVia is a non-profit peer mentorship platform. It connects high school students with university students who are willing to share their genuine experience of university courses, career paths, and student life. PeerVia does not charge Users for access to the Platform and does not pay Ambassadors for their participation. All mentorship provided through PeerVia is voluntary and free of charge.

3.1 What PeerVia Is Not

Users must understand and acknowledge the following before using the Website:

- PeerVia is not an educational institution, a university, a careers advisory service, a recruitment agency, a legal firm, a financial adviser, a medical practice, or a professional consultancy of any kind.
- PeerVia does not provide professional advice of any nature. Nothing on the Website or communicated through the Platform constitutes professional legal, financial, medical, psychological, careers, or academic advice.
- PeerVia does not guarantee any outcome — including but not limited to university admission, career placement, academic performance, exam results, or personal development — arising from use of the Website or Platform.
- PeerVia does not verify the accuracy of any information provided by Ambassadors beyond the initial verification of their university enrolment. Ambassador content represents the personal views and experiences of that individual.
- PeerVia does not endorse any university, course, employer, career path, or product mentioned by any Ambassador on the Platform.

Users who rely on information obtained through PeerVia do so entirely at their own risk. PeerVia strongly encourages all Users to seek qualified professional advice before making any significant academic, career, or financial decision.

4. Use of the Website

4.1 Permitted Use

Subject to your compliance with these Terms, PeerVia grants you a limited, non-exclusive, non-transferable, revocable licence to access and use the Website and Platform solely for its intended purpose — namely, to seek or provide genuine peer mentorship and career guidance in accordance with these Terms.

4.2 Eligibility

- Users must be at least 13 years of age to register an account on PeerVia. Users between the ages of 13 and 18 must have the prior consent of a parent or legal guardian.
- Users must provide accurate, complete, and truthful information when registering an account or submitting any information to PeerVia.
- Users must not register an account if they are prohibited from using the Website by applicable law in their jurisdiction.

4.3 Account Responsibility

- You are solely responsible for maintaining the confidentiality and security of your account credentials.
- You must not share your account with any other person or permit any other person to access the Platform using your credentials.
- You are fully responsible for all activity that occurs under your account, whether carried out by you or by any third party who has gained access to your account.
- You must notify PeerVia immediately at info.peervia@gmail.com if you become aware of any unauthorised access to your account. PeerVia shall not be liable for any loss or damage arising from your failure to maintain account security.
- Each User is permitted to hold one account only. Creating multiple accounts is prohibited and will result in permanent termination of all associated accounts.

4.4 Prohibited Use

The following conduct is strictly prohibited when using the Website or Platform. Any User found to be engaging in prohibited conduct will have their account immediately suspended or permanently terminated, and may be reported to the relevant authorities:

- Using the Website for any unlawful purpose or in any manner that violates applicable local, national, or international law or regulation.
- Posting, uploading, transmitting, or sharing any content that is defamatory, fraudulent, misleading, threatening, harassing, abusive, hateful, obscene, or otherwise objectionable.
- Impersonating any person — including PeerVia staff, other Users, or any public figure — in any communication or on any profile.
- Attempting to gain unauthorised access to any part of the Website, its underlying systems, servers, or databases, or to any other User's account.
- Introducing, uploading, or transmitting any virus, malware, ransomware, spyware, or any other malicious or harmful code.
- Using any automated tool, bot, script, scraper, or crawler to interact with or extract data from the Website without PeerVia's prior written authorisation.
- Creating false accounts, submitting false applications, posting false reviews or ratings, or misrepresenting your identity or credentials in any way.

- Using the Website for commercial solicitation, advertising, or the promotion of any product, service, or external platform.
- Soliciting or collecting personal contact information from other Users outside of what is provided through the Platform's official features.
- Reproducing, copying, distributing, or otherwise exploiting any part of the Website or its Content for any commercial purpose without PeerVia's prior written consent.
- Taking any action that places a disproportionate or unreasonable load on the Website's infrastructure, or that interferes with the normal operation of the Platform for other Users.

5. User Content

5.1 Your Sole Responsibility for Content

PeerVia operates as a platform that enables Users to post, publish, and share content. You are solely, fully, and exclusively responsible for all content you submit, post, publish, share, or otherwise make available on or through the Website. PeerVia does not create, author, or endorse User Content and is not responsible for it in any way.

By submitting any content to PeerVia, you represent and warrant that:

- You are the sole author of the content and own or have obtained all necessary rights, licences, consents, and permissions to post it.
- The content is accurate, honest, and not misleading.
- The content does not infringe the intellectual property rights, privacy rights, or any other rights of any third party.
- The content complies with all applicable laws and does not constitute prohibited content as described in Section 4.4 of these Terms.
- You have obtained all necessary consents before sharing any information that relates to a third party, including any personal data.

5.2 Licence Granted to PeerVia

By submitting any content to PeerVia, you hereby grant PeerVia a perpetual, irrevocable, worldwide, royalty-free, non-exclusive licence to use, reproduce, modify, adapt, publish, translate, distribute, publicly display, and sublicense that content for any purpose connected with operating, promoting, and improving the Website and Platform. This licence survives the termination or deletion of your account.

5.3 Content Moderation and Removal

PeerVia reserves the right — but assumes no obligation — to monitor, review, edit, restrict access to, or permanently remove any User Content at any time and without prior notice, in PeerVia's sole and absolute discretion. PeerVia may exercise this right where it believes, in its sole judgement, that Content violates these Terms, is harmful, inaccurate, offensive, or otherwise inappropriate, or for any other reason PeerVia deems sufficient. PeerVia shall not be liable to any User for any decision to remove or restrict any Content.

5.4 No Endorsement of User Content

The presence of any content on the Website does not constitute PeerVia's endorsement, verification, or approval of that content. PeerVia expressly disclaims all responsibility for the accuracy, completeness, legality, or appropriateness of any content submitted by Users. Users who rely on content posted by other Users — including answers provided by Ambassadors — do so entirely at their own risk.

6. Disclaimer of Warranties and Limitation of Liability

COMPREHENSIVE LIABILITY EXCLUSION — READ THIS SECTION WITH CARE

The provisions set out in this Section 6 represent PeerVia's complete exclusion and limitation of liability. These provisions are fundamental to the basis on which PeerVia makes the Website and Platform available. By using the Website, you expressly acknowledge and accept every limitation and exclusion set out in this section.

6.1 Website Provided "As Is" and "As Available"

The Website and all Services provided through it are made available strictly on an "as is" and "as available" basis, without any representation, warranty, or guarantee of any kind, whether express, implied, statutory, or otherwise. To the fullest extent permitted by applicable law, PeerVia expressly disclaims all warranties of any nature, including but not limited to:

- Any warranty that the Website will be continuously available, uninterrupted, error-free, secure, or free from viruses, defects, or other harmful components.
- Any warranty as to the accuracy, completeness, reliability, timeliness, or fitness for any particular purpose of any content, information, or material on the Website.
- Any warranty that the Website will meet your individual requirements or expectations.
- Any implied warranty of merchantability, fitness for a particular purpose, title, or non-infringement.

PeerVia does not guarantee that any specific feature or functionality of the Website will remain available at any given time, and reserves the right to modify, suspend, or discontinue any aspect of the Website at any time and without notice or liability.

6.2 No Liability for Content

PeerVia is not the author, publisher, or distributor of any content submitted by Users, including answers provided by Ambassadors, questions posted by Students, reviews, ratings, or profile information. PeerVia expressly excludes all liability of any nature — whether in contract, tort, statute, or otherwise — arising out of or in connection with:

- The accuracy, completeness, reliability, or appropriateness of any content posted by any User on the Website.
- Any reliance placed by any User or third party on any content, answer, guidance, or advice obtained through the Website or Platform.
- Any decision made — academic, career, financial, personal, or otherwise — by any person on the basis of content or guidance obtained through PeerVia.
- Any content that is inaccurate, misleading, offensive, defamatory, unlawful, or otherwise harmful that is posted by any User.
- The removal of, failure to remove, or failure to detect any content that violates these Terms or applicable law.

6.3 No Liability for User Conduct

PeerVia is a platform that facilitates connections between Users. PeerVia does not control, supervise, or take responsibility for the conduct, behaviour, actions, or omissions of any User — whether a Student, an Ambassador, or any other visitor to the Website. PeerVia expressly excludes all liability arising out of or in connection with:

- The conduct of any Ambassador during or in connection with any Session, whether on or off the Platform.

- The conduct of any Student before, during, or after any interaction with an Ambassador.
- Any interaction, communication, or relationship that develops between any Users through or in connection with the Website.
- Any harm, loss, damage, distress, embarrassment, reputational damage, or injury of any kind suffered by any User as a result of the conduct of any other User.
- Any in-person meeting between a User and another User, regardless of whether it was arranged through the Platform. PeerVia expressly does not authorise, endorse, or take any responsibility for any in-person meeting between Users.
- Any communication between Users that takes place outside of the official PeerVia Platform, including through social media, email, messaging applications, or any other channel.

6.4 No Liability for Technical Failures

PeerVia does not guarantee the continuous or uninterrupted operation of the Website, and expressly excludes all liability for any loss or damage arising from:

- Any interruption, suspension, or discontinuation of the Website or Platform, whether planned or unplanned.
- Any technical failure, server error, network disruption, or data loss affecting the Website or any content posted on it.
- Any failure of a Session to connect, proceed, or complete due to any technical issue affecting either party's device, connection, or software.
- Any unauthorised access to, interception of, or disclosure of User data arising from any security breach, cyber attack, or technical vulnerability, save where such liability cannot be excluded by applicable law.
- Any loss of data, account information, or content arising from any system failure, maintenance, or error.

6.5 No Liability for Third Party Services and Links

The Website may contain links to third party websites, platforms, or services that are not operated or controlled by PeerVia. PeerVia provides such links for convenience only and does not endorse, recommend, or take any responsibility for any third party website or service. PeerVia expressly excludes all liability for:

- The content, accuracy, availability, security, or privacy practices of any third party website or service.
- Any loss or damage suffered by any User arising from their access to or use of any third party website or service.
- Any transaction, agreement, or arrangement entered into between a User and any third party.

Your use of any third party website or service is entirely at your own risk and subject to that third party's own terms and conditions and privacy policy.

6.6 No Liability for Outcomes

PeerVia makes no representation and gives no warranty, express or implied, that use of the Website or Platform will result in any particular outcome for any User. PeerVia expressly excludes all liability for:

- Any failure by a Student to gain admission to any university, course, or programme, whether or not they used PeerVia in connection with their application.
- Any career, employment, or financial outcome — or absence thereof — experienced by any User in connection with their use of PeerVia.
- Any academic outcome, including examination results, grade classifications, or degree awards, in connection with guidance received through PeerVia.

- Any expectation, assumption, or belief formed by any User about their prospects based on information obtained through PeerVia.

6.7 General Exclusion of All Damages

To the fullest extent permitted by applicable law, PeerVia — including its founder, staff, contractors, volunteers, and any person acting on its behalf — expressly excludes all liability for any and all Damages of any nature whatsoever arising out of or in connection with:

- Your access to or use of the Website or Platform in any capacity.
- Your inability to access or use the Website or Platform for any reason.
- Any content posted, shared, or communicated on or through the Website by any User.
- Any conduct of any User on or off the Platform.
- Any technical failure, error, interruption, or security incident affecting the Website.
- Any reliance on any content, guidance, or information obtained through the Website.
- Any decision made by any person in connection with information or guidance obtained through PeerVia.
- Any matter beyond PeerVia's reasonable control.

Total Liability Cap

To the maximum extent permitted by applicable law, PeerVia's total aggregate liability to any User in respect of any and all claims arising out of or in connection with these Terms, the Website, or the Platform — whether in contract, tort, statute, or otherwise — shall not exceed the sum of zero euros (€0.00). It is the express intention of PeerVia that it bears no financial liability whatsoever to any User under any circumstances.

6.8 Statutory Rights

Nothing in these Terms shall exclude or limit any liability that cannot be lawfully excluded or limited under applicable law, including liability for death or personal injury caused by PeerVia's negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded by law. Subject to this, all other liability is excluded to the fullest extent permitted by law.

7. Indemnification

By using the Website, you agree to fully indemnify, defend, and hold harmless PeerVia and each of its founder, directors, staff, contractors, volunteers, and agents (together, the "Indemnified Parties") from and against any and all claims, demands, actions, proceedings, losses, liabilities, Damages, costs, and expenses (including reasonable legal fees and disbursements) arising out of or in connection with:

- Your access to or use of the Website or Platform in any capacity.
- Any content you submit, post, publish, or share on or through the Website.
- Your breach of any provision of these Terms.
- Your violation of any applicable law or regulation in connection with your use of the Website.
- Your infringement of any intellectual property right, privacy right, or other right of any third party.
- Any claim brought by any third party — including any Student or Ambassador — arising from your conduct or content.
- Any conduct you engage in outside of the Website that is connected to your use of PeerVia, including any in-person meeting with another User.

PeerVia reserves the right, at your expense, to assume the exclusive defence and control of any matter subject to indemnification by you, in which case you agree to cooperate fully with PeerVia in asserting any available defences.

8. Intellectual Property

8.1 PeerVia's Intellectual Property

The PeerVia name, logo, brand identity, compass mark, website design, layout, software, code, and all original content created and published by PeerVia on the Website are the exclusive intellectual property of PeerVia and are protected by applicable copyright, trademark, and other intellectual property laws. All rights are reserved.

- You may not reproduce, copy, distribute, modify, adapt, translate, publicly display, publicly perform, or create derivative works from any PeerVia intellectual property without prior written authorisation from PeerVia.
- You may not use the PeerVia name, logo, or brand in any way that implies endorsement, affiliation, or partnership without prior written consent.
- Any unauthorised use of PeerVia's intellectual property may constitute a violation of copyright, trademark, and other applicable laws.

8.2 Feedback and Suggestions

If you submit any feedback, suggestions, ideas, improvements, or other input regarding the Website or Platform to PeerVia, you agree that PeerVia is free to use, implement, modify, and exploit such feedback for any purpose without any obligation of confidentiality, attribution, or compensation to you.

9. Privacy and Data Protection

PeerVia collects and processes personal data from Users in connection with their use of the Website and Platform. The collection, use, storage, and protection of such personal data is governed by PeerVia's User Privacy Policy, which is published on the Website at peervia.org and is incorporated into these Terms by reference.

- By using the Website, you acknowledge that you have read PeerVia's Privacy Policy and consent to the collection and processing of your personal data as described therein.
- PeerVia processes personal data in accordance with the General Data Protection Regulation (GDPR) and applicable national data protection law.
- If you have any questions about how PeerVia handles your personal data, please contact info.peervia@gmail.com.

10. Website Availability and Modifications

PeerVia does not guarantee that the Website will be available at any particular time or continuously. PeerVia reserves the right, without notice and without liability to any User, to:

- Suspend, discontinue, or restrict access to all or any part of the Website at any time and for any reason.
- Modify, update, remove, or replace any feature, content, or functionality of the Website without prior notice.
- Impose usage limits or restrictions on any User or category of User.
- Perform maintenance or updates to the Website that may cause temporary interruptions to access.

PeerVia shall not be liable to any User or third party for any modification, suspension, or discontinuation of the Website or any part of it.

11. Termination of Access

11.1 Termination by PeerVia

PeerVia reserves the right to suspend, restrict, or permanently terminate any User's access to the Website and Platform at any time, without prior notice and without liability, where PeerVia determines in its sole and absolute discretion that:

- The User has violated any provision of these Terms.
- The User has engaged in conduct that is harmful, abusive, or otherwise inappropriate.
- The User has provided false, misleading, or fraudulent information in any form.
- Termination is necessary to protect the safety of any Minor, vulnerable person, or other User.
- Termination is required for legal, regulatory, or operational reasons.

11.2 Effect of Termination

- Upon termination of your access, your right to use the Website and Platform ceases immediately.
- Content you have posted may remain on the Website in anonymised or aggregate form following termination.
- PeerVia may retain your personal data following termination in accordance with its Privacy Policy and applicable legal obligations.
- Termination does not affect any accrued rights or obligations, and the following sections of these Terms survive termination: Sections 5.2, 6, 7, 8, 9, and 12.

11.3 Termination by the User

You may delete your account at any time by contacting PeerVia at info.peervia@gmail.com or through your account settings where this option is available. Deletion of your account does not guarantee the immediate removal of all your content from the Website, as some content may be retained in accordance with PeerVia's Privacy Policy and applicable law.

12. Governing Law, Jurisdiction, and Disputes

12.1 Governing Law

These Terms and any dispute or claim arising out of or in connection with them — including their formation, validity, enforceability, interpretation, performance, breach, or termination — shall be governed by and construed in accordance with the laws of the jurisdiction applicable to PeerVia's place of operation, currently the Kingdom of the Netherlands, without regard to its conflict of law provisions. Users in other jurisdictions are also subject to any mandatory consumer protection laws applicable in their own jurisdiction.

12.2 Dispute Resolution

PeerVia encourages Users to contact it directly in the first instance at info.peervia@gmail.com to resolve any concern or dispute informally. PeerVia will make reasonable good-faith efforts to resolve all disputes fairly and promptly without the need for formal legal proceedings.

12.3 Jurisdiction

Subject to any mandatory local law requirements, any dispute that cannot be resolved informally shall be subject to the exclusive jurisdiction of the courts of the Netherlands. Users who are consumers and who are habitually resident in another jurisdiction retain the right to bring proceedings in the courts of their own jurisdiction as permitted by applicable mandatory law.

12.4 Severability

If any provision of these Terms is found by a court of competent jurisdiction to be invalid, illegal, or unenforceable, that provision shall be severed from the remainder of these Terms, which shall continue in full force and effect. The parties agree to negotiate in good faith to replace any severed provision with a valid provision that achieves as closely as possible the same commercial and legal effect.

12.5 Waiver

No failure or delay by PeerVia in exercising any right, power, or remedy under these Terms shall operate as a waiver of that right, power, or remedy. No single or partial exercise of any right, power, or remedy shall preclude any other or further exercise of it or the exercise of any other right, power, or remedy.

12.6 Entire Agreement

These Terms, together with PeerVia's Privacy Policy, Cookie Policy, Ambassador Code of Conduct/privacy policy and Ambassador Guide, and any other document expressly incorporated by reference, constitute the entire agreement between PeerVia and the User with respect to the subject matter herein. They supersede all prior representations, negotiations, understandings, and agreements — written or oral — relating to the same subject matter.

13. Amendments to These Terms

PeerVia reserves the right to amend, update, or replace these Terms at any time and at its sole discretion. When material changes are made, PeerVia will notify Users by posting the updated Terms on the Website with a revised effective date, and where reasonably practicable, by sending an email notification to registered Users.

- It is your responsibility to review these Terms periodically to stay informed of any changes.
- Your continued access to or use of the Website following the posting of any amended Terms constitutes your unconditional acceptance of those amended Terms.
- If you do not agree to the amended Terms, you must immediately cease using the Website and delete your account.
- PeerVia shall not be liable to any User for any loss or damage arising from changes to these Terms.

14. Miscellaneous Provisions

14.1 Force Majeure

PeerVia shall not be liable for any failure or delay in performing any obligation under these Terms where such failure or delay results from any cause beyond PeerVia's reasonable control, including but not limited to acts of God, natural disasters, pandemics, civil unrest, government action, power failures, internet service provider failures, or any other event beyond PeerVia's reasonable control.

14.2 Assignment

PeerVia may assign or transfer its rights and obligations under these Terms at any time without your consent. You may not assign or transfer your rights or obligations under these Terms to any third party without PeerVia's prior written consent. Any purported assignment in violation of this provision shall be void.

14.3 No Partnership or Agency

Nothing in these Terms creates, or shall be deemed to create, any partnership, joint venture, agency, franchise, employment, or fiduciary relationship between PeerVia and any User. No User has any authority to bind PeerVia in any way.

14.4 Notices

Any notice or communication required or permitted under these Terms shall be in writing and directed to PeerVia at info.peervia@gmail.com. PeerVia may communicate with you via the email address registered on your account or via a notice posted on the Website.

14.5 Language

These Terms are written in English. In the event of any conflict between an English version of these Terms and any translation, the English version shall prevail.

15. Contact Information

If you have any questions, concerns, or complaints regarding these Terms or your use of the Website, please contact PeerVia using the details below. PeerVia will endeavour to respond to all enquiries within 5 business days.

PeerVia — Official Contact

General & Legal Enquiries: info.peervia@gmail.com

Website: peervia.org

Note: *info.peervia@gmail.com is the only official contact address for PeerVia. All formal communications, notices, and legal correspondence must be directed to this address.*

By using peervia.org, you confirm that you have read and understood these Terms and Conditions and agree to be bound by them in their entirety.