

# Elaa Global Inc.

Personal Media Vault

## TERMS AND CONDITIONS OF SERVICE

*Effective Date: May 8, 2026*

**PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THE Ela Global Inc. PLATFORM. BY CREATING AN ACCOUNT, ACCESSING, OR USING OUR SERVICE, YOU AGREE TO BE BOUND BY THESE TERMS. IF YOU DO NOT AGREE, DO NOT USE THE SERVICE.**

### 1. About elaa Global Inc.

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Elaa global Inc. ("the Platform," "we," "us," or "our") is a secure online platform that enables members to upload, store, organize, and manage personal digital content, including photographs, videos, audio recordings, and written text (collectively, "Content"). Ela Global Inc. is operated by Ela global Inc Technologies, Inc., a Wyoming corporation.

### 2. Acceptance of Terms

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By registering for an account or otherwise accessing and using the Platform, you ("Member," "User," or "you") confirm that:

- You are at least 18 years of age (or the age of majority in your jurisdiction, whichever is greater);
- You have the legal authority and capacity to enter into a binding agreement;
- You have read, understood, and agree to be bound by these Terms and Conditions; and
- You agree to our Privacy Policy, which is incorporated herein by reference.

### 3. Membership Plans & Billing

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#### 3.1 Available Plans

Elaa global Inc offers the following annual membership tiers, billed once per year:

Keepsake Plan — Basic personal archive

- 1 Template
- 1 Photo
- Basic organizational tools
- Text only (250 words)

Legacy Plan — Enhanced storage for growing collections

- 3 Templates
- Up to 20 photos
- 5 minutes of audio
- Text (600 words)

Eternal Plan — Preservation for families and power users

- 6 Templates
- Up to 40 photos
- 10 minutes of audio
- 10 minutes of video
- Text (1000 words)

### 3.2 Payment Processing

All membership fees are processed securely through Stripe, Inc. ("Stripe"), our third-party payment processor. By subscribing to any Elaa global Inc. plan, you authorize Stripe to charge your designated payment method on an annual basis. Your financial information is transmitted directly to and stored by Stripe pursuant to their terms of service and privacy policy. Elaa global Inc. does not store your full credit card number or payment credentials.

### 3.3 Billing Cycle & Auto-Renewal

Membership plans are billed annually on the anniversary of your subscription start date. Your subscription will automatically renew each year unless you cancel at least 7 days before your renewal date. You will receive an email reminder no fewer than 14 days before each renewal.

### 3.4 Price Changes

Elaa global Inc. reserves the right to modify membership pricing. We will provide at least 30 days' written notice of any price change to your registered email address. Continued use of the Platform after the effective date of a price change constitutes acceptance of the new pricing.

### 3.5 Refund Policy

All membership fees are non-refundable, except as required by applicable law or as follows:

- If you cancel within 14 days of your initial subscription (not renewals), you may request a full refund by contacting support@elaaglobal.com.
- Refunds will not be issued for unused portions of an annual subscription term upon early cancellation.
- In the event of Platform unavailability exceeding 72 consecutive hours due to our fault, you may be eligible for a prorated service credit at our discretion.

### 3.6 Failed Payments

If payment cannot be processed on your renewal date, Elaa global Inc. will attempt to charge your payment method again within 3 and 7 days. During a failed payment grace period of 14 days, your account will remain accessible with limited functionality. After 14 days of non-payment, your account may be suspended and your Content may become inaccessible.

## 4. Account Registration & Security

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You are responsible for maintaining the confidentiality of your account credentials and for all activity that occurs under your account. You agree to:

- Provide accurate, current, and complete registration information;
- Update your information promptly to keep it accurate;
- Use a strong, unique password and enable two-factor authentication where available;
- Notify us immediately of any unauthorized use of your account at [security@elaaglobal.com](mailto:security@elaaglobal.com).

Elaa global Inc. is not liable for any loss or damage arising from your failure to maintain account security. You may not share your account credentials with third parties or allow others to access your account (except through designated sharing features on eligible plans).

## 5. Your Content

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### 5.1 Content Types

The Platform supports the following types of personal Content:

- Photographs and still images (JPEG, PNG, HEIC, RAW, and other supported formats)
- Video recordings (MP4, MOV, AVI, and other supported formats; up to 4K resolution on eligible plans)
- Audio recordings (MP3, WAV, FLAC, AAC, and other supported formats)
- Written text, journals, captions, notes, and documents

### 5.2 Ownership & License

You retain all ownership rights to Content you upload to Elaa global Inc. By uploading Content, you grant Elaa global Inc. a limited, non-exclusive, royalty-free, worldwide license to host, store, reproduce, transmit, and display your Content solely for the purpose of providing and improving the Platform to you. This license does not grant Elaa global Inc. the right to sell, publicly display, or commercialize your Content.

### 5.3 Content Responsibilities

You are solely responsible for all Content you upload. You represent and warrant that:

- You own or have obtained all necessary rights, licenses, and permissions for the Content you upload;
- Your Content does not infringe the intellectual property, privacy, or other rights of any third party;

- Your Content does not violate any applicable law or regulation; and
- You have obtained appropriate consents from any individuals depicted in your Content, particularly for private recordings.

## 5.4 Prohibited Content

You may not upload, store, or share Content that:

- Depicts or promotes child exploitation or abuse in any form (CSAM); we report all such content to the National Center for Missing & Exploited Children (NCMEC) and law enforcement;
- Contains malware, viruses, or other malicious code;
- Infringes any third party's copyright, trademark, patent, trade secret, or other proprietary rights;
- Constitutes defamation, harassment, hate speech, or threats of violence;
- Violates any applicable federal, state, or local law or regulation; or
- Is uploaded with intent to defraud, deceive, or cause harm to any person or entity.

## 5.5 Content Removal

Elaa global Inc. reserves the right, but not the obligation, to review, flag, and remove Content that violates these Terms. We will make reasonable efforts to notify you before removing Content unless we are legally prohibited from doing so or the Content poses an immediate risk of harm.

## 6. Privacy & Data Protection

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Your privacy is fundamental to our mission. Our collection, use, and protection of your personal data and Content is governed by our Privacy Policy, available at [Elaaglobal.com/privacy](https://elaaglobal.com/privacy), which is incorporated into these Terms by reference.

Key privacy principles we adhere to:

- Your Content is encrypted at rest (AES-256) and in transit (TLS 1.3);
- We do not sell, rent, or share your personal data or Content with third-party advertisers;
- We do not use your Content to train AI or machine learning models without your express written consent;
- We comply with applicable data protection laws, including the California Consumer Privacy Act (CCPA) and, where applicable, the General Data Protection Regulation (GDPR).

## 7. Content Sharing & Trusted Access

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Eligible membership plans allow you to designate "Trusted Individuals" who may view or access certain Content you choose to share with them. You acknowledge that:

- You are solely responsible for your sharing decisions and the Content you make accessible to Trusted Individuals;
- Elaa global Inc does not review or moderate Content shared between Members and their Trusted Individuals;
- Trusted Individuals are not permitted to download, reproduce, or share your Content beyond the permissions you have explicitly granted; and
- You may revoke sharing access at any time through your account settings.

## 8. Elaa Global Inc. Intellectual Property

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The Platform, including its design, software, features, trademarks, logos, and all materials created by Elaa global Inc. (excluding your Content), are owned by or licensed to Elaa global Inc.. and are protected by intellectual property laws. You may not:

- Copy, reproduce, distribute, or create derivative works of Elaa global Inc.'s proprietary materials;
- Reverse engineer, decompile, or disassemble any part of the Platform;
- Remove or alter any copyright, trademark, or other proprietary notices; or
- Use Elaa global Inc.'s trademarks, logos, or brand identity without prior written permission.

## 9. Account Cancellation & Termination

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### 9.1 Cancellation by Member

You may cancel your membership at any time through your account settings or by contacting support@Elaa globa.com. Cancellation takes effect at the end of your current billing period. Following cancellation, you will have 60 days to download your Content before it is permanently deleted from our servers.

### 9.2 Termination by ela Global Inc.

Elaa global Inc. may suspend or terminate your account, with or without notice, if:

- You breach any provision of these Terms;
- We are required to do so by law or legal process;
- We reasonably believe your account poses a security risk to the Platform or other users; or
- You fail to pay membership fees after the applicable grace period.

Upon termination for cause, we may permanently delete your Content without providing a download period.

## 10. Disclaimers & Limitation of Liability

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## 10.1 Service Disclaimer

THE PLATFORM IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. ELAA GLOBAL INC. DOES NOT WARRANT THAT THE PLATFORM WILL BE UNINTERRUPTED, ERROR-FREE, OR COMPLETELY SECURE.

## 10.2 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ELAA GLOBAL INC. TOTAL LIABILITY TO YOU FOR ANY CLAIMS ARISING FROM OR RELATED TO THESE TERMS OR YOUR USE OF THE PLATFORM SHALL NOT EXCEED THE TOTAL MEMBERSHIP FEES YOU PAID TO ELAA GLOBAL INC. IN THE 12 MONTHS PRECEDING THE CLAIM. IN NO EVENT SHALL ELAA GLOBAL INC. BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES.

## 10.3 Data Loss

While Elaa global Inc. employs robust backup and redundancy practices, we strongly recommend that you maintain independent backups of your Content. Elaa global Inc. is not liable for any loss of Content resulting from hardware failure, software errors, third-party actions, or circumstances beyond our reasonable control.

## 11. Indemnification

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You agree to indemnify, defend, and hold harmless Elaa global Inc., its officers, directors, employees, and agents from and against any claims, liabilities, damages, judgments, awards, losses, costs, or expenses (including reasonable attorneys' fees) arising out of or relating to:

- Your violation of these Terms;
- Your Content, including any claims that your Content infringes the rights of a third party;
- Your violation of any applicable law or the rights of any third party; or
- Any dispute between you and a Trusted Individual regarding shared Content.

## 12. Governing Law & Dispute Resolution

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### 12.1 Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of Wyoming, without regard to its conflict of law provisions.

### 12.2 Arbitration Agreement

Except for claims that qualify for small claims court, you and Elaa global Inc. agree to resolve any disputes arising under these Terms through binding individual arbitration administered by

the American Arbitration Association (AAA) under its Consumer Arbitration Rules. YOU WAIVE YOUR RIGHT TO A JURY TRIAL AND YOUR RIGHT TO PARTICIPATE IN A CLASS ACTION LAWSUIT OR CLASS-WIDE ARBITRATION.

### 12.3 Opt-Out

You may opt out of this arbitration agreement by sending written notice to [legal@elaaglobal.com](mailto:legal@elaaglobal.com) within 30 days of first accepting these Terms.

## 13. Changes to These Terms

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Elaa global Inc. reserves the right to modify these Terms at any time. We will notify you of material changes by:

- Sending an email to your registered email address at least 30 days before changes take effect; and
- Displaying a prominent notice on the Platform upon login.

Your continued use of the Platform after the effective date of the revised Terms constitutes your acceptance of the changes. If you do not agree to the revised Terms, you must cancel your membership and discontinue use of the Platform before the effective date.

## 14. General Provisions

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**Entire Agreement:** These Terms, together with our Privacy Policy, constitute the entire agreement between you and Elaa global Inc. with respect to the Platform and supersede all prior agreements and understandings.

**Severability:** If any provision of these Terms is found to be invalid or unenforceable, that provision shall be modified to the minimum extent necessary to make it enforceable, and the remaining provisions shall remain in full force and effect.

**Waiver:** Elaa Global Inc.'s failure to enforce any right or provision of these Terms shall not constitute a waiver of such right or provision.

**Assignment:** You may not assign or transfer your rights or obligations under these Terms without Elaa global Inc.'s prior written consent. Elaa global Inc. may freely assign these Terms.

**Force Majeure:** Elaa global Inc. shall not be liable for delays or failures in performance resulting from causes beyond our reasonable control, including acts of God, natural disasters, pandemics, or failures of third-party infrastructure.

## 15. Contact Information

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For questions about these Terms, please contact us:

**Elaa Global Inc.**

Legal & Compliance Department

Email: [legal@elaaglobal.com](mailto:legal@elaaglobal.com)

Support: [support@elaaglobal.com](mailto:support@elaaglobal.com)

Security: [security@elaaglobal.com](mailto:security@elaaglobal.com)

Website: [www.elaaglobal.com](http://www.elaaglobal.com)

For Stripe-related billing inquiries, please visit: [stripe.com/support](https://stripe.com/support)

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