



LEGAL

Terms of Service

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Issued by: Connect Outsourcing, 16 Vincent Avenue, Belvedere, Harare,
Zimbabwe

1. Introduction

Welcome to the Connect Outsourcing website ("we," "our," "us"). These Terms of Service ("Terms") govern your access to and use of our website www.connectoutsourcing.co.zw (the "Site") and any services offered through the Site, including recruitment, HR outsourcing, labour outsourcing, payroll, virtual assistance, business process outsourcing (BPO), and software/web development services (collectively, the "Services").

By accessing or using our Site or Services, you agree to be bound by these Terms. If you do not agree, please do not use our Site or Services.

2. Definitions

Term	Definition
"Client"	Any business or individual engaging our Services as an employer or service recipient.
"Candidate"	Any individual seeking employment or placement through our recruitment services.
"Worker"	Any individual placed through our labour outsourcing or virtual assistance services.

Term	Definition
"User"	Any person who visits our website or interacts with our Services.

3. Our Services

3.1 Recruitment & Placement

We connect employers with potential employees. We do not guarantee that any candidate will be hired or that any position will be filled. All hiring decisions are made solely by the employer.

3.2 HR & Payroll Outsourcing

We provide HR administration, payroll processing, and compliance services under separate service agreements. We do not provide legal advice. Clients remain responsible for their ultimate legal obligations as employers.

3.3 Labour Outsourcing

When we supply workers under a labour outsourcing arrangement, we are the legal employer. Workers are assigned to client sites but are employed by Connect Outsourcing. Clients direct the daily work but do not assume employer liability.

3.4 Virtual Assistance & BPO

We provide remote administrative, financial, and customer support services. Virtual assistants work under client direction. Clients are responsible for providing clear instructions and access to necessary tools.

3.5 Software & Web Development

We develop custom software, websites, and digital tools as defined in individual project agreements. We retain ownership of our source code and pre-existing materials unless otherwise stated in a written agreement.

4. User Accounts & Registration

- You may need to register an account to use certain Services (e.g., submitting a job vacancy or applying for a job).
- You agree to provide accurate, current, and complete information.

- You are responsible for maintaining the confidentiality of your login credentials.
- You agree to notify us immediately of any unauthorised access to your account.
- We reserve the right to suspend or terminate accounts that violate these Terms.

5. Job Postings & Applications

- Employers are solely responsible for the accuracy, legality, and content of job postings.
- Candidates are solely responsible for the accuracy of their CVs and application information.
- We do not verify the truthfulness of every statement made by employers or candidates, although we conduct reasonable vetting for our placed workers.
- We reserve the right to remove any job posting or candidate profile that we believe is fraudulent, misleading, or inappropriate.

6. Fees & Payments

- **For Job Seekers:** Our services are free. We never charge job seekers for registration, placement, or CV submission.
- **For Employers & Clients:** Fees are outlined in separate service agreements or quotes. Payment terms are specified in invoices.
- **Late Payments:** We reserve the right to charge interest on overdue invoices at the rate prescribed by Zimbabwean law.
- **Taxes:** Clients are responsible for any applicable taxes (e.g., VAT) unless otherwise stated.

7. Cancellation & Refund Policy

- **Recruitment:** If a placed permanent employee leaves within a guarantee period (specified in your service agreement), we will provide a replacement or refund at our discretion.
- **Labour Outsourcing:** You may terminate the assignment of any worker with written notice as per your service agreement. Unused prepaid hours may be refunded or credited.
- **Software Development:** Refunds are governed by the individual project agreement. Generally, deposits for custom work are non-refundable once development has commenced.
- **Payroll & HR Outsourcing:** Services may be cancelled with 30 days' written notice. Fees for work already performed are non-refundable.

8. Intellectual Property

- All content on this Site (text, graphics, logos, images, software) is the property of Connect Outsourcing or its licensors and is protected by Zimbabwean and international copyright laws.
- You may not reproduce, distribute, modify, or create derivative works from any Site content without our prior written consent.
- Any software code we develop for you is governed by the specific software development agreement. Unless otherwise agreed, we grant you a non-exclusive, non-transferable license to use the delivered product.

9. Confidentiality & Data Protection

- We take your privacy seriously. Our Privacy Policy explains how we collect, use, and protect your personal information.
- We will not share your confidential business information with third parties except as necessary to provide our Services (e.g., sharing candidate CVs with employers after consent).
- Both parties agree to use reasonable security measures to protect sensitive data.

10. Prohibited Conduct

You agree not to:

- Use our Site or Services for any unlawful purpose.
- Post false, misleading, or fraudulent job postings or candidate profiles.
- Attempt to circumvent our vetting or payment processes.
- Harass, abuse, or discriminate against any worker, candidate, or staff member.
- Introduce malware, viruses, or other harmful code to our Site.
- Scrape or harvest data from our Site without permission.

11. Disclaimer of Warranties

Our Site and Services are provided "as is" and "as available" without warranties of any kind, either express or implied.

We do not warrant that:

- The Site will be uninterrupted, error-free, or secure.
- Any job posting or candidate is accurate, complete, or suitable.
- Any software we develop will be entirely free of bugs (though we will use reasonable efforts to fix reported issues).

To the fullest extent permitted by law, we disclaim all implied warranties, including merchantability and fitness for a particular purpose.

12. Limitation of Liability

To the maximum extent permitted by Zimbabwean law:

- Connect Outsourcing shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of our Site or Services.
- Our total liability to you for any claim arising out of these Terms shall not exceed the total fees paid by you to us in the six months preceding the claim.
- We are not liable for any hiring decisions, employment outcomes, or business results achieved through use of our Services.

13. Indemnification

You agree to indemnify and hold harmless Connect Outsourcing, its directors, employees, and agents from any claims, losses, damages, or expenses (including legal fees) arising out of:

- Your violation of these Terms.
- Your use of our Services.
- Any dispute between you and a candidate, worker, or other client.

14. Termination

We reserve the right to suspend or terminate your access to our Site or Services at any time, with or without cause, effective immediately, if you breach these Terms or fail to pay fees when due.

Upon termination:

- Your right to use the Site ceases immediately.

- Outstanding payment obligations survive.
- We may delete your account data in accordance with our Privacy Policy.

15. Governing Law & Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of Zimbabwe. Any dispute arising out of these Terms or our Services shall first be attempted to be resolved through good-faith negotiation. If not resolved within 30 days, either party may submit the dispute to binding arbitration in Harare, Zimbabwe, in accordance with the Arbitration Act [Chapter 7:15]. The arbitrator's decision shall be final and enforceable in any court of competent jurisdiction.

16. Changes to These Terms

We may update these Terms from time to time. Changes will be posted on this page with an updated "Last Updated" date. Your continued use of the Site after changes constitutes acceptance of the new Terms.

17. Contact Us

If you have any questions about these Terms, please contact us:

- **Email:** legal@connectoutsourcing.co.zw or info@connectoutsourcing.co.zw
- **Phone:** 08644041300 / 0786130867

Connect Outsourcing

WE GET YOU CONNECTED.

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