

# Terms & Conditions of Doingid

Version: 1

Last updated: 18.10.25

## [Terms & Conditions of Doingid](#)

### [1. License and Third-Party Content](#)

#### [1.1 Right to Use the Platform](#)

#### [1.2 Suspension or Restriction of Access](#)

#### [1.3 Doingid Intellectual Property](#)

#### [1.4 User Content and Responsibility](#)

#### [1.5 Third-Party Content and External Resources](#)

### [2. Service Format: Listings, Offline Services, and Safe-Environment Development](#)

#### [2.1 Listings and Offline Interaction](#)

#### [2.2 Future Guarantee and Mediation Services](#)

#### [2.3 Moderation Rights](#)

### [3. Paid Services, Referral Program, and Refunds](#)

#### [3.1 Listing Publication and Payment](#)

#### [3.2 Refunds](#)

#### [3.3 Referral Program](#)

#### [3.4 Taxes and Fees](#)

#### [3.5 Volunteer Services and Opportunities](#)

### [4. Acceptable and Prohibited Use](#)

#### [4.1 Permitted Use](#)

#### [4.2 Prohibited Use](#)

#### [4.3 Enforcement](#)

#### [4.4 Reporting Violations](#)

### [5. Definitions](#)

### [6. Governing Law and Dispute Resolution](#)

#### [6.1 Applicable Law](#)

#### [6.2 Amicable Resolution and Negotiation](#)

#### [6.3 Local Arbitration \(Sri Lanka\)](#)

#### [6.4 International Arbitration \(Singapore\)](#)

#### [6.5 Jurisdiction and Enforcement](#)

#### [6.6 Language of Proceedings](#)

## 1. License and Third-Party Content

## **1.1 Right to Use the Platform**

Doingid Lanka (PVT) LTD (“Doingid,” “the Company”) grants the user (“User”) a limited, non-exclusive, revocable license to access and use the Doingid.com and Doingid.lk websites and related services (the “Platform”) for posting and viewing service listings, submitting requests, and using available Platform features. Access is provided subject to the User’s compliance with these Terms and related policies.

The Company strives to maintain stable and secure operation of the Platform but does not guarantee uninterrupted availability and may suspend or modify features without prior notice.

## **1.2 Suspension or Restriction of Access**

If these Terms or applicable laws are violated, the Company may suspend, restrict, or terminate the User’s access to the Platform (including removal or concealment of listings). Upon notification, the User must immediately cease use of the Platform.

## **1.3 Doingid Intellectual Property**

All rights to the domain names, brand, logos, text, interface design, databases, software components, and other intellectual property of the Platform belong to Doingid. Use of these materials is permitted only with the Company’s prior written consent.

## **1.4 User Content and Responsibility**

Users may publish listings, service descriptions, images, and other materials (“Content”) and confirm that:

- a) they hold all necessary rights to such Content;
- b) the Content is lawful, accurate, and does not violate third-party rights;
- c) they bear full responsibility for the Content they publish and any consequences arising from its publication.

By posting Content, the User grants the Company and its affiliates an irrevocable, non-exclusive, worldwide, royalty-free license to use, edit, store, reproduce, and display the Content for Platform operation and promotion (including on showcases, in collections, newsletters, advertisements, and previews). The User also grants other users the right to view the Content through the Platform in accordance with these Terms and applicable law.

## **1.5 Third-Party Content and External Resources**

The Platform may contain third-party materials and links. Such materials are published under the responsibility of their respective authors and do not reflect the Company’s position. Links to external websites or applications do not constitute endorsement by the Company, and their use is at the User’s own risk.

## **2. Service Format: Listings, Offline Services, and Safe-Environment Development**

### **2.1 Listings and Offline Interaction**

At this stage, the Doingid Platform operates solely as an informational listing board, enabling residents of Sri Lanka (individuals and organizations) to post offers or requests for services and submit applications.

Foreign nationals may use the Platform to search for and purchase services provided by residents. Providing services within Sri Lanka by foreign nationals is permitted only if they hold valid permits or visas under national law. Doingid reserves the right to request supporting documents and to refuse publication in their absence.

At this stage, the Company does not provide any transaction-support services—including negotiations, legal documentation, payments, performance monitoring, or dispute resolution—and assumes no liability for the outcomes of user interactions.

Doingid is actively developing a secure transaction system and tools to support offline interactions, including escrow services, standard contract templates, and arbitration tools. Once these features are implemented, the Company will issue an updated version of these Terms, notify all users, and distribute the new agreement for review and confirmation.

### **2.2 Future Guarantee and Mediation Services**

Doingid is gradually developing secure-environment tools, including an escrow system, AI-based risk-detection models, and mediation/arbitration mechanisms. Until these are officially launched, users may report disputes, errors, or violations via Doingid Feedback form application ([link](#)). Reports are reviewed to the extent possible; the Company is not obliged to process every report or issue a decision on each case but will use submitted information to improve future protection systems. Where feasible, the Company may assist in resolving specific issues.

### **2.3 Moderation Rights**

Platform moderators have the right to:

- a) edit technical elements of a listing (typos, duplicates, formatting) without altering its meaning;
- b) remove direct contact information (phone, email, links, etc.) from titles or descriptions if it violates Platform rules;
- c) reassign listings to more relevant categories or sections to ensure catalog accuracy;
- d) hide or remove listings that violate laws, moral norms, third-party rights, or Platform policies.

The Company may make technical corrections without prior notice if such changes do not affect the substance or meaning of the listing. Substantive changes (including service price, description, or terms) may be made only after agreement with the User.

Payment for publication is considered payment for the service of listing placement and does not guarantee immutability of the content.

Moderation, correction, or removal of listings performed under these Terms shall not be considered a failure to provide services and shall not constitute grounds for a refund.

### **3. Paid Services, Referral Program, and Refunds**

#### **3.1 Listing Publication and Payment**

Posting listings is a paid service under the current rates listed on the website. Payments are processed through available payment gateways (including Stripe and local banking systems). The service is deemed provided once the listing has been successfully published or activated in the catalog.

#### **3.2 Refunds**

Refunds are available only in limited cases:

- a) a technical error preventing publication for more than 48 hours after payment due to Platform fault;
- b) a duplicate transaction for the same listing;
- c) refusal of publication prior to catalog activation (except when refusal is due to User violations).

Refunds are not provided if:

- the User violated the rules and their listing was removed or blocked;
- the listing was published and accessible but did not result in responses or sales;
- a partial refund is requested for a period during which the listing was active.

Refund requests must be submitted via [doingid.com/support](https://doingid.com/support) within 7 calendar days from the transaction or incident. Refund decisions are made by the Support Team based on system logs and Platform policy.

#### **3.3 Referral Program**

Users may participate in the Doingid Affiliate (Referral) Program and receive rewards in accordance with the Affiliate Program Terms ([link](#)). Rewards are not guaranteed and depend on the actual paid actions of referred users. The Company reserves the right to suspend payouts or terminate participation in cases of rule violations (spam, misleading promotion, false income claims, etc.).

#### **3.4 Taxes and Fees**

All taxes, duties, and fees related to payment for Platform services or receipt of referral rewards are the sole responsibility of the User, in accordance with applicable laws. The Company does not act as a tax-withholding agent for the User.

### **3.5 Volunteer Services and Opportunities**

3.5.1 The Platform allows Users to offer or request services on a voluntary (non-paid) basis by marking the corresponding option when submitting a listing or request form.

Volunteer services are provided solely at the discretion of the Users involved and are not considered commercial transactions.

Doingid does not act as an intermediary, contractor, or employer in relation to volunteer activities and assumes no financial, legal, or tax responsibility for such engagements.

3.5.2 Users who provide or facilitate volunteer services may, at the Company's discretion, receive non-monetary benefits or bonuses in the future — such as platform credits, visibility boosts, badges, or participation in community programs.

These benefits are not guaranteed and may be introduced as part of new features, social-impact programs, or affiliate initiatives.

3.5.3 Volunteer activities conducted through the Platform must comply with Sri Lankan law and Doingid's ethical standards, including respect for human rights, non-discrimination, and transparency.

The Company reserves the right to review and remove any listings or requests that misrepresent volunteer work or involve coercion, exploitation, or misleading offers.

## **4. Acceptable and Prohibited Use**

### **4.1 Permitted Use**

The Platform is intended for business purposes: posting and searching for services, communicating within listings and requests, participating in provided features (including referral programs), and accessing information and news from the Platform.

### **4.2 Prohibited Use**

Users are prohibited from publishing, promoting, or seeking content and services that:

- are illegal, defamatory, incite hatred, or involve harassment, discrimination, or violence;
- are sexually explicit, related to sex work or escort services, or involve child exploitation;
- infringe intellectual property, privacy, or personal-data rights;
- mislead others (false promises, fake reviews, deepfakes, “guaranteed income” schemes, etc.);

- violate professional or academic standards;
- advertise weapons, drugs, counterfeit goods, gambling, or “get-rich-quick” schemes;
- contain direct contact information in titles/descriptions circumventing Platform rules.

Additionally, Users may not:

- impersonate another person or misrepresent qualifications or legal status;
- bypass the Platform by moving communication offline before following listing rules;
- create duplicate or spam listings;
- interfere with Platform operations (scraping, attacks, malware, overloads);
- sell, share, or operate multiple accounts without permission;
- use the Doingid brand or logo without written consent.

### **4.3 Enforcement**

The Company may investigate potential violations, modify, hide, or remove content, limit functionality, or block accounts. Failure to act on one violation does not waive the right to act on future ones. Upon account suspension, the User remains responsible for prior obligations, and the Company retains rights to Content already posted.

### **4.4 Reporting Violations**

Users may report violations via [doingid.com/abuse](https://doingid.com/abuse) or through the report form next to each listing. Users agree to provide reasonable assistance during any investigation.

## **5. Definitions**

**“Platform”** — the Doingid.com and Doingid.lk websites and associated online services.

**“Listing”** — a post offering or requesting a service, published by a User in the Platform catalog.

**“Content”** — text, photos, images, descriptions, and any other materials uploaded by a User.

**“Moderator”** — an authorized Company representative responsible for review, editing, relocation, concealment, or removal of listings under the Platform’s policies.

**“Referral Program”** — the reward system for attracting new paying users, governed by the Affiliate Program Terms.

**“Resident/Foreigner”** — a User’s legal status under Sri Lankan law; foreigners may provide services only with valid permits or visas.

**“Affiliates”** — entities or individuals under common ownership or control with the Company, or controlling/controlled by it.

## **6. Governing Law and Dispute Resolution**

### **6.1 Applicable Law**

These Terms and all matters arising from or related to the use of the Doingid Platform shall be governed by and construed in accordance with the laws of the Democratic Socialist Republic of Sri Lanka.

By accessing or using the Platform, the User acknowledges and agrees that Sri Lankan law applies to the interpretation, validity, and performance of these Terms, except as otherwise specified herein.

### **6.2 Amicable Resolution and Negotiation**

In the event of any disagreement, controversy, or claim arising out of or in connection with these Terms, the Parties shall first seek to resolve the matter through good-faith negotiations.

The User may submit a written notice of dispute through the official Doingid contact channels listed on the Platform (including [doingid.com/support](https://doingid.com/support)).

The Company will review the claim and may engage in correspondence or mediation attempts with the User to reach a mutually acceptable solution within thirty (30) calendar days from receipt of the written notice.

### **6.3 Local Arbitration (Sri Lanka)**

If the dispute cannot be resolved amicably within the timeframe specified in Section 6.2, either Party may refer the matter to arbitration in Colombo, Sri Lanka, conducted in accordance with the Arbitration Act No. 11 of 1995 and the applicable procedural rules of the Sri Lankan arbitration authority.

The arbitration tribunal shall consist of one (1) arbitrator appointed by mutual agreement of the Parties.

If the Parties cannot agree on the appointment, the arbitrator shall be designated by the Chairman of the Institute for the Development of Commercial Law & Practice (ICLP) in Colombo.

The arbitration shall be conducted in English, and each Party shall bear its own costs, unless otherwise decided by the tribunal.

The arbitral award shall be final and binding on both Parties.

### **6.4 International Arbitration (Singapore)**

For cross-border users, international transactions, or cases involving foreign citizens or companies, the Company reserves the right to refer the dispute to international arbitration in Singapore.

Such arbitration shall be administered by the Singapore International Arbitration Centre (SIAC) and conducted in accordance with the SIAC Arbitration Rules in effect at the time of filing.

The arbitral tribunal shall consist of one (1) arbitrator, and the language of the arbitration shall be English.

The award rendered by the SIAC tribunal shall be final, binding, and enforceable in any jurisdiction in accordance with the New York Convention on the Recognition and Enforcement of Foreign Arbitral Awards (1958).

## **6.5 Jurisdiction and Enforcement**

Each Party irrevocably submits to the jurisdiction of the arbitral bodies identified above for the purpose of resolving disputes arising under these Terms.

The Parties agree that no claim or legal proceeding may be initiated in any court except to enforce or recognize an arbitral award.

Nothing in this clause prevents the Company from seeking interim or injunctive relief in any competent court where necessary to protect its rights, intellectual property, or confidential information.

## **6.6 Language of Proceedings**

All communications, submissions, evidence, and proceedings under this Section shall be conducted in the English language.

Any translations provided shall be for convenience only and shall not affect the official interpretation of the proceedings.

### **APPROVED BY**

Name: Ludmila Munteanu

Title: Founder

Signature: \_\_\_\_\_

Date: 18 / 10 / 2025

