Legacy Rewards Program Terms of Use

PLEASE READ THESE TERMS OF USE CAREFULLY. BY PARTICIPATING IN AN ALX LEGACY REWARDS PROGRAM AND BY ENGAGING WITH THE ALX COMMUNITY, YOU AGREE TO BE BOUND BY THESE TERMS AND ALL TERMS INCORPORATED HEREIN BY REFERENCE. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT USE YOUR LEGACY POINTS OR CLAIM REWARDS.

These Terms of Use include negotiation and conciliation provision that governs any disputes between you (participant in the Legacy Rewards Program) and us ("ALX"). This provision may: eliminate your right to a trial by jury; and substantially affect your rights, including preventing you from bringing, joining, or participating in class or consolidated proceedings.

You agree that we may provide updates, notices, disclosures, and amendments to these Terms of Use, and other information relating to the Legacy Points program by electronic means, including posting such information and materials online on the ALX eHub and Portal.

1. General Aspects

The Legacy Rewards program is one way in which ALX endeavors to reward and thank loyal people for participating in and completing ALX Programs, becoming career ready and engaging in the ALX Community. Through this you are able to earn and accumulate "Legacy Points" that can be redeemed for rewards.

These Terms of Use apply to your access to, and participation in, the Legacy Rewards program ("Legacy Rewards"), which is operated by ALX or its respective subsidiaries, licensees and affiliated companies.

1.1. Changes to terms

1.1.1. ALX reserves the right to change or modify these Terms of Use or any policy, FAQ, or guideline pertaining to the Legacy Rewards program, in whole or in part, at any time and in its sole discretion. Any changes or modifications will be effective immediately and will be posted, so please check back from time to time and we will make available an alert on the website when there are significant updates to these Terms of Use.

1.1.2. You waive any right you may have to receive specific notice of such changes or modifications, and your continued access to or participation in the Legacy Rewards program following any such changes or modifications confirms your acceptance. If you do not agree to these Terms of Use, you can choose not to use your Legacy Points or not redeem any reward.

Term	Definition
Legacy Rewards Program	A non-monetary recognition and incentive program operated by ALX to reward learner and alumni engagement, participation, and progress.
Legacy Points	A program-based, non-cash virtual currency awarded for completing eligible ALX activities. Legacy Points are non-transferable, non-redeemable for cash, and expire 18 months after issuance.
ALX Community	Refers to the ecosystem of ALX learners, alumni, staff, and affiliates who are actively enrolled or participating in ALX programs and initiatives.
Rewards	Benefits or goods made available for redemption through the Legacy Rewards Program in exchange for accumulated Legacy Points. May include both ALX-provided and third-party partner offerings.
Eligible Activities	Predefined and approved learner engagements or actions such as course completions, event participation, or community contributions that earn Legacy Points, as outlined in the Legacy Points Guide.
Active learner	An Active Learner is defined as any individual or entity that meets all the following conditions: Subscription Status: Has an ongoing, valid subscription plan (monthly, annual, or other payment frequency) that has not been canceled or terminated. Access Rights: Actively holds access to the platform's services, content, or features based on their subscription tier. Payment Compliance: Has successfully made the required payment for the current billing period and has no outstanding or overdue payments.
Personal Use	Legacy Points and rewards are intended solely for the participant's individual use and may not be sold, transferred, or shared.
Undesirable Behaviour	Any conduct that violates ALX values or disrupts the safety, integrity, or inclusivity of the community, including discrimination, harassment, false reporting, brand misuse, or legal violations.
Suspension / Cancellation	ALX's right to terminate a user's participation in the program and void points or rewards in the event of fraud, inactivity, breach of terms, or misconduct.

Partner Rewards	Goods or services offered by third-party entities in collaboration with ALX. Partners maintain responsibility for quality, delivery, and adherence to their own terms.
Inactivity	A continuous period of two (2) years without earning new Legacy Points, resulting in automatic deregistration and loss of accumulated points.
Dispute Resolution	A two-phase process where disputes are first resolved through negotiation and, if unresolved within 60 days, will fall under the jurisdiction of the courts of the Republic of Mauritius.
Governing Law	The Terms of Use and participation in the Legacy Rewards Program are governed by the laws of the Republic of Mauritius.
Severability	If a provision of the Terms is deemed unenforceable, it will not affect the validity of the remaining provisions.
Privacy Statement	A separate policy that outlines how personal data is collected, shared (e.g., with reward or points partners), and protected in relation to program participation.
Legacy Points Guide	A supplementary document detailing how Legacy Points can be earned, how many points are assigned to actions, and timelines for point allocations.

1.2. Personal Use

1.2.1. Legacy Points and rewards from our Legacy Rewards program are intended for personal use only and are non-transferable and cannot be shared with family, friends or others. Commercial use is prohibited (they may not be sold, transferred, or exchanged for cash). Legacy Points are not targeted towards, nor intended for use by, anyone who is not eligible or part of the ALX Community.

1.2.2. Any attempt to sell or misuse Legacy Points or rewards may result in the forfeiture of the reward and possible suspension or cancellation from the Legacy Rewards program.

1.3. Privacy

1.3.1. When you engage with us, you trust us with personal information about yourself. We are committed to protecting your right to privacy. Our Privacy Statement is incorporated into these Terms of Use and also governs your participation in the Legacy Rewards program. Please read the Privacy Statement carefully to understand how we collect, use and disclose information about you, and how we communicate with you.

1.3.2. We may share your personal information or details on actions related to you with selected partners who make available rewards for the Legacy Rewards program.

The information shared will include only the necessary identifiers (such as your name, location/ALX hub, contact details and number of Legacy Points per reward) to facilitate the efficient activation of benefits and data analysis/statistics. We will expand on this in the terms of each type of reward or Legacy Points earning action.

1.4. Undesirable Behaviour

1.4.1. If we believe there is undesirable behaviour (or inactivity), we reserve the right to suspension or cancellation from the Legacy Rewards program. In addition, ALX has the right to decide if the undesirable behaviour would also trigger the suspension or cancellation of your relationship with ALX entirely. This may include:

1.4.2. Unbecoming conduct, or behavior that violates the principles of respect, equality, and inclusivity, including making disparaging remarks about Learners, Alumni, ALX, or its subsidiaries and affiliates, or ALX staff

1.4.3. Unbecoming conduct includes the following:

1.4.3.1. engaging in any form of discrimination or harassment based on race, ethnicity, nationality, gender, sexual orientation, religion, affiliation to a specific group or any other Constitutionally protected characteristic;

1.4.3.2. making racist, offensive, or derogatory remarks or gestures towards others, whether within the ALX hubs, at an ALX event, or in any online community or platform associated with ALX;

1.4.3.3. committing any act that incites hatred, hostility, bigotry or violence towards any individual or group;

1.4.3.4. disseminating false or damaging information about ALX or its partners, which could harm the company's reputation or business interests;

1.4.3.5. engaging in behaviour that disrupts the well-being, safety or comfort of our members, staff or representatives;

1.4.3.6. abusing the ALX brand and benefit rules when engaging with our partners; and

1.4.3.7. violating any applicable laws, rules or regulations.

1.4.4. ALX reserves the right to revoke any reward and take appropriate action if it is redeemed through fraudulent means, misuse of Legacy Points, or violation of program terms.

1.4.5. We encourage you to report any of the aforementioned behaviours by contacting ALX.

2. About Legacy Points

Legacy Points are a non-monetary, programme-based reward currency issued by ALX to recognise and incentivise learner and alumni engagement, progress, and participation across eligible ALX activities and milestones.

Designed to support and celebrate your progress on your learning journey, Legacy Points reward you for completing course milestones, engaging with the ALX Community, and shaping your career through meaningful action.

Legacy Points may be awarded for activities such as completing programme submissions on time, participating in approved events, contributing to community initiatives, or submitting verified self-reported updates, as outlined in the Legacy Points Guide and on the ALX eHub and Portal.

Legacy Points have no cash value, are non-transferable, and may only be used to redeem rewards through the Legacy Rewards programme in accordance with applicable Terms and Conditions. ALX reserves the right to amend or discontinue the issuance or use of Legacy Points at any time.

2.1. Eligibility

2.1.1. When you join an ALX program, you become eligible to earn Legacy Points. You don't need to do anything else to enroll in our Legacy Points program and benefit from the Legacy Rewards program. All ALX active learners and ALX alumni are automatically eligible.

2.2. Earning Points

2.2.1. The rewards that are available to you through Legacy Rewards are based on the number of Legacy Points that you earn. As an example, you can earn points in some of the following ways:

2.2.1.1. Self- Reporting

2.2.1.2. Pitch Video Completion

2.2.1.3. Create/host an Event

2.2.1.4. Complete an ALX Programme

2.2.1.5. Attend events

2.2.1.6. Post or comment on Portal

2.2.2. The ways in which you can earn points are detailed in our Legacy Points Rules. Please check what are the active methods of earning Legacy Points. You can access these on the Legacy Points page on the ALX Portal and on the eHub.

2.3. Legacy Points Allocation Timing

2.3.1. Legacy Points are typically awarded up to 14 business days after you complete an eligible activity, submission, or action as outlined in the Legacy Points Guide. In some cases, processing times may vary depending on verification requirements or system limitations.

2.3.2. For campaigns, promotions, or limited-time actions, Legacy Points may take up to 6 weeks to be allocated, or as otherwise stated in the specific campaign Terms of Use.

2.3.3. If you believe you have not received points for an eligible action after the expected time period, please check your "Your Activity" section on the ALX eHub

or Portal. If the issue persists, you may log a query through ALX Talent Support team for review.

2.4. Legacy Points Expiration and Errors

2.4.1. Unless otherwise noted, Legacy Points are automatically added to your ALX account for completion of eligible actions and expire 18 months after the calendar month in which such points were earned. For example, if you earn points on January 15, 2023, they will expire on August 1, 2024.

2.4.2. The oldest accrued points will be used first for redemptions.

2.4.3. You can view and track your points balance and available rewards, as well as any additional benefits for which you are eligible as an active learner and alumni , on the ALX Portal and on the eHub.

2.4.4. You agree that if ALX grants you Legacy Points through an administrative error or any other error, ALX can unilaterally reverse the Legacy Points that have been erroneously allocated to you.

3. About Rewards

Rewards can be redeemed by using Legacy Points. Legacy Points offer different rewards based on how many points have been accrued.

Rewards available may vary by location and by country and ALX may adjust the items included and number of points required at any time at its sole discretion.

3.1. Rewards Availability may vary

3.1.1. Not all locations have all the rewards at this time. Some rewards are location specific.

3.1.2. Rewards available for redemption may vary depending on your location. Due to differences in availability and logistics, some locations may offer a limited selection of rewards, rewards that require fewer Legacy Points, or in some cases, may not offer any rewards at all.

3.1.3. In such cases, you will only be able to redeem the Legacy Points required for the rewards available at your specific location, regardless of your total points balance. This takes precedence over any other redemption conditions stated in these Terms.

3.1.4. You can check the rewards available to you on the ALX Portal and on the eHub.

3.2. Reallocation and Expiration of Rewards

3.2.1. To ensure fair access and maximise availability, ALX reserves the right to reallocate any unused rewards to another country or market if they are not

redeemed within one month of release. This helps ensure that rewards benefit as many eligible learners as possible across regions.

3.2.2. Also, depending on specific terms of each Reward type, redeemed rewards may have an expiration date. Thus, a reward may expire if it is not used in the allocated timeline, without the option for the Reward to be reinstated.

3.3. Returns

3.3.1. Once you have redeemed your Legacy Points for a reward, it is not possible to exchange it for other rewards.

3.3.2. If a reward is defective, damaged, or incorrect, contact us here within 30 days of receipt. Items must be unused and in original packaging for an exchange, subject to availability.

3.3.3. In case we need to cancel a reward due to things like low stock or product changes, we will let you know and offer you a different reward of equal or greater value.

3.4. Errors

3.4.1. You agree that ALX may set off any rewards allocated to you in error against any current or future Legacy Points you have.

3.5. Third-Party Rewards and Partner Responsibility

3.5.1. Partner Products and Services: Some Rewards in our program are provided by third-party partners. ALX is not responsible for the quality, delivery, or performance of any goods or services offered by these partners. Once a reward is redeemed, any issues or concerns must be addressed directly with the partner.

3.5.2. No Control Over Partner Operations: ALX does not manage or oversee our partners' operations. We cannot be held responsible for any delays, errors, service issues, or dissatisfaction related to partner-provided rewards, even if the reward was issued through our platform.

3.5.3. Partner Terms and Conditions: Each partner may have its own terms, including usage restrictions and expiry dates. Before redeeming a reward, learners should review the specific partner conditions as made available by these for any other conditions that are not covered by ALX Legacy Rewards Terms Rewards are final once redeemed—they cannot be refunded, exchanged, or reissued under any circumstances.

4. Other important information you should know

4.1. No Fees

4.1.1. There are currently no participation or fees associated with the Legacy Rewards program. Legacy Points accrued in connection with the Legacy Rewards program,

have no cash value and cannot be redeemed for cash. In addition, your redemption of points accrued in connection cannot be combined with any other offers or discounts, unless otherwise expressly indicated by ALX.

4.2. Suspension / Cancellation

4.2.1. Without notice to you, ALX reserves the right, in its sole discretion, to suspend or cancel your participation in the Legacy Rewards program if ALX determines, in its sole discretion, that you have violated the Terms of Use within this policy or that earning or the use of your Legacy Points is unauthorized, deceptive, fraudulent or otherwise unlawful. In the event that your participation in the Legacy Rewards program is terminated, all accrued points in your account are void.

4.3. Inactivity

4.3.1. Without notice to you, ALX also reserves the right to "unregister" and make ineligible for the Legacy Rewards program any person that has been marked as inactive. In the event that you become inactive, all your accrued points are void.

4.4. Specific terms of use

4.4.1. Some of the rewards will have particular rules of use, activation or eligibility. If ALX communicates a specific version of Terms of Use when you access those rewards, that set of Terms of Use will have priority and will be supplemented with these Terms of Use.

4.5. Dispute resolution and jurisdiction

4.5.1. In the unfortunate event that a dispute arises between you and us, we must negotiate a resolution, as a preliminary alternative dispute resolution process. ALX will appoint representatives in 10 days from your dispute/complaint request to meet and resolve the dispute in good faith, through negotiation. This provision applies to all claims and disputes arising from these Terms of Use . In the event that disputes remain unresolved sixty (60) days from the start of the negotiations, the courts of the Republic of Mauritius will have jurisdiction over them.

4.6. Governing law

4.6.1. Any dispute arising from these Terms of Use or your access to or participation in the Legacy Rewards program will be governed by and construed and enforced in accordance with the laws of the Republic of Mauritius, without regard to conflict of law rules or principles.

4.7. Severability

4.7.1. If any provision or part of a provision of these Terms of Use is unlawful, void or unenforceable, that provision or part of the provision is deemed severable from these Terms of Use and does not affect the validity and enforceability of any remaining provisions.

4.8. Support and assistance

4.8.1. For Legacy Rewards queries or redemption support: Please reach out to LEA, our Learning Experience Assistant or reach out to our ALX Servicing Agents here.

4.9. How to contact us

4.9.1. Ref: Legacy Rewards program Terms of Use
5th Floor, The CORE Building,
No. 62, ICT Avenue,
Cybercity, Ebene,
Mauritius
Email: support@alxafrica.com
You agree that the only way to provide us legal notice is at the above email and physical address.