ALX COMMUNITY TERMS

These Terms are reviewed periodically and any updates will be published on this website. For significant changes, we will also notify you directly, as described in section 11.

1. Purpose and status

1.1. These ALX Community Terms ("**Community Terms**") explain what the ALX Community is, what ALX provides as part of it, who can be a member, and how membership starts and ends.

1.2. The Community Terms form part of the ALX Learner Terms of Service. By accepting the Learner Terms of Service when you enroll in an ALX program, you also accept these Community Terms.

1.3. The ALX Online Community platform is also subject to the ALX Africa Community Terms of Service (the "**Platform Terms**"). If the Platform Terms conflict with these Community Terms, these Community Terms prevail. In particular, the ALX entity responsible for the Community, the grounds on which ALX may suspend or end your membership, and the governing law and dispute resolution terms are those set out in these Community Terms and the Learner Terms of Service.

1.4. Conduct and discipline are governed by the Learner Code of Conduct, as extended by section 8.

2. What the ALX Community is

2.1. When you enroll in an ALX program, you receive three things: (a) online course content; (b) access to ALX Hubs, physical spaces offering a professional study environment, connectivity, and supporting infrastructure; and (c) membership of the ALX Community.

2.2. The ALX Community is the network of ALX learners and alumni who connect with one another, share learning and professional insights, and support each other's progress. ALX operates it. It is a core part of the service you enroll for, not an add-on to it or a channel for promoting it.

2.3. The ALX Community has two parts:

2.3.1. The **ALX Online Community**, which runs on ALX's community platform, accessible from the ALX E-Hub, at community.alxafrica.com; and

2.3.2. The **ALX Onsite Community**, which meets in ALX Hubs and at ALX events.

2.4. In these Community Terms, "**ALX**", "**we**" and "**us**" mean ALX Holdings Limited and, for each ALX Hub, the local ALX entity that operates it.

2.5. Membership is free. There is no separate charge for the ALX Community, during or after your program.

3. What ALX provides

3.1. As a member, you can:

3.1.1. use the ALX Online Community, including your profile, discussion spaces, groups, direct messaging, events and resources;

3.1.2. use any ALX Hub for study, collaboration and networking, not only Hubs in your country, subject to booking, available capacity, opening hours and each Hub's house rules;

3.1.3. take part in ALX Community events, online and onsite; and

3.1.4. Receive ALX Community communications.

3.2. Community commercial communications cover community events and activities; learning and career opportunities (including jobs, internships, funding, and programs offered by ALX or its partners); and community newsletters and updates. We send them through the ALX Online Community, by email.

3.3. The email notification for commercial community communications from the ALX Online Community *is off by default*. You can switch them on at any time.

3.4. Course-related communications will be sent to you or to a dedicated learning channel you are part of, as long as you are a learner. They are needed to deliver your program.

3.5. Promotion of ALX's own paid products and services is not community communication. It is governed by the ALX Privacy Policy, including your right to opt out.

3.6. Paid coworking services offered at some ALX Hubs, are not part of the ALX Community and are governed by their own terms.

3.7. We may change, add or remove Community features, spaces, events or Hubs. If a change significantly reduces what the Community offers, we will tell members in advance.

4. Who can be a member

4.1. The following people can be members, provided they are at least 18 years old:

4.1.1. learners currently enrolled in an ALX program;

4.1.2. alumni who have completed an ALX program; and

4.1.3. participants in ALX Ventures programs.

4.2. The following are not members of the ALX Community:

4.2.1. learners enrolled through a training program that an employer has arranged with ALX for its own staff, unless ALX agrees otherwise;

4.2.2. ALX staff, facilitators and mentors, who take part in Community activities only in that capacity; and

4.2.3. ALX partners, employers, and recruiters.

4.3. A person previously removed from the Community under section 8 may become a member again only with ALX's agreement.

5. How you join

5.1. You become a member when you enroll in an ALX program and accept the Learner Terms of Service.

5.2. We automatically create your ALX Online Community account on enrolment using the details you provided when you enrolled, and we send you instructions to access it.

5.3. While you are enrolled, parts of your program are delivered through the ALX Online Community, including course announcements, cohort spaces, and peer support. You will need your account for those purposes until your program ends.

6. How long does membership last

6.1. Membership is not limited to the period of active study. A network for professional insight and mutual support is useful not only during a program but also after it ends. Your membership therefore continues after you complete your program, or if you do not complete it, until you leave (section 7), it is closed for inactivity (6.2), or ALX removes you (section 8).

6.2. If, for three (3) consecutive years, you have not logged in to the ALX Online Community, visited an ALX Hub or attended an ALX Community event, we will close your membership. We will email you at least thirty (30) days beforehand, and you can keep your membership by logging in during that period.

6.3. Closure for inactivity does not affect your academic records or certificates, and you may ask to rejoin at any time (section 7.6).

7. How you leave

7.1. You can leave the ALX Community at any time by deleting your account in the ALX Online Community settings, or by asking ALX Support at help.alxafrica.com. We will close your membership without undue delay and in any case within thirty (30) days of your request.

7.2. You can remain a member and stop community communications by using the unsubscribe link in any community email, replying "STOP" to any community WhatsApp message, or changing your notification settings in the ALX Online Community.

7.3. While you are enrolled, you can leave any Community spaces and stop community communications, but not the parts of the ALX Online Community used to deliver your program (section 5.3). You can close your account fully once your program ends or you withdraw from it.

7.4. When you leave:

7.4.1. your access to the ALX Online Community ends and your profile is removed from member directories;

7.4.2. your access to ALX Hubs as a Community member ends (access you have as a currently enrolled learner is not affected);

7.4.3. we stop sending you community communications; and

7.4.4. your academic records, results and certificates are not affected.

7.5. Before leaving, you can delete your own posts and comments. Content you posted in shared spaces and do not delete may remain visible to other members, shown without your name or profile. Messages you sent to other members remain with their recipients.

7.6. You can ask to rejoin by contacting ALX Support. We will restore your membership unless you were removed under section 8.

8. Suspension, removal and appeal

8.1. The Learner Code of Conduct applies to every member for as long as they are a member, whether or not they are currently enrolled. References in it to learners include all members.

8.2. ALX may restrict, suspend or remove a member only for a breach of these Community Terms, the Learner Code of Conduct or the guidelines listed in section 9, or where required by law. Any such measure follows the violation levels, procedures and timelines of the Learner Code of Conduct and may apply to the Online Community, the Onsite Community or both. This replaces any right in the Platform Terms to end access for any reason or no reason.

8.3. Where a member's conduct poses an immediate risk to the safety of others or to the Community, ALX may suspend that member's access temporarily while the matter is reviewed.

8.4. Every member, including alumni and members not currently enrolled, may appeal a decision to suspend or remove them under the appeals process in the Learner Code of

Conduct. The limitation of appeals to Active Learners in the Learner Code of Conduct does not apply to decisions about Community membership.

9. Rules that apply

9.1. As a member, you must follow:

9.1.1. the Learner Code of Conduct, *here*;

9.1.2. Appendix B: ALX Online Community Guidelines, *here*, when using the ALX Online Community and online event tools;

9.1.3. Appendix C: ALX Onsite Community Guidelines, *here*, together with each Hub's house rules, when at ALX Hubs and onsite events; and

9.1.4. the Platform Terms (*here*), when using the ALX Online Community platform, subject to section 1.3.

10. Personal data

10.1. ALX Holdings Limited is responsible for personal data processed in the ALX Online Community. The local ALX entity operating each ALX Hub is responsible for the personal data processed at that Hub.

10.2. How we process members' personal data, including purposes, legal bases, retention periods and your rights, is explained in the ALX Privacy Policy, *here*.

11. Changes and contact

11.1. We may update these Community Terms. Updates are published on the ALX website and take effect when posted. For significant changes, we will notify members directly at least thirty (30) days before they take effect.

11.2. Contact: ALX Holdings Limited, Lot 02, Floor 1, CentrePoint, Trianon, Mauritius; help.alxafrica.com.