

WELEARN TERMS OF USE

Last Updated: 28 September 2026

These Terms of Use ("Terms") govern your access to and use of the WELEARN mobile application and related services ("WELEARN", the "App" or the "Service"), operated by ZENTIX PTE. LTD. ("ZENTIX", "we", "us" or "our").

By creating an account, accessing or using WELEARN, you agree to these Terms and our Privacy Policy.

If you do not agree to these Terms, please do not use WELEARN.

1. About WELEARN

WELEARN is an educational practice and learning platform designed to help students practise academic subjects, review questions, track learning progress and receive technology-assisted explanations and feedback.

WELEARN is a learning and practice tool. It is not a school, tuition centre, examination authority or replacement for a qualified teacher or educational professional.

2. Eligibility

WELEARN may be used by students of different ages, including students under the age of 13.

If you are under the age of majority in your country, you should use WELEARN with the knowledge and supervision of a parent or legal guardian where required by applicable law.

Where parental or guardian consent is legally required, the parent or legal guardian is responsible for providing that consent.

By allowing a child to use WELEARN, a parent or legal guardian agrees to these Terms on behalf of the child to the extent permitted by applicable law.

3. User Accounts

You are responsible for:

- Providing accurate information when creating an account;
- Keeping your account information accurate;
- Protecting your account credentials;
- Not allowing unauthorised persons to use your account; and
- Not impersonating another person.

We may suspend or terminate an account where we reasonably believe that the account has been created fraudulently, used improperly or operated in breach of these Terms.

4. Children's Use

WELEARN may be used by younger learners, including students under the age of 13.

Parents and legal guardians are encouraged to supervise children's use of WELEARN and to help children understand how to use the Service safely.

Parents and guardians should ensure that children do not intentionally upload unnecessary personal or sensitive information through WELEARN.

In particular, users should not intentionally include personal information such as home addresses, telephone numbers, identification numbers, financial information, passwords or other sensitive information in images uploaded through Snap & Solve.

Where applicable law requires parental or guardian consent, appropriate consent should be obtained before the relevant personal information is collected or processed.

5. Educational Content

WELEARN may provide:

- Practice questions;
- Exercises;
- Explanations;
- Answer analysis;
- Learning statistics;
- Progress reports;
- Recommendations for further practice; and
- AI-generated educational content.

Educational content is provided for learning and practice purposes.

Although we make reasonable efforts to provide useful and accurate educational content, we do not guarantee that every question, answer, explanation or AI-generated response will be completely accurate, current or appropriate for every student.

Users should verify important information where appropriate.

6. Artificial Intelligence Features

WELEARN uses artificial intelligence technology provided by third-party technology providers, including OpenAI and Microsoft Azure, for certain features.

AI technology may be used to:

- Analyse questions;
- Interpret uploaded images;
- Generate answers;
- Explain solutions;
- Provide feedback;
- Identify learning patterns;
- Generate learning reports; and
- Support other AI-powered features within WELEARN.

Depending on the feature being used, information submitted to WELEARN may be processed through OpenAI, Microsoft Azure or other AI technology providers.

This information may include uploaded images, questions, educational content, answers, prompts and other information necessary to provide the relevant AI functionality.

AI-generated results may contain errors, omissions or incorrect reasoning.

You acknowledge that AI-generated content should not be treated as guaranteed correct.

WELEARN does not guarantee that AI-generated answers will match the answer expected by a school, teacher, examination board or other educational authority.

The AI technologies and providers used by WELEARN may change from time to time as we develop, improve or update the Service.

Further information about how information is processed by AI and other third-party service providers is provided in our Privacy Policy.

7. Snap & Solve

WELEARN may allow users to take or upload photographs of questions, worksheets, exercises and other educational materials through the Snap & Solve feature.

You are responsible for the content you upload.

You represent that you have the right or permission to upload material that you submit through Snap & Solve.

You must not intentionally use Snap & Solve to upload:

- Unlawful content;
- Content containing another person's private information without appropriate permission;
- Identification documents;
- Financial information;
- Passwords or authentication information;
- Sensitive personal information;
- Content that infringes another person's intellectual property rights; or
- Content that violates these Terms or applicable law.

Uploaded images may be stored as part of your WELEARN learning history in accordance with our Privacy Policy.

8. User Content

You retain ownership of content that you lawfully upload to WELEARN.

By uploading content, you grant ZENTIX a limited, non-exclusive licence to host, store, process, reproduce and use that content as reasonably necessary to:

- Provide the Service;
- Process Snap & Solve requests;
- Generate educational feedback;
- Maintain your learning history;
- Provide learning reports;
- Maintain, secure and improve WELEARN; and

- Operate the technical infrastructure required to provide the Service.

This licence continues only for as long as reasonably necessary for the purposes described above and does not transfer ownership of your content to ZENTIX.

We will handle personal information in accordance with our Privacy Policy.

9. Intellectual Property

WELEARN and its content, including its software, design, interface, question banks, educational materials, graphics, logos, trademarks, text and other materials, are owned by or licensed to ZENTIX and are protected by applicable intellectual property laws.

Except as expressly permitted by these Terms or applicable law, you may not:

- Copy WELEARN;
- Reproduce substantial portions of its content;
- Resell the Service;
- Commercially exploit the Service;
- Reverse engineer the App;
- Scrape or systematically extract content;
- Use WELEARN content to build a competing service; or
- Use WELEARN content to train or develop an artificial intelligence model without our written permission.

10. Acceptable Use

You agree not to:

1. Use WELEARN for unlawful purposes;
2. Attempt to gain unauthorised access to WELEARN;
3. Interfere with the operation or security of the Service;
4. Introduce malware or harmful code;
5. Abuse or exploit technical vulnerabilities;
6. Scrape or systematically copy WELEARN content;
7. Circumvent subscription or access controls;
8. Share paid accounts in a manner intended to avoid subscription fees;
9. Upload content that infringes another person's rights;
10. Upload harmful, abusive, threatening, sexually explicit or unlawful content;
11. Use WELEARN to harass or harm another person;
12. Use automated systems to access the Service except where expressly authorised by us; or
13. Attempt to manipulate, reverse engineer or interfere with AI-powered features or their underlying systems.

11. Free Trial

WELEARN may offer eligible users a free trial period.

The duration and conditions of the free trial will be displayed at the time of registration or subscription.

Unless otherwise stated, a free trial may automatically convert into a paid subscription at the end of the trial period.

Users should carefully review the subscription terms presented through Apple before confirming a subscription.

If the subscription automatically renews after the free trial, the applicable subscription price and renewal terms will be presented before the subscription is confirmed.

12. Paid Subscriptions

Certain WELEARN features may require a paid subscription.

Subscription pricing, billing period, trial duration and other applicable terms will be displayed before purchase.

Where a subscription is purchased through Apple's App Store:

- Payment will be charged through the user's Apple account;
- The subscription may automatically renew unless cancelled;
- Users can manage or cancel subscriptions through their Apple account settings;
- Cancellation generally prevents the next renewal but does not necessarily provide a refund for the current subscription period; and
- Refund requests may be subject to Apple's applicable policies.

The specific subscription terms presented at the time of purchase form part of the agreement between the user and ZENTIX.

13. Subscription Changes

We may change subscription prices, plans, features or limits from time to time.

Where required by applicable law, we will provide appropriate notice before a material price change takes effect.

Any changes to subscriptions purchased through Apple's App Store will also be subject to Apple's applicable requirements and policies.

14. Account Cancellation and Deletion

You may request deletion of your WELEARN account through the account deletion function in the App or by contacting us.

Deletion of an account may result in the loss of:

- Learning history;
- Practice records;
- Uploaded images;
- Progress reports;
- AI-generated learning information; and
- Other information associated with the account.

Where information must be retained to comply with legal obligations, resolve disputes, prevent fraud or protect our legitimate interests, we may retain that information for the applicable period.

Further information about account deletion and data retention is provided in our Privacy Policy.

15. Suspension and Termination

We may suspend or terminate access to WELEARN where:

- You materially breach these Terms;
- You engage in fraudulent activity;
- You attempt to compromise the security of the Service;
- You misuse the Service;
- Your account is associated with unlawful activity; or
- We are required to do so by law.

We may also discontinue or modify all or part of the Service.

Where reasonably practicable, we will provide notice of significant changes or termination.

16. No Guarantee of Academic Results

WELEARN is intended to support learning and practice.

We do not guarantee:

- Examination results;
- Admission to a school;
- Improvement in academic grades;
- Passing any examination;
- Achievement of a particular score; or
- A particular learning outcome.

Student performance depends on many factors outside our control.

17. Third-Party Services

WELEARN may rely on third-party services to provide, operate, secure and improve the Service.

These may include:

- Apple's App Store;
- OpenAI;
- Microsoft Azure;
- Cloud hosting and storage providers;
- Analytics and diagnostic providers;
- Payment and subscription providers;
- Authentication providers; and
- Other technology and service providers.

Third-party services may process information on our behalf where reasonably necessary to provide WELEARN and its features.

Your use of third-party services may also be subject to their own terms, conditions and privacy policies.

ZENTIX is not responsible for independent third-party services that are outside our reasonable control.

18. Service Availability

We aim to keep WELEARN available and reliable, but we do not guarantee that the Service will always be:

- Available;
- Uninterrupted;
- Error-free;
- Secure;
- Compatible with every device; or
- Free from technical problems.

The Service may occasionally be unavailable because of maintenance, updates, technical problems, network interruptions, third-party service interruptions or circumstances beyond our reasonable control.

19. Disclaimer

To the maximum extent permitted by law, WELEARN is provided on an "as is" and "as available" basis.

We make reasonable efforts to provide a useful educational service but do not make warranties that all content, answers, AI-generated responses or learning reports will be accurate, complete, current or error-free.

Nothing in these Terms excludes any rights or protections that cannot legally be excluded under applicable law.

20. Limitation of Liability

To the maximum extent permitted by applicable law, ZENTIX will not be liable for indirect, incidental, special, consequential or punitive losses arising from your use of WELEARN.

This includes, where legally permissible, loss of data, loss of profits, loss of educational opportunities or other indirect losses.

Nothing in these Terms limits liability where such limitation is prohibited by law.

21. Changes to WELEARN

We may add, remove or modify features of WELEARN from time to time.

This may include changes to:

- Question banks;
- Subjects;
- AI features;
- AI technology providers;

- Learning reports;
- Subscription features;
- User interface; and
- Technical requirements.

We may also discontinue certain features where reasonably necessary.

22. Changes to These Terms

We may update these Terms from time to time.

The updated Terms will be made available through WELEARN or our website and will include an updated "Last Updated" date.

Where changes are material, we may provide additional notice.

Your continued use of WELEARN after the effective date of updated Terms constitutes acceptance of the updated Terms, to the extent permitted by applicable law.

23. Governing Law

These Terms are governed by the laws of Singapore.

Any dispute arising from or relating to these Terms or WELEARN will be subject to the applicable courts of Singapore, unless applicable law requires otherwise.

24. Contact Us

If you have questions about these Terms, please contact:

ZENTIX PTE. LTD.

Singapore

Email: info@zentix.com.sg

Privacy enquiries: info@zentix.com.sg

Data Protection Officer: Gary Oh

End of Terms of Use