

Terms of Service

Effective date: 15 June 2026 | Last updated: 15 June 2026

Troogue Private Limited · CIN U62020KA2023PTC174477

Important: These Terms apply to Troogers, Employers, visitors and other users of the Troogue Platform. The Privacy Policy forms part of these Terms.

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1. About these Terms

These Terms of Service (the "Terms") govern access to and use of www.troogue.ai and any websites, applications, features, assessment tools, communication tools, dashboards, APIs and related services that link to these Terms (together, the "Platform" or "Services").

The Platform is operated by Troogue Private Limited, a company incorporated in India with CIN U62020KA2023PTC174477 ("Troogue", "we", "us" or "our"). "You" means the person accessing or using the Services and, where applicable, the organisation on whose behalf that person acts.

By creating an account, clicking to accept these Terms, participating in an assessment or using the Services, you agree to these Terms and the Privacy Policy. If you use the Services for an organisation, you represent that you have authority to bind that organisation.

If you do not agree, do not access or use the Services. Certain Services may also be governed by an order form, statement of work, customer agreement or additional product terms. If there is a conflict, the signed commercial agreement controls for that customer and Service.

2. Key definitions

- “Trooger” means an individual professional, candidate, consultant, contractor, freelancer, employee applicant or other talent user who creates a profile, participates in an assessment or seeks opportunities through the Platform.
- “Employer” means a company, enterprise, staffing or delivery partner, project owner, recruiter or authorised representative that uses the Platform to discover, assess, engage or manage Troogers or teams.
- “User Content” means information, documents, photographs, recordings, code, communications or other material submitted by a user.
- “Assessment Data” means interview questions and responses, audio/video, transcripts, code submissions, scores, timing, integrity signals, reviewer observations and related assessment information.
- “Assessment Output” means a score, skill classification, capability indicator, summary, recommendation, benchmark, match indicator or other output generated through the Services.
- “Public Profile” means profile information made visible to visitors who may not be logged in. A profile visible only to authorised Employers is not a Public Profile.
- “De-identified Data” means information from which direct identifiers have been removed or transformed but which may still be capable of being linked to a person using additional information.
- “Anonymised Data” means information processed so that an individual is not reasonably identifiable, taking account of available means and applicable law.

3. Eligibility and accounts

You must be at least 18 years old and legally capable of entering into a binding contract. You must provide accurate, current and complete information, keep your credentials secure, and notify us promptly of unauthorised access. You are responsible for activity under your account except to the extent caused by our breach.

We may refuse registration, require verification, restrict features or suspend an account where reasonably necessary for security, legal compliance, assessment integrity, prevention of abuse or protection of users.

4. What Troogue provides

Troogue operates a capability-driven talent platform. Services may include discovery and deployment of technology professionals and teams, candidate sourcing, profile verification, AI-assisted vetting, interviews and assessments, skill and role classification, matching, workforce intelligence, project and engagement tools, community features, training, upskilling, analytics and related services.

Troogue is not a party to an employment or independent-contractor relationship between an Employer and a Trooger unless a signed agreement expressly states otherwise. Employers remain responsible for their hiring, classification, onboarding, compensation, statutory, tax, workplace and engagement obligations.

5. Trooger profiles and visibility

We may create a Trooger profile using information supplied by the Trooger, information from authorised sources, and information generated through the Services. A profile may include name, photograph, professional title, location at a broad level, experience summary, selected skills, role classifications, assessment status, availability and other approved professional information.

Profile visibility may be set to: (a) private; (b) visible to authorised Employers; or (c) publicly visible. Public visibility and search-engine indexing are separate choices. A Public Profile is accessible to website visitors, but Troogue will enable search-engine indexing only after the Trooger separately selects that option through a clear affirmative control. Where indexing is not selected, Troogue will apply reasonable technical measures, such as noindex directives and exclusion from public sitemaps.

Where practical, the Trooger will be shown a preview of the information proposed for Employer or public visibility before publication. We will not intentionally publish a Trooger's personal telephone number, personal email address, residential address, government identifiers, full interview recording, detailed assessment responses or private communications without separate permission or another lawful basis.

A Trooger may change visibility or indexing choices and may request correction, restriction or removal of a profile from future display. Technical measures cannot prevent every independent copy by a third party. If search-engine indexing was previously enabled, search engines may retain cached copies for a period outside Troogue's reasonable control.

By enabling a Public Profile or Employer-visible profile, the Trooger grants Troogue a limited, non-exclusive, worldwide, royalty-free and revocable licence to host, format, reproduce and display the approved profile information for operating the Platform, promoting the Trooger's professional capabilities and facilitating work opportunities. This licence ends when the profile is removed, subject to reasonable technical, backup, legal and dispute-retention periods.

6. Assessments and AI-enabled interviews

Assessments may involve recorded or live audio/video, text responses, code, files, screen or browser interaction, timing, proctoring or integrity signals, interviewer observations and automated or human review. Before recording begins, we will provide an appropriate notice and obtain consent where required.

You must complete an assessment honestly and must not impersonate another person, obtain unauthorised assistance, misuse external tools contrary to assessment instructions, disclose confidential questions, manipulate the assessment environment or interfere with integrity controls.

Troogue may pause, invalidate, repeat or refer an assessment for human review where integrity concerns, technical failure, material inconsistency or suspected misuse arises.

Troogue does not use facial expressions, voice characteristics or other biometric signals to infer emotions, mental-health status, personality or sensitive personal characteristics in recruitment, assessment or workplace contexts. Any biometric processing used solely for identity verification, security or assessment integrity will be separately disclosed and handled in accordance with applicable law.

7. "Troogue Assessed" status and assessment outputs

A "Troogue Assessed" label means that the Trooger has completed one or more assessments made available or administered through Troogue. It is not a professional licence, accreditation,

background-verification guarantee, promise of employment or guarantee of suitability or future performance.

Assessment Outputs reflect information, methodology and conditions available at a particular time. They may be affected by the assessment format, role definition, data quality, candidate environment and model limitations. Troogue may update methodologies, taxonomies, thresholds and outputs as the Services evolve.

Employers must conduct their own role-specific review, interviews, references, background checks and legal checks. Employers must not treat an Assessment Output as the sole basis for a decision that produces a legal or similarly significant effect where applicable law requires human involvement or additional safeguards.

A Trooguer may request correction of factual inputs and may request human review of a materially adverse automated assessment outcome, subject to reasonable verification, security and anti-gaming controls.

8. Employer access and permitted use of Trooguer information

Employers may use profile and assessment information only for legitimate recruitment, staffing, project engagement, deployment, capability planning and related workforce purposes authorised by Troogue and the relevant user settings or customer agreement.

An Employer must not:

- scrape, harvest, systematically download or create an unauthorised external database of Trooguer information;
- sell, rent, publish, redistribute or commercially exploit profiles or assessment data;
- contact Troogers for unrelated marketing, spam, surveillance or deceptive purposes;
- attempt to re-identify Anonymised Data or combine it with other information for re-identification;
- use the Services to make unlawfully discriminatory decisions or infer protected or sensitive characteristics;
- share access credentials or disclose restricted assessment information to unauthorised persons; or
- circumvent Platform communications, fees, integrity controls or security measures in violation of an applicable agreement.

Where an Employer downloads, exports or independently records Personal Data, the Employer may become an independent data controller or data fiduciary and is responsible for its own notices, lawful basis, security, retention and response to individual rights.

9. User Content

You retain ownership of your User Content. You represent that you have the rights and permissions necessary to submit it and that it is accurate to the best of your knowledge, lawful and not misleading, infringing, harmful or confidential to another person without authorisation.

You grant Troogue a non-exclusive, worldwide, royalty-free licence to host, copy, process, format, transmit, display and otherwise use User Content only as reasonably necessary to provide, secure and maintain the Services, comply with your visibility settings, perform our agreements, protect rights and comply with law. Any use of User Content or Assessment Data for analytics, model improvement, benchmarking or the Troogue intelligence layer is governed by clause 10 and the Privacy Policy. The duration of this licence is limited to those purposes and applicable retention periods.

Public display of a name, photograph, voice or likeness is governed by the specific profile-visibility or recording permissions described in these Terms and the Privacy Policy, rather than by an unrestricted perpetual licence.

We may remove or restrict User Content that violates these Terms, applicable law, another person's rights, assessment integrity or Platform safety. We are not required to pre-screen all User Content.

10. Analytics, model improvement and the Troogue intelligence layer

Troogue may analyse Platform, profile and Assessment Data to operate and improve assessment systems, question quality, scoring methods, skill taxonomies, matching, integrity controls, benchmarks, analytics, artificial-intelligence models and workforce-intelligence capabilities, as further described in the Privacy Policy.

Identifiable Assessment Data may be processed where reasonably necessary to conduct, secure, explain or validate the specific assessment, provide authorised reports, investigate integrity concerns, support the user or resolve a complaint or dispute. Troogue does not place raw identifiable audio/video recordings, direct identifiers or identifiable full transcripts, answers or code into reusable general model-training or benchmark datasets.

Before interview or assessment information is used for general model improvement, benchmarking or capability-intelligence development, Troogue removes or transforms direct identifiers, minimises the information used, and applies de-identification or anonymisation safeguards appropriate to the purpose and risk. De-identified data that can still reasonably be linked to a person remains Personal Data and receives the protections described in the Privacy Policy. Reusable training and benchmark datasets are limited to Anonymised Data, aggregated statistics or non-identifying derived features.

Where applicable law requires consent for any Personal Data processing used in a model-improvement preparation step that is not necessary to provide the requested Service, Troogue will request a separate, optional and unticked consent. Refusal or withdrawal will not affect completion of the core assessment.

Troogue does not sell interview or assessment data, whether identifiable, de-identified or anonymised, as a standalone data product. Troogue may use Anonymised Data, aggregated statistics, model parameters, taxonomies, benchmarks and non-identifying insights for research, product development and commercial Services. We will not use Anonymised Data to identify or contact an individual and will not intentionally permit others to do so.

Deletion of identifiable data does not require deletion of information that has already been irreversibly anonymised, aggregate statistics that do not identify a person, or model parameters that do not contain information reasonably capable of identifying a person. We apply safeguards designed to reduce memorisation or reproduction of Personal Data in model outputs.

11. Acceptable use

You must use the Services lawfully, fairly and only for their intended purposes. You must not:

- access the Services through unauthorised automated means or impose an unreasonable load;
- probe, scan, bypass or interfere with security, access controls, proctoring or technical restrictions;
- upload malware, unlawful material, stolen information, trade secrets or content that infringes another person's rights;

- impersonate another person, falsify professional information or manipulate assessment results;
- harass, threaten, discriminate against or exploit another user;
- reverse engineer or extract models, source code, question banks, prompts, scoring logic or confidential benchmarks except where law expressly permits;
- use Platform data to train or improve a competing model or service without written permission; or
- use the Services in a way that exposes Troogue or another person to legal, regulatory, security or reputational harm.

12. Communications and notices

We may send transactional, security, assessment, account and legal notices electronically. Marketing communications will be sent only as permitted by law and may be opted out of without affecting essential service communications.

Platform messaging, interview or support channels may be monitored or reviewed where reasonably necessary for service delivery, security, quality, legal compliance, fraud prevention or dispute resolution, subject to the Privacy Policy.

13. Fees, taxes and refunds

Fees, billing cycles, taxes, payment terms, cancellation rights and refund terms will be shown in the applicable order, checkout, statement of work or commercial agreement. Unless expressly stated otherwise, fees are exclusive of applicable taxes and are non-refundable after the relevant Service has been delivered or materially commenced.

Payments may be processed by third-party payment providers. Applicable fees, taxes, cancellation rights and refund terms will be displayed before purchase or set out in the relevant order form, statement of work or customer agreement.

14. Third-party services and integrations

The Services may rely on or link to third-party services such as hosting, communications, identity verification, payment processing, background verification, analytics, transcription, video, proctoring and AI infrastructure. Third-party services may have their own terms and privacy notices. Troogue is not responsible for third-party services outside its reasonable control, but remains responsible for processors to the extent required by applicable law and contract.

15. Intellectual property

The Platform, software, designs, workflows, assessment methodologies, question banks, scoring logic, prompts, models, taxonomies, capability graphs, benchmarks, reports, documentation, trademarks and related intellectual property are owned by Troogue or its licensors, except for User Content and third-party material.

Subject to applicable data-protection laws and individual rights, Troogue owns the models, model parameters, improvements, methodologies, taxonomies, aggregated statistics, benchmarks, Anonymised Data products and non-identifying insights generated through operation of the Services. Troogue does not claim ownership of Personal Data merely because it is processed through the Platform.

Feedback may be used by Troogue without restriction or payment, provided we do not publicly attribute confidential feedback to you without permission.

16. Confidentiality

Each party must protect non-public information disclosed in connection with the Services using reasonable care and may use it only for the purpose for which it was disclosed. Confidentiality obligations do not apply to information that is public without breach, independently developed, lawfully received without restriction or required to be disclosed by law. Customer-specific confidentiality commitments in a signed agreement will control where they are more protective.

17. User representations and warranties

You represent that your information and User Content are accurate and lawful; you have authority to enter these Terms; you will comply with applicable employment, anti-discrimination, privacy, intellectual-property, tax and sanctions laws; and your use of the Services will not violate another agreement or person's rights.

18. Disclaimers

The Services are provided on an "as available" basis. To the maximum extent permitted by law, Troogue disclaims implied warranties of merchantability, fitness for a particular purpose, non-infringement and uninterrupted or error-free operation.

Troogue does not guarantee that any profile, identity, skill, Assessment Output, opportunity, Employer, Trooguer or engagement will be accurate, available, suitable, successful or free from risk. AI and automated systems can produce incomplete or incorrect outputs. Users must apply appropriate human judgement and verification.

Nothing in these Terms excludes warranties or rights that cannot lawfully be excluded.

19. Limitation of liability

To the maximum extent permitted by law, neither party will be liable for indirect, incidental, special, punitive or consequential damages, or loss of profits, revenue, data, opportunity or goodwill, arising from the Services, even if advised of the possibility.

Except for liability that cannot be limited, fraud, wilful misconduct, breach of confidentiality, infringement or misuse of intellectual property, unauthorised use of Personal Data, or payment obligations, each party's aggregate liability arising from the Services will not exceed the fees paid or payable by the claimant to Troogue for the affected Service during the 12 months preceding the event giving rise to the claim. For a free user, Troogue's aggregate liability will not exceed INR 10,000.

A signed customer agreement may provide a different liability framework and will control for that customer.

20. Indemnity

You will indemnify and defend Troogue and its officers, employees and affiliates against third-party claims arising from your unlawful use of the Services, User Content, breach of these Terms, infringement of rights, discriminatory or unlawful hiring practices, or violation of privacy, employment or tax obligations. Troogue will provide reasonable notice and cooperation. This clause is subject to any contrary signed agreement.

21. Suspension and termination

You may stop using the Services and request account closure. We may suspend or terminate access where reasonably necessary for breach, non-payment, security, legal compliance, assessment integrity, risk to users or discontinuation of a Service. Where appropriate, we will provide notice and an opportunity to remedy.

Upon termination, rights granted to access the Platform end. Provisions relating to confidentiality, intellectual property, anonymised data, accrued payment, disclaimers, liability, indemnity, dispute resolution and matters that by nature should survive will continue.

22. Non-discrimination and fair use

Troogue supports equal access to professional opportunities. Users must not use the Services to unlawfully discriminate, harass or exclude individuals based on protected characteristics.

Employers should evaluate job-related capabilities and use reasonable accommodations and human oversight where required.

Troogue may monitor model and assessment performance, investigate credible fairness concerns and adjust or suspend features where reasonably necessary. This does not mean that every output is guaranteed to be free from error or bias.

23. Complaints, grievances and customer care

Questions, complaints, profile-correction requests, assessment-review requests and reports of misuse may be submitted using the contact information below. We may require identity verification and sufficient information to investigate. To protect privacy and security, we may not disclose confidential details of an investigation.

Grievance Officer and Data Protection Contact: Madhu Peravalli, Founder & CEO. Email: madhu.peravalli@troogue.ai. Postal address: No. 517/35, 1st Main Road, 41st Cross, 8th Block, Jayanagar West, Bangalore South, Bengaluru, Karnataka 560070, India. We aim to acknowledge user complaints within 24 hours and resolve them within the period required by applicable law, including any shorter timeline applicable to a specified category of complaint. Data-protection grievances are additionally handled in accordance with the Privacy Policy and applicable data-protection law.

24. Governing law and disputes

These Terms are governed by the laws of India. Subject to any mandatory consumer or data-protection rights and any dispute mechanism in a signed agreement, courts in Bengaluru, Karnataka, India will have exclusive jurisdiction.

Before commencing formal proceedings, the parties will attempt in good faith to resolve the dispute through written notice and senior-level discussion for at least 30 days, unless urgent interim relief is required.

25. Changes and miscellaneous terms

We may update these Terms to reflect legal, product, security or business changes. We will post the revised version and update the effective date. Where a change materially affects existing users, we will provide additional notice or obtain renewed consent where required.

These Terms and incorporated agreements are the entire agreement regarding the general use of the Services. If a provision is unenforceable, it will be modified or severed to the minimum extent

necessary. Failure to enforce a provision is not a waiver. You may not assign these Terms without our written consent; Troogue may assign them as part of a reorganisation, merger, acquisition or sale of business, subject to applicable law. No partnership, agency or employment relationship is created solely by these Terms.