

Virema Terms & Conditions

Effective date: 16 September 2026 Last updated: 16 September 2026

These Terms & Conditions ("Terms") are a legal agreement between you and Valentyna Fomina, acting as a Belgian sole proprietor (registered natural person), enterprise number 1009.416.048, with a business establishment at Avenue Limbourg 55, 1070 Anderlecht, Belgium ("Virema", "we", "us" or "our"), governing your use of the Virema mobile application, website and related services (the "Service").

Contact: **support@virema.app** Voice support: **+1 570 359 4100** (English-language voicemail; carrier and international calling charges may apply)

1. Acceptance

By creating an account, accessing or using the Service, you agree to these Terms and agree to follow the Community Guidelines. The Virema Privacy Policy is a notice explaining how personal information is processed; the registration flow asks you to confirm separately that you opened and read it. Where consent is legally required for a specific processing purpose, Virema requests that consent separately. If you do not agree to these Terms, do not use the Service. Mandatory rights under applicable law are not waived by these Terms.

2. International Service and mainland China status

These Terms are designed for the international Virema Service. The Service is not currently presented as a dedicated mainland China release. A Chinese translation is provided for Chinese-speaking users of the international Service and does not represent that Virema has completed mainland China-specific app filing, licensing, cybersecurity, data-localisation, cross-border-transfer review or other regulatory approvals.

Availability from, or use while located in, mainland China does not by itself mean a mainland China-specific version has launched. Virema may restrict availability and may introduce separate local terms, notices, consents and infrastructure only after a separate compliance review. Nothing in this section excludes mandatory law that applies to you or Virema.

3. Eligibility

You must be at least 18 years old and legally able to enter into these Terms. You may not use the Service if you are prohibited by applicable law, previously removed for serious or repeated violations, or acting for an unauthorised commercial, investigative or surveillance purpose.

4. Account and device security

You must use an available sign-in method that you are authorised to control and complete the required verification. Depending on platform and availability, this may include a verified phone number, verified email address, Google Sign-In or Sign in with Apple. You are responsible for:

- accurate account and profile information;
- protecting your verification codes, email or provider account, device and device credentials;
- choosing correctly whether a device is personal or temporary;
- signing out from a shared or borrowed device;
- promptly notifying us of suspected unauthorised access.

You may enable an optional device lock using Face ID, Touch ID, fingerprint, device PIN or another operating-system method. Virema receives only the authentication result, not the biometric template. Device protection reduces risk but does not guarantee that another person cannot access an unlocked device.

One person may not maintain deceptive duplicate accounts, impersonate another person or transfer an account without permission.

5. The Service

Virema provides relationship discovery, communication and gradual relationship-development tools, which may include:

- Match Profile questions and basic or advanced search preferences;
- New Arrivals, Waves, answers and matching;
- profiles, photos and profile visibility controls;
- text, photo, audio and video chat;
- QR-assisted offline meeting confirmation;
- lectures, stages, notes, progress and relationship-development guidance;
- voluntary supporter purchases and associated benefits.

Features, limits, names and availability may change. We may test, suspend or withdraw a feature where reasonably necessary. We do not promise a minimum number of candidates, matches, messages, meetings or outcomes.

6. Profiles, preferences and matching

You decide which optional profile information to provide, subject to fields required for a specific feature. You must not provide false, stolen or materially misleading profile information.

A visibility choice controls whether a completed field is shown to other users. Where the interface clearly explains it, a hidden completed field may still be used by the matching system to evaluate selected criteria without revealing the field itself. You may edit or remove information and preferences through available controls.

Matching and ranking are organisational tools based on selected criteria, availability, safety restrictions and other service rules. They do not verify identity, guarantee compatibility, create an entitlement to contact another person or make a legally significant decision about you.

7. New Arrivals and Waves

New Arrivals may show separate basic and advanced results, subject to location and age settings, detailed criteria, availability and daily refresh limits. An empty result does not mean the Service has searched every person or that no compatible person exists.

A Wave is a limited, one-time expression of interest. It does not create a match or chat, guarantee a response or permit repeated contact. Daily limits, reset times and display periods are controlled by the Service and may change to protect users and system integrity.

8. Chat and communications

You may communicate only for lawful, personal use consistent with the Community Guidelines. The Service may allow text, image, audio and video messages and may provide editing, deletion, translation, caching and history controls.

- Editing or deletion is available only within the rules and time limits shown in the app.

- "Clear for me" may affect only your view or device.
- "Delete for everyone" is intended to remove ordinary participant access, but limited copies may remain temporarily in backups, security logs, reports or legal holds.
- A participant may manually freeze a chat. A manual freeze stops ordinary messaging but does not pause the Match deadline. The participant who applied an ordinary manual freeze may remove it. Blocks, administrative restrictions and engagement-exclusivity restrictions cannot be overridden through ordinary unfreeze controls.
- Reporting and blocking are separate actions. A report creates a moderation case for Virema review; blocking alone restricts the interaction but does not by itself submit a report.
- Translation is automated and may be inaccurate; do not rely on it for medical, legal, financial, safety-critical or emergency information.
- Chats are not represented as end-to-end encrypted.

Do not assume a recipient will keep a message private. A recipient may capture or share content outside the Service despite these Terms.

9. Meetings, QR confirmation and gradual development

Virema's meeting, QR, lecture, stage, percentage, lock and countdown features are guidance and progression tools. They are not background checks, identity verification, relationship counselling, emergency monitoring or guarantees of honesty, compatibility or physical safety.

Meet in a safe public place, tell a trusted person, arrange independent transport, protect financial information and leave if you feel unsafe. Never send money or financial credentials to another user. Contact local emergency services in an emergency.

An active Match has the deadline displayed in the app. If that deadline expires without a qualifying confirmed meeting or a completed mutual extension, the Match is archived, removed from both participants' active chats and cannot be restored through the ordinary user interface. Ordinary archived messages and attachments are then handled under the retention period stated in the Privacy Policy.

Where the extension option is available, both participants must separately request or confirm it. Under the current product rules, each completed mutual extension adds 14 days, requires both participants to have reached at least 80% progress in Stage 1, and becomes available again during the final three days of the renewed period. The number of completed extensions is not currently capped. Virema may change prospective feature rules where reasonably necessary, but a material change will be shown in the Service or reflected in updated Terms.

QR meeting confirmation, engagement, wedding-date confirmation and other stage actions may have separate conditions and consequences shown before confirmation. These actions require the participation or confirmation indicated in the interface; one user's action does not represent the other user's agreement unless the Service records both confirmations.

Any limit on confirmations, stage attempts or time remaining is a product rule, not a safety certification. You remain responsible for your decisions and conduct offline.

10. User content and licence

You retain ownership of content you create. You grant Virema a non-exclusive, worldwide, royalty-free licence to host, store, reproduce, adapt for technical formatting, transmit and display that content only as reasonably necessary to operate, secure, moderate and improve the Service and to comply with law. This licence ends when the content is deleted from active systems, except for limited backup, legal, safety and enforcement retention.

You represent that you have the rights and permissions necessary to upload the content and that it does not infringe privacy, publicity, copyright, trademark or other rights.

11. Prohibited conduct

You must not:

- use the Service if under 18;
- impersonate, deceive, catfish or materially misrepresent identity, age, relationship intentions or circumstances;
- harass, threaten, stalk, shame, discriminate against or exploit another person;
- publish sexual content involving a minor or any non-consensual intimate content;
- solicit prostitution, trafficking, sexual exploitation or illegal goods or services;
- send spam, scams, phishing, malware or unwanted repeated contact;
- request or expose passwords, verification codes, financial credentials or private identifying information;
- scrape, copy, sell, profile or surveil users or use bots without written permission;
- bypass limits, moderation, blocks, purchase verification, access controls or security measures;
- upload unlawful, infringing, malicious or unauthorised content;
- misuse reporting, QR, meeting, translation or supporter features;
- interfere with infrastructure or reverse engineer the Service except where law expressly permits it.

12. Reports, blocking and moderation

Users may report and block others. We may investigate content and account information reasonably necessary to enforce these Terms and the Community Guidelines, protect users, respond to legal requests and preserve evidence.

We may warn, limit, freeze, remove content, suspend or close an account where we reasonably believe there is a violation, safety risk, fraud, abuse, legal requirement or threat to the Service. In urgent cases we may act without advance notice. Where appropriate and legally required, we will provide notice or a review channel.

Moderation cannot detect or prevent every violation. Reporting to Virema does not replace reporting an emergency or crime to the appropriate authority.

13. Support purchases and benefits

Virema offers voluntary support products through Apple App Store and Google Play. Current products may include:

- a one-time Past Supporter option providing benefits for 30 days, including up to 8 manual New Arrivals refreshes per day and advanced preferences; and
- an auto-renewing monthly Active Supporter option, including up to 20 manual refreshes per day and advanced preferences while the subscription is active.

The product page, local store price and backend-confirmed entitlement control if they differ from this summary. Prices, taxes and currencies are determined by the store and region. A purchase supports development; it is not an investment, donation receipt, ownership interest, charitable contribution or guarantee of a match.

Benefits are granted only after server-side verification with Apple or Google. A client screenshot, receipt display or local purchase state alone does not create an entitlement. Pending, cancelled, refunded, revoked, expired or unverifiable purchases may not receive or may lose benefits.

14. Renewal, cancellation and refunds

Monthly support renews automatically unless cancelled through the relevant store before the store's renewal deadline. Deleting your Virema account or app does not automatically cancel a store subscription. Cancelling a subscription generally stops future renewal and does not necessarily end access before the paid period expires.

Apple or Google normally controls billing, cancellation and refund decisions under its rules and mandatory consumer law. Contact the store for a store-processed refund and contact **support@virema.app** if the backend status does not update after the store decision. We may correct duplicate, fraudulent or erroneous entitlements.

15. Privacy

Our Privacy Policy explains personal-information processing, local cache, providers, international transfers, retention, account deletion and privacy rights. By using the Service you acknowledge that processing necessary to provide requested features will occur as described there. Consent is requested separately where required.

16. Account closure

You may request account closure through the app or, if you cannot use the app, through **support@virema.app**. Closure is subject to authentication and limited lawful retention for payment, tax, security, abuse prevention, disputes and legal claims.

Account closure does not automatically cancel a store subscription. Closing an account may permanently remove access to profile, matches, chat history, stage records and unused benefits. Other users may retain content they lawfully received or captured outside the Service.

17. Intellectual property

Virema and its licensors own the Service software, branding, design, lectures, stage materials and other protected content, excluding user content. We grant you a limited, personal, revocable, non-exclusive, non-transferable licence to use the Service for its intended non-commercial purpose while these Terms apply.

You may not copy, sell, license, publish, modify or create derivative services from Virema materials except with written permission or where law expressly permits it.

18. Third-party services

The Service relies on third parties such as Supabase, Twilio, Apple, Google and infrastructure or website-security providers. Their services and terms may apply to your direct relationship with them. We are not responsible for third-party services outside our reasonable control, but this does not remove responsibilities that applicable law places on Virema.

19. Availability and changes

We aim to provide a reliable Service but do not promise uninterrupted, error-free or permanent availability. Maintenance, security incidents, network restrictions, provider outages, legal requirements or product changes may affect access. We may update the app or require a supported version for security and compatibility.

We may modify these Terms. We will provide reasonable notice of material changes and request acceptance or consent where law requires it. If you do not agree, stop using the Service and close your account before the change takes effect.

20. Disclaimers

To the maximum extent permitted by law, the Service is provided "as is" and "as available". Virema does not warrant that users are truthful, compatible, safe or available; that content or translation is accurate; that a match or meeting will occur; or that relationship guidance will achieve a particular outcome.

Nothing in the Service is professional medical, psychological, legal, financial or emergency advice. Nothing in these Terms excludes warranties or remedies that cannot lawfully be excluded.

21. Limitation of liability

To the maximum extent permitted by applicable law, Virema is not liable for indirect, incidental, special, punitive or consequential loss, lost profits, lost opportunity or loss caused solely by another user's independent conduct or a third-party service outside our reasonable control.

Where liability cannot be excluded, it is limited only to the extent lawful and proportionate. No limitation applies to fraud, wilful misconduct, death or personal injury caused by negligence, breach of mandatory data-protection duties or any liability that law does not permit us to limit.

22. Indemnity

Where permitted by law, you will compensate Virema for reasonable losses, claims and costs arising from your unlawful content, intentional misuse of the Service or material breach of these Terms. This does not apply to losses caused by Virema or where consumer law prohibits such an obligation.

23. Governing law and disputes

Before filing a claim, please contact **support@virema.app** so we can try to resolve it informally. These Terms are governed by Belgian law, without depriving a consumer of mandatory protections available in the consumer's country of habitual residence.

Courts with jurisdiction under applicable Belgian and EU law will have non-exclusive jurisdiction unless mandatory law permits or requires you to bring a claim elsewhere. EEA, UK and other consumers retain any non-waivable right to use their local courts or statutory dispute process.

24. General

If a provision is unenforceable, it will be limited or removed only to the minimum extent necessary and the rest remains effective. Failure to enforce a provision is not a waiver. You may not transfer these Terms without our consent; we may transfer them as part of a lawful reorganisation or transfer of the Service, with required notice and without reducing mandatory rights.

The English version is the primary international version. A translation is provided for convenience and accessibility. If versions conflict, the English version controls only to the extent permitted by mandatory law.

25. Contact

Valentyna Fomina Belgian sole proprietor (registered natural person) Enterprise number: **1009.416.048** Business establishment address: **Avenue Limbourg 55, 1070 Anderlecht, Belgium** Email: **support@virema.app** Voice support: **+1 570 359 4100** (English-language voicemail; carrier and international calling charges may apply)

No walk-in customer support is provided at this address. For the fastest response, please contact Virema by email or through the support channels made available in the Service. Do not leave passwords, one-time verification codes, payment-card details or identity-document numbers in a voicemail.