

Customer Agreement

Version v0.2 · Last updated July 2026 · Hannu Limited · RC 9701373

Draft – pending legal counsel review. This document reflects Hannu's intended practice and is grounded in the Nigeria Data Protection Act 2023 and the NDPC GAID 2025. It is not yet a binding agreement; the ratified version will replace it without changing where it is published.

This Customer Agreement governs an organization's or developer's ("Customer") use of the Hannu platform to request tasks and receive verified outcomes. By creating a paid account or placing a task, the Customer accepts this Agreement.

01 The service

Hannu provides access to a marketplace of KYC-verified Operators, escrow held through licensed partners, automated and human proof verification, and APIs (including an MCP server) to request tasks and receive verified outcomes.

02 Orders and tasks

The Customer defines each task, its acceptance criteria and its price. All mutating API requests must carry an Idempotency-Key. Hannu may decline or remove tasks that breach the Acceptable Use Policy or applicable law.

03 Fees, escrow and settlement

The Customer funds each task before it is offered to an Operator. Funds are held in escrow by a licensed partner and released to the Operator when the outcome is verified and accepted, less Hannu's fees as disclosed at the time of the task. Hannu never holds the funds; it instructs partners and records movements in its ledger. Taxes are the Customer's responsibility except where Hannu is required to collect them.

04 Verified outcomes and acceptance

Hannu returns a verified outcome with the proof and a confidence signal. Acceptance, auto-acceptance windows and dispute handling operate as described in the Platform documentation. Disputed amounts may be held pending review.

05 Customer responsibilities and warranties

The Customer warrants that its tasks are lawful, that it has the rights and lawful basis for any personal data involved, and that it will comply with this Agreement, the AUP and applicable law. Where a task involves personal data the Customer controls, the Data Processing Addendum applies.

06 Confidentiality

Each party will protect the other's confidential information and use it only to perform this Agreement.

07 Warranties, disclaimers and liability

Except as expressly stated, the service is provided "as is". To the maximum extent permitted by law, each party's aggregate liability under this Agreement is capped at the fees paid by the Customer to Hannu in the twelve months before the claim, and neither party is liable for indirect or consequential loss. Liability that cannot be excluded by law is unaffected.

08 Indemnity

The Customer will indemnify Hannu against third-party claims arising from its tasks, its content or data, or its breach of this Agreement or the AUP.

09 Term, termination and suspension

Either party may terminate for material breach not cured within 30 days. Hannu may suspend immediately for risk, legal or AUP reasons. On termination, in-flight escrow is resolved per the Platform rules.

10 Governing law

This Agreement is governed by the laws of the Federal Republic of Nigeria, with the courts of Lagos State having jurisdiction. Contact: legal@hannu.africa.

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