

PUBLIC OFFER FOR RESUME PREPARATION SERVICES

Revision 1.0 dated 26 October 2026

Internal note (not part of the Offer — delete before publication). This is a baseline framework for resume services provided to clients in different jurisdictions. It reflects the general requirements of EU law (GDPR, Rome I, Directive 2011/83/EU), the PRC (PIPL, Consumer Protection Law), the Russian Federation (Civil Code, Consumer Protection Act, Federal Law No. 152-FZ), and the Republic of Belarus (Civil Code, Personal Data Law No. 99-Z), and contains clauses preserving the mandatory consumer rights of the client's place of residence. It is not a substitute for review by a qualified lawyer in the Provider's country of registration. Fields in square brackets must be completed; delete this note afterwards.

1. GENERAL PROVISIONS

- 1.1. This document is a public offer (an invitation to conclude a contract) addressed to any individual of legal age (18+), and to any legal entity or sole trader acting through its representative (the "Client").
- 1.2. Provider: **[full name / company name, country of registration, registration number, correspondence address, email]** (the "Provider").
- 1.3. Acceptance of the Offer (full and unconditional agreement to its terms) is effected by the Client submitting a completed intake form at **[form URL]** and, where applicable, paying for the Services. Upon acceptance, a contract on the terms of this Offer is concluded between the Parties (the "Contract").
- 1.4. By accepting, the Client confirms having read and understood the Offer, including the personal data provisions (Section 8).
- 1.5. The Contract requires no handwritten signature and is deemed concluded in writing within the meaning of applicable law (including Art. 434(3) and Art. 438(3) of the Civil Code of the Russian Federation and equivalent rules of other jurisdictions).

2. DEFINITIONS

- 2.1. **Services** — the Provider's work in preparing, drafting and adapting the Client's resume, including analysis of the intake form, structuring of experience, formulation of achievements, preparation of English and/or Chinese versions, adaptation for applicant tracking systems (ATS), and positioning advice.
- 2.2. **Intake form** — the information submitted by the Client via the intake form, including attached files.
- 2.3. **Deliverable** — resume files in PDF and/or DOCX prepared by the Provider on the basis of the Intake form.
- 2.4. **Parties** — the Provider and the Client collectively.

3. SUBJECT MATTER

- 3.1. The Provider undertakes to perform the Services and the Client to accept and pay for them as set out in the Contract.
- 3.2. The scope for each order is determined by the plan stated in the order confirmation sent by the Provider after receipt of the Intake form. The order confirmation forms an integral part of the Contract.
- 3.3. The Services **do not include**: employment of the Client; guaranteed interview invitations; obtaining a work visa, work permit or residence permit; immigration, tax or legal advice; verification of the accuracy of the Client's information. The Provider is not a recruitment agency, an employer's representative, or an immigration adviser.
- 3.4. The Services are provided remotely.

4. PERFORMANCE

- 4.1. The Deliverable is prepared within **[N] business days** of the Provider receiving the complete Intake form and, where applicable, payment. The period is suspended while the Provider awaits information or materials from the Client.
- 4.2. Within **7 calendar days** of receiving the Deliverable, the Client may request revisions, up to **two rounds**, within the agreed scope. Changes altering the scope (new target roles, an additional language version, restructuring) are ordered separately.
- 4.3. The Deliverable is sent to the email address or messenger specified by the Client. The Client bears the risk of an unavailable communication channel.
- 4.4. The Services are deemed performed and accepted if, within **5 calendar days** of delivery, the Client submits no reasoned objections. Objections are reviewed within 10 business days; substantiated defects are remedied free of charge.

5. PRICE AND PAYMENT

- 5.1. The price is stated in the order confirmation in the agreed currency and fixed as of the confirmation date unless otherwise agreed.
- 5.2. Payment is made as stated in the order confirmation. Bank, payment-provider and currency-conversion fees are borne by the Client unless otherwise agreed.
- 5.3. **Refunds.** If the Client cancels before performance begins, the amount paid is refunded less documented costs actually incurred. If performance has begun, the refund covers the part corresponding to Services not rendered. Once the Deliverable has been delivered and accepted, no refund is due except where mandatory law provides otherwise.
- 5.4. **Consumer rights.** Where the Client is a consumer under the law of their place of residence, the mandatory rules of that law (including rights of withdrawal, information rights and protection against unfair terms) apply irrespective of the terms of this Offer and prevail over them. Nothing in this Offer shall be construed as limiting such rights.

6. RIGHTS AND OBLIGATIONS

- 6.1.** The Provider shall: perform the Services personally or through assistants under its responsibility; maintain confidentiality (Section 9); notify the Client if performance becomes impossible and refund the corresponding amount.
- 6.2.** The Provider may: request clarifications and materials; suspend work if the Client fails to respond for more than 30 calendar days; refuse performance if the information provided is false or the request is unlawful or infringes third-party rights.
- 6.3.** The Client shall: provide accurate and complete information; hold the lawful right to disclose all information included in the Intake form, including information about third parties (referees), and obtain their consent where required; pay on time and provide feedback.
- 6.4.** The Client may: receive updates on progress; require remedy of defects under Section 4.4; withdraw from the Contract under Section 5.3.

7. REPRESENTATIONS AND LIMITATIONS

- 7.1.** The Provider does not guarantee any outcome, including interview invitations, job offers, visas, a particular income level, or a hiring timeline. Outcomes depend on factors beyond the Provider's control.
- 7.2.** The Provider does not verify the accuracy of the Client's information and is not liable for consequences of including false, misleading or discriminatory information in the Deliverable.
- 7.3.** ATS compatibility is pursued with reasonable professional effort. Different systems process documents differently; absolute compliance with any specific system is not guaranteed.
- 7.4.** By default the Deliverable excludes information that may lead to discrimination (sex, age, marital status, health, religion, nationality) and any photograph. Such information is included only on the Client's express written instruction, with the Client assuming the associated risk.
- 7.5.** The Provider may refuse performance where the Client requires knowingly false information or information that breaches the law of the intended country of employment.

8. PERSONAL DATA

- 8.1. Roles.** The Provider acts as controller of the personal data received under the Contract. A Client who submits data about third parties confirms a lawful basis for doing so.
- 8.2. Categories of data.** Name, contact details (phone, email, messengers), employment, education, skills, languages, target position and remuneration, other information voluntarily provided in the Intake form, and attached files. Special categories of data (health, biometrics, political or religious views) are not intentionally requested.
- 8.3. Purposes.** Preparing and delivering the Deliverable; communication under the Contract; billing and accounting; compliance with legal obligations; defence of the Provider's rights in a dispute.
- 8.4. Legal bases.** (a) performance of a contract to which the data subject is a party (Art. 6(1)(b) GDPR; Art. 6(1)(5) of Federal Law No. 152-FZ; Art. 13(1) PIPL; Art. 5 of Law No. 99-Z); (b) the data subject's separate consent — for cross-border transfers and for data not necessary for

performance (Art. 6(1)(a) and Art. 9 GDPR; Art. 14 PIPL; Art. 9 of Law No. 152-FZ); (c) compliance with legal obligations (tax, accounting).

- 8.5. Cross-border transfers.** The Client is informed and agrees that data may be processed and stored on servers of processors located in **[regions: EU, PRC, Russia, Belarus]**. Transfers rely on an applicable mechanism: standard contractual clauses under the GDPR; a standard contract or certification under Art. 38 PIPL; compliance with localisation requirements under Art. 18 of Law No. 152-FZ; the requirements of Law No. 99-Z. Transferred data is limited to what is necessary.
- 8.6. Retention.** Data is retained for **12 months** after delivery of the Deliverable; data required for accounting and tax records is retained for the period required by law (**not less than 3 years** where applicable), after which it is deleted or anonymised. The Client may request earlier deletion to the extent consistent with legal requirements.
- 8.7. Data subject rights.** Access, rectification, erasure, restriction of processing, objection, portability (where applicable), withdrawal of consent, and the right to lodge a complaint with a supervisory authority (in the EU, the authority of the country of residence; in Russia, Roskomnadzor; in the PRC, the Cyberspace Administration of China; in Belarus, the National Personal Data Protection Centre). Requests are sent to **[Provider email]** and answered within the period set by applicable law (generally no more than 30 days).
- 8.8. Processors.** Hosting, email, payment and messaging providers may be engaged. A list of categories is available on request. Each is bound by a contract providing for confidentiality and data protection.
- 8.9. Security and incidents.** Reasonable safeguards are applied: encrypted transmission, access control, backups. In the event of a personal data breach, the Provider notifies data subjects and the supervisory authority within the periods required by applicable law (in the EU, within 72 hours where applicable; in Russia, within 24 hours; in the PRC, without delay).
- 8.10. Age.** Services are provided to persons aged 18 or over. Data of minors is not processed.

9. CONFIDENTIALITY

- 9.1.** The Parties shall not disclose to third parties information received under the Contract that is not publicly available, except as required by law or with the other Party's written consent.
- 9.2.** The obligation survives termination for **3 years**.
- 9.3.** The Provider may refer to the fact of providing the services without disclosing the content of the Intake form, unless the Client objects in writing.

10. INTELLECTUAL PROPERTY

- 10.1.** Upon full payment the Client may use the Deliverable without territorial or time limits, including sending it to employers and posting it on job platforms.
- 10.2.** Methodologies, templates, software code and other materials used by the Provider remain its property; no exclusive rights therein are transferred to the Client.
- 10.3.** The Provider may use anonymised work samples professionally, provided they contain no information identifying the Client.

11. LIABILITY

- 11.1.** The Parties are liable for non-performance or improper performance under applicable law.
- 11.2.** The Provider's liability is limited to the amount actually paid by the Client for the relevant order. Indirect losses, lost profits and third-party losses are not recoverable unless mandatory law provides otherwise.
- 11.3.** The limitation in Section 11.2 does not apply to wilful misconduct, gross negligence, harm to life or health, or where a limitation of liability is prohibited by law, including consumer protection legislation.

12. FORCE MAJEURE

- 12.1.** The Parties are released from liability for non-performance caused by circumstances beyond reasonable control: natural disasters, armed conflict, acts of authorities, network or payment-channel blocking, epidemics and similar events that could not reasonably be foreseen or prevented.
- 12.2.** Performance is extended for the duration of such circumstances. If they persist for more than 60 calendar days, either Party may terminate; the Provider refunds payment for Services not rendered.

13. AMENDMENT AND TERMINATION

- 13.1.** The Provider may amend the Offer by publishing a new revision at **[page URL]**. The revision in force at the time of acceptance applies to a concluded Contract.
- 13.2.** The Client may withdraw at any time subject to payment for Services actually rendered.
- 13.3.** The Provider may withdraw in case of breach by the Client, upon notice, refunding payment for Services not rendered.

14. GOVERNING LAW AND DISPUTES

- 14.1.** The Contract is governed by the law of **[Provider's country]**, excluding conflict-of-laws rules, subject to the following.
- 14.2.** Where the Client is a consumer, the Client retains the protection afforded by the mandatory rules of the law of their place of residence (in the EU, Art. 6 of Regulation (EC) No. 593/2008 (Rome I); in the PRC, Russia and Belarus, the respective consumer protection rules). This clause does not deprive the Client of such protection.
- 14.3.** The Parties shall first attempt resolution: a written claim is sent by email, with a response period of **15 business days**.
- 14.4.** Failing agreement, the dispute is referred to **[court / arbitration: specify venue]**. Where the Client is a consumer and mandatory rules provide otherwise, those rules apply. EU consumers may also use alternative dispute resolution bodies.
- 14.5.** The working language is **[Russian/English]**. Translations are provided for convenience; in case of discrepancy, the language stated in this clause prevails.

15. FINAL PROVISIONS

- 15.1.** Legally significant notices are sent to the email addresses stated by the Parties and are deemed received on the next business day after sending, absent a delivery failure notice.
- 15.2.** If any provision is held invalid, the remaining provisions remain in force and the invalid provision is replaced by one closest to its intent and permissible by law.
- 15.3.** The Offer enters into force upon publication at **[page URL]** and remains in effect until withdrawn by the Provider.
- 15.4.** Annexes: order confirmation (issued individually); list of processor categories (on request).

16. PROVIDER DETAILS

Name / company	[•]
Country and registered address	[•]
Registration / tax number	[•]
Bank details	[•]
Email	[•]
Messenger	[•]
Offer publication URL	[•]

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