

UNOAH Union Terms of Use

The extra terms for the matrimonial introduction service

Effective Date: 10 Nov 2026 | Version 2026-11-10 | Last revised 10 Nov 2026

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Important notice. These terms apply when you use UNOAH Union, in the app or on the Union website. They add to our Terms & Conditions, which also apply. Please read both.

1. About these terms

UNOAH Union ("Union") is a Christian matrimonial introduction service provided by UNOAH AI LIMITED, a company incorporated in Ireland (company number 826729, 1 Station Road, Newbridge, W12 C434, Ireland) ("UNOAH", "we", "us").

These Union Terms add to our Terms & Conditions. Everything in the Terms & Conditions applies to Union too, including the community standards, the rules on content and moderation, payments, cancellation and refunds, your consumer rights, limitation of liability and the law that governs the agreement. Where these Union Terms say something different, they apply for Union.

How we handle your personal data in Union is explained in the UNOAH Union Privacy Policy.

2. Who can use Union

You may use Union only if:

- you are eighteen (18) or older, and so is the person the profile describes;
- you, or the person you create a profile for, are legally free to marry under the law that applies to you;
- you are looking for a marriage partner, for yourself or for the person you create the profile for; and
- you have only one Union profile for yourself.

Meeting our minimum age does not mean you are of marriageable age where you live. The legal minimum age for marriage differs between countries. Union is not a service for professional matchmakers, marriage bureaus or agents acting for clients.

3. Profiles you create for someone else

You may create a profile for your son or daughter, your brother or sister, another relative, or a friend. If you do:

- you must have their agreement before you publish the profile, and keep them informed about it;
- everything you enter about them must be true, and the photographs must be of them;
- they can ask us at any time to take the profile down, correct it or transfer it to their own account, and we will do so; and
- you are responsible for what you do with the profile, as if it were your own.

A verification completed on an account checks the person who completes it, not the person the profile describes.

4. Your profile, photographs and videos

Your profile must be true and up to date. Use photographs and videos of the person the profile describes, taken recently, with their face clearly visible. Do not put phone numbers, email addresses, social media handles or links in your profile text.

Photographs and videos are checked for unsafe content and a visible face before other members see them.

Content that fails the check is not shown. We may also hide a profile from other members while we review it, or remove content or a profile that breaks these terms, as our Terms & Conditions describe.

Licence You keep ownership of what you upload. You give us a non-exclusive, royalty-free licence to store it, convert it to standard formats and show it to other signed-in Union members, only to run Union. The licence ends when you delete the content or your profile.

5. Verification

Verification is optional. Where we offer it, you can ask us to check your education, your employment or your church affiliation by uploading a document that our staff review. Further checks may be added. A check that passes shows other members that it passed; they never see the document.

A passed check means that, when we checked it, the document you gave us matched what your profile said. It is not a guarantee of anyone's identity, character, intentions or circumstances. If you change a detail that a check covered, the check may need to be done again.

6. Interests, matches and messages

- You can send an interest to a member whose profile is visible, once your own profile is visible to other members. You can send up to one hundred (100) interests a day.
- The member can accept or decline. A declined interest is final; please do not contact that member again in any other way.
- When an interest is accepted, you become a match and, where messaging is available on your plan, you can exchange messages.
- Messages are checked automatically for harmful content before they are delivered, as our Privacy Policy explains. You can report any message you receive; our staff review reports and may remove messages.

Some features, such as contacting a member or sending messages, need a paid Union plan. What each plan includes is shown before you choose it.

7. How you must behave

In addition to the community standards in our Terms & Conditions, you must not:

- ask any member for money, gifts, loans, investments or financial details, or offer them;
- demand, offer or discuss dowry, which is unlawful in India and contrary to the values of this service;
- create a false profile, pretend to be someone else, or misstate your marital status, age or faith;
- harass, pressure, threaten or abuse any member, or keep contacting someone who has declined you;
- send sexual content, or ask for it;
- copy, screenshot or share another member's profile, photographs or messages outside Union;
- use Union for any commercial purpose, including advertising, recruitment or acting as an agent for others; or
- collect information about members by automated means.

If you break these rules we may remove content, hide or suspend your profile, or end your access to Union, as our Terms & Conditions describe.

8. Your safety

We do not carry out criminal record or background checks on members, and we cannot verify everything a member tells you. Please take care:

- Never send money or share financial details with someone you have met on Union.
- Talk on Union until you are comfortable, and involve your family.
- Meet for the first time in a public place, and tell someone you trust where you will be.
- If someone makes you feel unsafe, stop contacting them and report them to us at abuse@unoah.com. If you are in danger, call your local emergency services.

9. Union plans

Union has a free plan, which lets you build your profile, explore profiles, view them and shortlist. Paid plans add features such as contacting members and messaging, and may include verification services. The plans available to you, what each includes, its price and currency, and whether it renews automatically or is paid once are shown before you pay.

You pay by card through our payment processor, Stripe. The rules on renewal, cancellation, refunds and your right of withdrawal in our Terms & Conditions apply to Union plans. Deleting your Union profile does not by itself cancel a paid plan; please cancel it first.

10. How our team helps

Our staff may review profiles and verification documents, list a profile they have reviewed, and help you complete your profile. They may contact you by phone or email about your profile, for example if you sent us the “Build Your Covenant Profile” form or have not finished signing up. You can tell them at any time that you do not want to be contacted.

11. No guarantee of a match

Union introduces members to each other. We do not promise that you will receive interests or messages, find a match, or marry. Every decision about another member, including whether to meet or marry them, is yours and theirs alone. We are not a party to any relationship between members.

12. Deleting your profile

You can delete your Union profile at any time in your settings. This deletes your Union data, including your photographs, videos, interests and conversations, as the Union Privacy Policy explains, and keeps your UNOAH account for the other UNOAH products. Deleting your UNOAH account deletes your Union profile too.

We may suspend or remove a profile for a breach of these terms, as our Terms & Conditions describe.

13. Contact

- Help with Union: hello@unoah.com
- Report a member, a message or illegal content: abuse@unoah.com
- Privacy and your data: privacy@unoah.com

- India Grievance Officer: Viswaraj M, grievance-india@unoah.com