

LevelUp Terms of Use

Last updated: September 2nd, 2025

1. Introduction

These Terms of Service govern your access and use of the LevelUp platform, managed by Technofocus, a Microsoft Training Services Provider. These terms are between the entity you represent (“Partner,” “You,” “Your” or “User”) and Technofocus. By accessing the platform, you agree to comply with these terms. The platform offers access to various sales-ready, tech deal-ready, and project-ready training resources for the Microsoft Cloud.

Technofocus is located in Singapore at: Technofocus Pte Ltd. 531 A Upper Cross Street, #04-95 Hong Lim Complex, Singapore 051531, Singapore.

Review Technofocus Privacy Policy here <https://technofocus.ai/privacy>.

By using LevelUp, you agree to share relevant information with integrated service providers to enhance your learning and credentialing experience. These providers include:

- **• Skilling Hub:** A digital skilling platform operated by Digital Arts and Sciences, located at 1812 Franklin Ave E, Seattle, WA 98102. Website: <https://skilling-hub.com>
- **• Credly:** A digital credentialing platform by Pearson, helping organizations issue and manage verified digital badges. Website: <https://www.credly.com>, headquartered in New York, NY, USA.
- **• Second Nature:** An AI-powered sales training platform offering role-play simulations to improve customer-facing conversations. Website: <https://secondnature.ai>
- **• Skillable:** A leader in hands-on virtual labs and performance-based skill validation for technical training. Website: <https://www.skillable.com>, headquartered in the United States.

2. General Terms of Use for All Users on LevelUp

• Access and Usage

- All users are granted access to the LevelUp platform for the applicable subscription period. Users can enroll in courses (Sales Ready, Tech Deal Ready, Project Ready, and Project Ready with Labs) subject to their subscription terms.

• Course Enrollment and Deactivation

- Each course must be completed within 30 days of enrollment. After 30 days, the course will be automatically deactivated. Users may request reactivation by contacting support at support@skillupwithlevelup.com. A user may have a maximum of 2 active course enrollments at any time.

• Account Inactivity

- Accounts inactive for 60 days will be archived. After 75 days, they will be permanently retired, and no user Personal Information will be retained. Users should download completion reports before archival or retirement.

3. LevelUp Subscription Access Options

- Users may access LevelUp through:
 - Microsoft Partner program-based partner access.
 - LevelUp Registration with a valid work ID.

4. LevelUp Microsoft Partner Subscription Access

• Access and Usage

- Microsoft partner organizations are granted a number of seats allocated by approved domains. Each registered seat is valid for 12 months. A course must be completed within 30 days of enrollment. Inactive accounts will be archived after 60 days and retired after 75 days. Retired accounts cannot be restored.

• Subscription Policy

- Seats expire 12 months from the start date. Accounts are archived upon expiration and retired 30 days later. Unused seats may be reallocated.

• Data Privacy and Security

- Users agree to the collection and use of personal data as described in the Technofocus Privacy Policy. Information such as course completions and assessment scores may be shared with sponsoring partner organizations and Microsoft.

5. Self-Service Reporting

- Partner Learning & Development (L&D) managers may access a reporting dashboard to monitor usage of the LevelUp platform.

6. Data Privacy and Security

- By accessing LevelUp, users consent to the collection and use of personal data as described in the [Technofocus Privacy Policy](#) and the [Skilling Hub Privacy Policy](#).

- **Data Transfer & Controller-to-Controller Agreement**

- When a **Skilling Hub user** accesses LevelUp, personal data may be transferred by Skilling Hub to Technofocus Pte Ltd. (Singapore), Technofocus Solutions Pvt. Ltd. (India), and Technofocus OU (Estonia). Skilling Hub and Technofocus act as independent data controllers under GDPR. These transfers are governed by Standard Contractual Clauses to ensure adequate safeguards.

Users must agree to:

- Consent to data transfer from Skilling Hub to Technofocus entities.
- Acceptance of the Technofocus Privacy Policy.

7. Compliance with Guidelines

- All users must comply with their organization's policies and Technofocus guidelines. Misuse may result in suspension or termination.

8. Governing Law and Dispute Resolution

- These Terms are governed by the laws of Singapore. Disputes will be resolved by negotiation and, if necessary, mediation. European users may also lodge complaints with their Supervisory Authority.

9. Support and Contact Information

- For questions or support, contact: support@skillupwithlevelup.com.
Technofocus Pte Ltd. 531 A Upper Cross Street, #04-95 Hong Lim Complex, Singapore 051531, Singapore.
Technofocus OU, Tallinn, Estonia. Technofocus Solutions Pvt. Ltd., New Delhi, India.

10. Changes to the Terms

- Technofocus may update these Terms with 3 days' notice, communicated via the platform or email. Continued use signifies acceptance of changes.