

Knowva Terms and Conditions

Welcome, and thank you for supporting Knowva, the children's encyclopaedia app!

These Terms & Conditions ("Terms") explain how you can use Knowva.

0. Terms Summary

For your ease, we've provided a short summary of these Terms below.

Please note this is only a quick guide - by supporting us, you agree to the full Terms & Conditions, so we encourage you to read them in full.

- Access isn't always instant – please allow up to 5 working days for us to grant access after your contribution - especially if paying in person
- Your support is voluntary – it helps us grow Knowva, our distraction-free children's encyclopaedia app.
- You don't buy ownership of Knowva; contributions are simply to support our work.
- Perks (if offered) are digital only and may change as we grow.
- Payments are secure via Ko-fi or Square. We don't see or store your card details - only the details of your purchase.
- No refunds, unless required by law.
- Parents/guardians stay in charge – Knowva is child-safe, but supervision is always needed.
- We respect your privacy – personal details are only used to deliver our service.
- AI helps us create content, but everything is checked by humans before it goes live.
- 'Lifetime' refers to the lifetime of the product.

1. About Knowva and Ko-fi

- Knowva is a child-safe encyclopaedia app designed for children aged 4–11.
- Our Ko-fi page (ko-fi.com/knowva) allows supporters to contribute voluntarily to help fund new content, features, and ongoing development.
- Ko-fi is a third-party platform, and your use of it is also covered by Ko-fi's own Terms of Service.
- Only data essential to understand your purchase is stored and transmitted to us - for example, the value and date and time of your transaction. We do not store card numbers, expiry dates, etc..

2. About Knowva and Square

- Square (squareup.com) also processes payments for us, both online and in person.
- It is a third-party platform, and your use of it is also covered by Square's own terms and conditions.
- Only data essential to understand your purchase is stored and transmitted to us - for example, the value and date and time of your transaction. We do not store card numbers, expiry dates, etc..

3. Contributions and Memberships

- Contributions are voluntary and do not grant ownership, control, or decision-making rights in Knowva.
- You may contribute as a one-off or become a monthly member.
- If memberships include perks (such as early content access, behind-the-scenes updates, or supporter shout-outs), these are digital only and may change or be updated over time.
- Access to the Knowva app or related membership perks is not fully automated. Please allow up to 5 working days for us to process and grant access after your contribution.

4. Payments and Refunds

- All payments are securely processed by Square or Ko-fi and their payment providers. We do not see or store your financial details.
- Contributions are non-refundable, except where required by law.
- If you encounter a payment issue, please contact Square or Ko-fi directly.

5. Use of Knowva Content

- All Knowva content is designed to be accurate, educational, and child-friendly, but it is provided "as is" and without guarantees.
- Like all web-based services, Knowva is designed to be used under the guidance of a parent or guardian. We recommend that children under 13 do not use Knowva without adult supervision, and parents/guardians remain responsible for ensuring the app is used appropriately.
- If you wish to use Knowva in a school setting, you'll need an annual School License. Lifetime or monthly subscriptions are not licensed for use in an educational setting.
- Knowva content is for personal, non-commercial use only. Redistribution or copying without permission is not allowed.

6. Intellectual Property

- All Knowva materials, including text, images, videos, and branding, are owned by us (or licensed to us).
- Supporters do not acquire rights to reproduce, sell, or distribute our content.
- For more information about some of the licensed material we use, please see:
 - [CC0](#)
 - [CC BY](#)

7. Privacy

- We respect your privacy. We do not collect or store your payment details; these are handled by Ko-fi or Square.
- If you share personal details with us (such as a name or email for membership perks), we will only use them to deliver our service and will not share them without your consent.
- We will never sell your personal data, under any circumstances.

8. Disclaimer and Limitation of Liability

- We aim to provide safe, accurate, and engaging content, but we cannot guarantee that all information is free from errors.
- We are not responsible for any indirect or consequential losses from your use of Ko-fi, Square or Knowva.
- Parents/guardians remain responsible for ensuring the app is used appropriately by children.
- We may occasionally need to suspend, update, or remove parts of the app for technical or operational reasons, and we are not liable for any unavailability.
- Knowva relies on third-party services to operate. We cannot control the availability, performance, or policies of these services, and we are not responsible for any interruptions, changes, or issues that result from them.
- The word 'Lifetime' refers to the lifetime of the product, and not the lifetime of the purchaser or end-user. For the avoidance of doubt, Lifetime Membership means access to the Knowva Premium service for as long as the product remains available and supported by us. We reserve the right to update, modify, or discontinue the service at our sole discretion. Should the product be discontinued, or if circumstances beyond our control prevent continued operation, all Lifetime Memberships will end at that point.

9. Changes to These Terms

- We may update these Terms occasionally to reflect changes in how we run our Ko-fi page or Knowva.
- If we make significant updates, we will post a notice on our Ko-fi page.

- Continued support means you agree to the updated Terms.

10. AI Usage in Knowva

- Some of the content in Knowva is created or supported using Artificial Intelligence (AI) tools.
- All AI-assisted content is reviewed and checked by a human before being published, to make sure it is accurate, safe, and age-appropriate.
- AI is used as a tool to help us create more content quickly, but final responsibility for what appears in Knowva always rests with us.
- We do not use AI to collect or profile information about children or supporters, and we never will.

11. Competitions and Giveaways

- All competitions, giveaways and promotions run by Knowva are free to enter. No purchase is necessary.
- Entry requirements and deadlines will be stated clearly on the original giveaway post or page.
- Giveaways are open only to entrants who meet the stated eligibility criteria (such as age or country restrictions).
Winners will be chosen fairly, either at random or by a method described in the giveaway announcement.
- Winners will be contacted using the details they provide. If no response is received within 7 days, Knowva reserves the right to select an alternative winner or withdraw the offer of a prize.
- Prizes are non-transferable and cannot be exchanged for cash or other alternatives.
- Where the prize is a membership (including “lifetime”), this refers to free access to the Knowva Premium service for the stated period, or for the lifetime of the service, whichever is shorter.
- Knowva is not responsible for lost, delayed, or incomplete entries due to technical issues.
- Knowva reserves the right to amend or cancel a giveaway in the event of unforeseen circumstances.
- Giveaways are in no way sponsored, endorsed, administered by, or associated with Meta, Facebook, Instagram, Ko-fi, Square (or any other platform on which they are run).
- Any personal data collected will be used solely for the purpose of administering the giveaway, unless entrants provide explicit consent for further use.
- Giveaways are void where prohibited by law.
- See Appendix B for present competition/giveaway terms.

12. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes will be subject to the jurisdiction of the courts of England and Wales.

13. Contact Us

If you have any questions about these Terms or about supporting Knowva, you can:

- Send us a message on Ko-Fi, or
- Email us at [hello \[at\] knowva \[dot\] org](mailto:hello@knowva.org)

Appendix A: Document Changelog

- Updated in November 2025 to include Square as a payment provider and note Creative Commons licensing. Minor amendments to other sections to update numbering.

Appendix B: Current Giveaway Terms and Conditions



**WIN A FREE
KNOWVA
PREMIUM
MEMBERSHIP!**

Like & Comment to enter. Share publicly for an extra entry. Ts and Cs apply – see knowva.org for details.

Go Go Go
KNOWVA

Ts and Cs

- Please see <https://knowva.org> for the full set of Terms and Conditions.
- There are 3 (three) prizes available - each a Six Month subscription to Knowva Premium.
- An email address must be provided to Knowva to administer the subscription.
- To enter: Like the competition post and Comment on the competition post.
- If the post is shared publicly (not to 'Friends Only'), this will count as a second entry.
- Open to UK residents aged 18+. No purchase necessary.
- Giveaway closes 9pm UK time on Friday 10th October 2025. Winners contacted within 7 days.
- Prizes non-transferable, no cash alternative.
- This giveaway is not endorsed by Meta, and is void where prohibited by law.

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