

Miro Consultant Community Program

These Miro Consultant Community Terms and Conditions (“Program”) shall govern your (“Participant” or “You”) participation in the Program in addition to the [Terms of Service](#), [Master Cloud Terms](#), [Miro Community Terms of Service](#), [Miro Event Terms and Conditions](#), any nondisclosure Terms, or any other terms and conditions in effect between Participant and Miro, as applicable (“Terms”).

1. Program Eligibility

- a. In order to be eligible to join the Program, Participants must meet the following requirements:
 - i. Completed the [Client Collaboration](#) course on Miro Academy and received the Client Collaboration badge
 - ii. Meet the definition of “Professional Service Provider.” A Professional Service Provider is a knowledge worker or works at a firm with knowledge workers that provide their expertise as a service to other segments and can produce products as long as it is not for themselves (e.g. digital tools).” Miro reserves the right to require proof that an applicant meets the definition of Professional Service Provider or deny an application if an applicant does not, in Miro’s reasonable judgment, meet the definition of Professional Service Provider.

2. Program Benefits

- a. Participants accepted to the Program will be eligible to receive benefits such as:
 - i. Miro swag for meeting various milestones and for completing tasks
 - ii. Invitations to attend, organize, or facilitate exclusive events and workshops
 - iii. Newsletters and other email communications related to the Program and the latest updates about Miro
- b. Participants may also receive other benefits from time to time as they become available, depending on the Participant’s level of participation in the Program. Benefits may be subject to change or discontinued at any time.
- c. Participants may be asked to sign additional terms and conditions prior to receiving access to certain benefits.

3. Downgrades, Suspensions, Termination

- a. Miro reserves the right to downgrade, suspend, or terminate a participant’s access to the Program and its benefits at any time if a Participant violates the Terms, fails to maintain eligibility requirements, or fails to participate in the Program.

4. Confidentiality

- a. “Confidential Information” means any non-public information, materials, know-how, trade secrets of Miro and third party information in any form (e.g., in writing, orally, or by inspection of tangible objects (including, documents,

databases or equipment) disclosed by Miro that: (a) is designated as “Confidential” or similar designation; or (b) a reasonable person knows or reasonably should understand to be confidential given the circumstances surrounding disclosure. For avoidance of doubt, the definition of Confidential Information includes any information participants may receive related to Miro’s services or business that have not yet been made public, as well as access to trials or betas or features of Miro’s service that have not yet been made public. Confidential Information will not, however, include any information that: (i) is or becomes publicly known without breach of these Terms; (ii) is already in the possession of, or lawfully is known by, the Participant at the time of disclosure by Miro; (iii) is received from another source who can disclose it lawfully and without an obligation to keep it confidential; or (iv) is independently developed by the Participant without use of, or reference to, Miro’s Confidential Information.

- b. Obligations. Participant will (a) hold Confidential Information in confidence and not disclose it to third parties unless expressly permitted in writing by Miro (b) only use Confidential Information as expressly permitted in writing by Miro, and (c) will not reverse engineer, disassemble, decompile, or copy any of the Confidential Information.
 - c. Maintenance of Confidentiality. The Receiving Party will take reasonable measures to protect Miro’s Confidential Information. Such measures must be at least as protective as those taken to protect its own Confidential Information. A Receiving Party will promptly notify Miro in writing upon discovery of any unauthorized disclosure or access to or use of Miro’s Confidential Information, and the Receiving Party will reasonably cooperate with Miro to help regain control of the Confidential Information and prevent further unauthorized disclosure or use of it.
 - d. Remedies. Unauthorized use or disclosure of Confidential Information may cause substantial harm for which damages alone are an insufficient remedy. Thus, in addition to other remedies available under the Terms, at law, or in equity, the parties agree that Miro may seek performance or an injunction in any court of competent jurisdiction to stop its Confidential Information from becoming public in breach of the Terms.
 - e. Participants obligations contained in this clause 4 Confidentiality shall survive so long as the Participant has possession or control of Miro Confidential Information.
5. Amendments
- a. Miro may modify or terminate this Program at any time in its sole discretion with notice to the Participant. The benefits offered herein are offered “as-is” and Miro makes no express or implied warranties regarding any such benefits.
6. Content
- a. If Participant chooses to provide text, photos, information, data, graphics, messages, sounds, videos, content, or other materials, as well as any templates, descriptions, testimonials, feedback, comments, suggestions, requests, questions or other inquiries regarding Miro’s Service (“Content”) to Miro in relation to the Program or any case studies conducted in relation to Participant’s

use of Miro's services, Participant understands that such Content is not considered confidential, notwithstanding any terms and conditions to the contrary contained in any terms of service, service Terms, or any other nondisclosure Terms, and such Content may be publicly shared by Miro. Participant represents and warrants they obtained all necessary permissions and consents for any Content they provide Miro in relation to this Program. Participant hereby provides to Miro an unlimited, worldwide, sublicensable, assignable, fully paid up, royalty free, perpetual license to use, reproduce, distribute, modify, post, publish, copy, store, transmit, publicly display, and create derivative works of any such Content for Miro marketing, advertising, or other business purposes. If such Content contains Participant's name, image or likeness, Participant waives any claim under any rights of privacy or publicity (including under California Civil Code 3344 and similar laws) related to use of the same in connection with use of the Content.

7. Communications
 - a. By applying for this Program, Participants agree to receive email communications about or related to the Program.
8. Additional Terms
 - a. These terms and conditions supersede and replace any prior or contemporaneous Terms regarding its subject matter. Terms will be governed by the laws of the state of California, without reference to conflict of laws principles. Any action arising out of, or in connection with, Terms will be heard in the federal, state, or local courts in San Francisco, California, and the parties hereby irrevocably consent to the exclusive jurisdiction and venue of such courts. The parties specifically waive any right to a jury trial with respect to any matter arising under or related to this Terms.
9. In addition to the terms and conditions above, all participants in the Program also agree to abide by the Miro Consultant Community Guidelines found below:

Miro Consultant Community Guidelines

Our Community Vision

The Miro Consultant Community is the place to be if you're a freelancer, consultant, or work at an agency where you use Miro in your client-facing work. Here, you'll meet people from all stages of the Miro journey, from brand new users to seasoned professionals, who you can connect with to find the answers, resources, and advice needed to grow and scale your client base.

Note: Helping you succeed is our Community's number one priority, but this isn't a real-time support channel. If an issue is urgent and requires immediate attention, please contact the Miro Support team directly for one-on-one assistance.

How to Participate

The following practices can help guide your interactions in the Community. Keep these tips in mind when posting and engaging with others in this space.

Identify Yourself. Share a little bit about yourself in your profile and in your posts. Not only does being authentic help contribute to the health and longevity of the Community, but the more you personalize and humanize your contributions to this space, the more likely you are to network and build connections.

Be Professional and Polite. Respect your fellow users by keeping your tone positive and your comments constructive. Good or bad, your feedback is always valued as long as it is offered in a courteous way.

Stay Focused. When replying to a post, answer the question or add to the discussion at hand. If you have a tangential question or thought, start a new post! Abruptly changing the topic will derail the conversation and make it difficult for other users to get the information or advice they're requesting.

Code of Conduct

We strive to create a helpful, inspiring, and inclusive community, so we ask that all users review and abide by the following code of conduct:

1. **Be Professional, Kind, and Courteous.** We want to hear your feedback, thoughts, and questions. However, we expect all communication to be professional and courteous.
2. **No Hate Speech, Bullying, or Harassment.** Bullying or harassment of any kind isn't allowed, and degrading comments about race, religion, culture, sexual orientation, gender, or identity are not allowed. Posts that insult another community member or Miro staff will also not be tolerated.
3. **No Spam.** Spamming includes submitting multiple posts on the same topic, or submitting posts not related to Miro or the professional services industry.
4. **No Soliciting.** Don't promote your own products or services unprompted. Unsolicited private messages are a direct violation of this policy.
5. **No Disclosing Private Information.** Respect other members' privacy, and protect your own. Don't share private or personally identifying information in public areas, or disclose any information that is confidential.
6. **Represent Yourself Accurately.** We don't expect everyone's Community username to match their legal name or business name exactly (although that would be great!), but be

sure that your displayed name does not misrepresent your business or identity. It is against our rules for users not currently employed by Miro to have “Miro” or any variation in their username.

Persistent or excessive misconduct will result in a temporary or permanent suspension of your ability to post.

Miro reserves the right to remove any content from the Community at any time, for any reason, or suspend your Community account without prior notice and at our discretion. Miro staff have full discretion to address any behavior that they feel is problematic and we will evaluate each incident on a case by case basis. Such actions are not up for public discussion.

Additional Resources

Support

The Miro Online Community is one of the best ways to ask questions and receive answers about ways to use Miro. If you're looking for official support when it comes to technical questions, bugs, billing issues, etc., please try searching for this in the Miro [Help Center](#) or contact our [Support team](#).

Forum FAQs

If you're looking for a quick and easy way to discover how to navigate the Miro Forum check out the community [FAQs](#).