



Terms of Use

Online Academy, SmartClass and related educational services

English translation for information purposes. In the event of any discrepancy, ambiguity or difference in interpretation, the Serbian-language version shall prevail.

Version	4.0
Effective date	28 July 2026

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1. Service provider and acceptance of the Terms

These Terms govern the use of the onlineacademy.rs website, the SmartClass digital educational environment and the educational services provided by Online Academy.

Viewing publicly available information on the website requires compliance with the rules relating to content, security and intellectual property. By registering an account, accepting an invitation or access to a course, purchasing a service, or using functions that require login, the user confirms that they have read and accepted the current version of these Terms and the Privacy Policy.

If a user does not accept these Terms, they should not register an account or use protected parts of the platform and services.

Brand / service	Online Academy / SmartClass
Service provider	MILENA STANKOVIĆ CERović PR POMOĆNO OBRAZOVANJE ONLINE ACADEMY ZAJEČAR
Registered office	Knećinje Ljubice 2/15, 19000 Zaječar, Serbia
Registration	Serbian Business Registers Agency Registration number: 66404838
Tax identification number	112864301
Contact	onlineacademy.uprava@gmail.com +381 64 277 09 83

2. Description of the services

Online Academy develops and provides digital educational solutions intended to support more organised, interactive and effective teaching and learning. The current focus of the offer is support for educators and learners, together with the delivery of courses and other educational programmes.

SmartClass is a modular digital environment which, depending on the particular course or programme, may connect live teaching, recordings of previous classes, learning materials, digital books, digital worksheets, personal notes, assignments, communication, mentor support and the monitoring of activities and progress.

For schools, universities and other institutions, information on the website represents an invitation to discuss possible future collaboration, pilot programmes and the gradual development of tailored solutions. It does not represent a pre-defined standard institutional offer or an obligation on Online Academy to enter into cooperation.

The exact scope of a service, duration of access, delivery method, price, number of participants, schedule and other specific conditions may be defined in the course description, application form, offer, invoice, agreement or a separate notice. Such specific conditions supplement these Terms.

3. Users and minors

The services may be used by adults and by minor learners, depending on the nature of the particular course or programme.

Where access for a minor is arranged by a parent, legal guardian, educator, school or another responsible organisation, the person registering or including the minor confirms that they have the appropriate authority and that the rules of use have been explained to the minor in an age-appropriate manner.

Online Academy may request additional confirmation of consent or authority where this is necessary because of the user's age, the nature of the programme, class recording or the protection of minors' rights.

4. Registration, login and account security

- Users must provide accurate and up-to-date information.

- An account is personal and may not be transferred to another person, except where expressly permitted within an institutional or administrative model.
- Login may be enabled by password, Google account or another supported authentication method.
- Users are responsible for safeguarding their login credentials and for activity on their account until suspected misuse is reported.
- Online Academy may verify an email address, identity, role, course access rights or acceptance of the current legal documents.
- Account sharing, attempts to bypass protection, impersonation or use of another person's data may result in restricted or terminated access.

5. Access to courses, content and modules

Access depends on the user's role, the purchased or assigned course, group membership, the access period and the rules of the particular programme. Not all SmartClass functions are available to every user, and not every module is necessarily included in each service.

The duration of access is stated before purchase or assignment. Where no specific period is stated, access lasts for the period reasonably required to deliver the course or programme and may be archived, restricted or closed after completion.

We may reasonably change the schedule, order of content, educator, format or technical organisation where this is necessary for quality, security, continuity or better alignment with the educational process.

6. Acceptable use

Users must use the website, platform and educational services lawfully, responsibly and for educational purposes.

- Sharing access, bypassing protection, attempting unauthorised access or interfering with security mechanisms is prohibited.
- Mass downloading, automated data collection, scraping, resale or public distribution of the platform or materials without permission is prohibited.
- Disrupting classes, harassment, discrimination, hate speech, threats, impersonation or other unlawful content is prohibited.
- Introducing malicious code or acting in a way that threatens the stability, privacy or security of the system or other users is prohibited.
- Publishing another person's personal data, work, image, voice or recordings without an appropriate legal basis or permission is prohibited.
- Submitted work should be the user's own, with sources acknowledged and any permitted assistance from other persons or AI tools transparently disclosed where required by programme rules.

7. SmartClass Live, conduct during classes and recording

SmartClass Live may rely on a third-party video communication service. During live teaching, users must follow the educator's instructions, respect the rights of other participants and comply with group rules.

An educator or administrator may mute a microphone or camera, restrict a function, temporarily remove a user or terminate participation where necessary for safe and uninterrupted work.

Users may not independently record, photograph, stream or publish a class, screen, voice, image or content of other participants without prior permission.

If Online Academy or the organiser records a class, participants will be informed in advance. The recording will be used only for the announced educational or organisational purpose and will be available only to authorised users.

8. User content, notes and communication

Users retain any rights they hold in their messages, notes, assignments, answers and other content entered into SmartClass.

By uploading content, the user grants Online Academy a limited, non-exclusive right to store, technically process, display, transmit and make that content available to authorised persons solely to the extent necessary to provide, support, secure and administer the service.

The user confirms that they have the right to upload the content. Content that breaches the law, the rights of others, these Terms or system security may be removed or access to it may be restricted.

Study Group, messages and other communication functions are intended for educational collaboration. Depending on the function, content may be visible to other group members, educators, mentors and administrators.

9. Use of AI tools

Certain courses or programmes may include the use of AI tools for learning, research, planning, structuring ideas or developing projects. The rules of the particular programme determine which tools and forms of use are permitted.

Users are responsible for checking the accuracy and suitability of AI-generated outputs, must not enter confidential information or another person's personal data without permission, and must disclose their use of AI tools where required by the educator, assignment or programme.

Access to paid AI services is not included by default unless expressly stated. Demonstrations or work with advanced tools may be carried out through educator or mentor accounts without providing participants with direct access to those accounts.

10. Intellectual property

The design, code, structure, databases, SmartClass name and branding, educational materials, video content, texts, graphics, digital books, collections of exercises and other copyright works belong to Online Academy, educators, collaborators or other rights holders.

Users receive a limited, personal, non-exclusive and non-transferable right to use the available content during the authorised period, solely for their own learning or work within a specifically contracted organisation.

Without prior written permission, reproduction, adaptation, sale, distribution, public communication, transfer of access, creation of a competing service or other commercial use is prohibited.

11. Fees, purchase, cancellation and complaints

Where a paid service is offered, its price, content, duration of access, payment method and specific conditions will be available before purchase or stated in an offer, invoice or agreement.

Some pages or programmes may be for information only. If purchase or registration is not expressly offered for particular content, its display on the website does not constitute an offer to conclude a contract.

Consumer rights relating to distance contracts, digital content and digital services, withdrawal, conformity and complaints apply to the extent guaranteed by the mandatory laws of the Republic of Serbia.

The right of withdrawal or refund may depend on the type of service, the start of delivery, scheduled classes and whether the user expressly requested that the service or access to digital content begin before the expiry of the statutory period. Relevant information and any specific consent will be displayed or provided before payment where applicable.

Complaints and objections may be sent to onlineacademy.uprava@gmail.com and should include information sufficient to identify the user, service and reason for contacting us. Nothing in these Terms limits rights that cannot lawfully be excluded or reduced.

12. Nature of the educational service

Online Academy organises its services with reasonable professional care, but does not guarantee a particular grade, passing an examination, admission, employment, scholarship, award, third-party certificate or any other academic or professional result.

Results depend on the user's engagement, prior knowledge, regularity, time invested, compliance with deadlines and other circumstances not entirely within Online Academy's control.

Analytics, progress displays, automated recommendations and AI tools, where used, support learning and the educator's work and do not replace professional human judgement.

13. Availability, maintenance and changes to the service

We aim to keep the website and services available, secure and stable, but do not guarantee uninterrupted or error-free operation. Maintenance, security incidents, internet outages, force majeure or the operation of third-party providers may temporarily restrict availability.

We may improve, replace, temporarily disable or discontinue a function. Where a change materially affects a paid service already purchased, the user will be informed and the rights available under the specific agreement and mandatory law will apply.

14. Restriction or termination of access

We may temporarily restrict or terminate access where a user breaches these Terms, fails to pay an amount due, threatens security, privacy, the rights of others or the uninterrupted operation of the service, or where required by law.

Where circumstances allow, the user will be notified and given a reasonable period to remedy the breach. Serious, obvious or repeated breaches may result in immediate restriction or termination of access.

15. Liability

Online Academy is liable within the limits required by mandatory law. We are not responsible for consequences arising exclusively from inaccurate information supplied by the user, unauthorised account sharing, failure to follow instructions, incompatible or defective equipment, the user's internet connection or the operation of a third-party service outside our reasonable control.

Users should retain their own copies of important work and content where reasonably possible. This provision does not exclude or limit liability that cannot lawfully be excluded, including mandatory consumer rights.

16. Privacy, cookies and third-party services

The processing of personal data is governed by the Privacy Policy. The website and platform may use essential cookies and session technologies for login, security, contact-form functionality and saving the language setting.

Certain functions may depend on external services, including Google login, video communication, hosting, email or payment services. Use of those services may also be governed by their own terms and privacy policies.

Links to external websites are provided as an additional source or technical function. Online Academy does not control their content, availability or rules unless expressly stated otherwise.

17. Changes to the Terms

We may update these Terms where services, functionality, working methods or applicable laws change. A new version will be published with its version number and effective date.

Material changes affecting registered users or paid services may also be communicated through the platform, by email or through another appropriate channel.

Continued use of protected functionality after the new Terms take effect may require renewed acceptance.

18. Governing law, disputes, language and contact

These Terms are governed by the laws of the Republic of Serbia. We will seek to resolve any dispute amicably. If an agreement cannot be reached, jurisdiction will be determined under applicable law without limiting mandatory consumer rights.

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Questions, objections, complaints and notices may be sent to onlineacademy.uprava@gmail.com or to +381 64 277 09 83.

Note: These Terms provide a general framework. A specific offer, agreement or the rules of a particular course may contain additional provisions applicable to that service.