

PUBLIC / GENERAL FAQ

[Mandatory | User-Facing]

Lives:

- **App (FAQ page)**
- **Website (FAQ page)**

- **What is LA10T?**

LA10T is a sustainability intelligence platform that helps individuals and organisations understand, participate in and reflect on sustainability related actions through verified, non-financial participation records.

- **Is LA10T a crypto or investment platform?**

NO, LA10T is not a crypto platform, does not offer investments and does not provide financial returns.

- **Do users earn money or rewards?**

NO, Users do not earn money, income or financial rewards by using LA10T but they receive EcoCoin, a non-financial participation unit

- **What is EcoCoin?**

EcoCoin is a non-financial digital utility unit used within LA10T to recognise participation and unlock platform features. It has no monetary value and cannot be exchanged.

- **Is my data safe?**

YES, LA10T applies purpose limited data collection, does not sell personal data and uses secure infrastructure to protect user information.

- **Who can use LA10T?**

LA10T is open to individuals, communities, organisations and institutions participating under the same non-financial framework.

- **What does LA10T actually help me do?**

LA10T helps users understand and reflect on their sustainability-related participation by recognising learning, engagement and conscious actions in a structured, transparent way.

- **Do I need to be an environmental expert to use LA10T?**

NO, LA10T is designed for everyday users. No technical, scientific or sustainability background is required.

- **Is LA10T free to use?**

LA10T offers free access to core features. Some advanced features or programs may be optional and offered separately within the platform.

- **What kind of activities are recognised on LA10T?**

Activities may include:

- Learning or educational interactions
- Participation in sustainability programs or challenges
- Conscious lifestyle or engagement choices

All activities are voluntary and user initiated.

- **How do I earn EcoCoin?**

EcoCoin is earned through participation and engagement within the LA10T platform, such as completing learning activities or joining verified programs.

- **Can I buy EcoCoin?**

NO, EcoCoin cannot be purchased. It is earned only through participation on LA10T.

- **What can EcoCoin be used for?**

EcoCoin can be used within LA10T to:

- Unlock platform features or insights
- Access challenges or programs
- Participate in platform experiences

EcoCoin is used only inside LA10T.

- **Can EcoCoin be converted into cash or cryptocurrency?**

NO, EcoCoin has no cash value and cannot be converted, sold, transferred or exchanged.

- **Can I lose my EcoCoins?**

EcoCoins are not deducted as penalties. They may be consumed when used, retired or expire according to platform rules.

- **Does LA10T track my location or monitor me in the background?**

NO, LA10T does not continuously track users or monitor behaviour without consent. Participation happens only when users actively engage.

- **Is LA10T a carbon calculator or offset program?**

NO, LA10T does not provide certified carbon calculations, offsets or credits. Any environmental insights are indicative and educational only.

- **Can organisations or brands influence my EcoCoins or results?**

NO, Organisations and partners cannot manipulate user participation records or EcoCoin recognition.

- **Is LA10T available globally?**

LA10T is designed to be usable across regions. Availability of certain features may vary depending on location.

- **Is LA10T suitable for families or younger users?**

LA10T is intended for general audiences. Some features may be restricted based on age or local regulations.