

# Acceptable Use Policy

Updated: April 2024

## 1. General

- 1.1 This policy explains the rules for using our website, plinthhouse.com. It applies to everyone who visits or uses our site.
- 1.2 When you use our website, you're agreeing to follow all the rules in this Acceptable Use policy, which supplement our Terms of Website Use.
- 1.3 We will offer interactive services on our website, including, but not limited to:

- Groups
- Chat
- Online Programmes
- eLearning modules and courses
- Live and recorded online training and events

When we offer these services, we'll give you clear information about what they are, whether they're moderated, and how they're moderated (such as whether the moderation is done by a person or automatically).

- 1.4 We'll try our best to think about any risks to users, especially minors, from others when using these interactive services. We'll decide if we need to moderate them to keep everyone safe. If we moderate an interactive service, we'll typically give you a way to reach out to the moderator if you have any concerns or encounter any issues. However, we're not required to moderate, oversee or monitor every interactive service we offer. We're not responsible if someone breaks our rules while using these services, whether they're moderated or not. We expressly exclude our liability for any harm or loss caused by a user's use of an interactive service if they break our content rules, whether or not we moderate the service.

## 2. Prohibited actions on our website

- 2.1 We expect you to use our website responsibly and legally. You are not permitted to use our website to:
  - Violate any local, national, or international laws.
  - Engage in fraudulent or illegal activities, or use our platform/services for such purposes.
  - Send spam or unauthorized advertising materials.
  - Send, receive, upload, download, use or re-use content that doesn't meet our quality standards, outlined further in this policy.

- Harm minors in any way.
- Transmit harmful computer programs or code that could disrupt the proper functioning of any software or hardware.

## 2.2 You also agree not to:

- Copy, distribute or re-sell any part of our website without permission, as stated in our Terms of Website Use.
- Access without authority, interfere with, damage or disrupt:
  - Any part of our website
  - The networks or equipment where our website is stored
  - The software used in the provision of our website
  - Any networks, software, accounts or equipment owned or used by others.

## 3. Content guidelines

3.1 These guidelines apply to any material you contribute to our website ('Contributions') and to any associated interactive services. You must adhere to both the spirit and the specifics of these guidelines, as outlined below. They apply to the whole of any Contribution you make, as well as any part of it.

### 3.2 Contributions must:

- Ensure accuracy if they contain factual information.
- Reflect genuinely held opinions if they express viewpoints.
- Comply with UK law and the laws of any country from which they are posted.

### 3.3 Contributions must not:

- Include defamatory material about anyone.
- Contain violent or obscene content.
- Encourage or promote sexually explicit material or violence.
- Constitute a contravention of anti-discrimination legislation.
- Infringe on any rights, trademarks, or copyrights of others.
- Be likely to mislead or deceive anyone.
- Violate any duty owed to a third party, including contractual or confidentiality obligations.
- Promote illegal activities.
- Threaten, abuse, or invade another person's privacy, or otherwise distress, annoy, or inconvenience another person.
- Upset, harass, embarrass, annoy, or alarm others.
- Misrepresent your identity or affiliation, or impersonate others.
- Imply they originate from us if they do not.
- Advocate unlawful acts like computer misuse or copyright infringement.

## 4. Suspension and Termination

- 4.1 We reserve the right to determine, at our discretion, whether there has been a breach of this acceptable use policy through your use of our website. If a breach occurs, we may take appropriate action, including but not limited to:
- Immediate withdrawal of your website usage rights, temporarily or permanently.
  - Immediate removal of any content you posted, temporarily or permanently.
  - Issuing a warning about your conduct.
  - Initiating legal proceedings to recover costs incurred due to the breach, including legal and administrative costs.
  - Taking further legal action.
  - Disclosing information to law enforcement authorities as necessary.
- 4.2 We are not liable for actions taken in response to breaches of this policy. The actions listed are not exhaustive, and we may take additional steps depending on the circumstances.

## 5. Changes to this policy

- 5.1 We reserve the right to update this policy by making changes to this document. It's your responsibility to periodically review the website and this document for any updates, as these changes are legally binding. Certain provisions in this policy may also be replaced by notices or provisions published elsewhere on our website.