

Terms and Conditions (SaaS agreement)

Parties

1. 'The DMAT' is part of the private business R&M Dietetic (the "**Provider**"); and
2. the "**Customer**".

These Terms were most recently updated on the 5th January 2019.

Agreement

1. Definitions

- 1.1 Except to the extent expressly provided otherwise, in this Agreement:

"**Account**" means an account enabling a person to access and use the The DMAT online system;

"**Agreement**" means this agreement including any Schedules, and any amendments to this Agreement from time to time;

"**Business Day**" means any weekday other than a bank or public holiday in England;

"**Business Hours**" means the hours of 09:00 to 17:00 GMT on a Business Day;

"**Charges**" the amounts specified in Part 4 of Schedule 1 The DMAT particulars;

"**Customer**" means the person or entity identified as such in Part 1 of Schedule 1 The DMAT particulars;

"**Customer Data**" means all data, works and materials: uploaded to or stored on the Platform by the Customer; transmitted by the Platform at the instigation of the Customer; supplied by the Customer to the Provider for uploading to, transmission by or storage on the Platform; or generated by the Platform as a result of the use of the The DMAT by the Customer; It does not include patient identifiable information;

"**Documentation**" means the documentation for the The DMAT produced by the Provider and delivered or made available by the Provider to the Customer;

"**Effective Date**" means the initial sign up and payment date being the execution of this Agreement;

"**Force Majeure Event**" means an event, or a series of related events, that is outside the reasonable control of the party affected (including failures of the internet or any public telecommunications network, hacker attacks, denial of service attacks, virus or other malicious software attacks or infections, power failures, industrial disputes affecting any third party, changes to the law, disasters, explosions, fires, floods, riots, terrorist attacks and wars);

"**The DMAT**" means 'The DMAT system', as specified in Schedule 1 The DMAT Specification which will be made available by the Provider to the Customer as a service via the internet in accordance with this Agreement;

"The DMAT Defect" means a defect, error or bug in the Platform having an adverse effect on the appearance, operation, functionality or performance of the The DMAT, but excluding any defect, error or bug caused by or arising as a result of:

- (a) Any act or omission of the Customer;
- (b) Any use of the Platform or The DMAT contrary to the Documentation, whether by the Customer or by any person authorised by the Customer;
- (c) An incompatibility between the Platform or The DMAT and any other system, network, application, program, hardware or software not specified as compatible in the The DMAT Specification;

"The DMAT Specification" means the specification for the Platform and TheDMAT set out in Part 2 of Schedule 1 The DMAT particulars and in the Documentation;

"Intellectual Property Rights" means all intellectual property rights wherever in the world, whether registrable or unregistrable, registered or unregistered, including any application or right of application for such rights (and these "intellectual property rights" include copyright and related rights, database rights, confidential information, trade secrets, know-how, business names, trade names, trade marks, service marks, passing off rights, unfair competition rights, patents, petty patents, utility models, semi-conductor topography rights and rights in designs);

"Maintenance Services" means the general maintenance of the Platform and TheDMAT, and the application of Updates and Upgrades;

"Personal Data" has the meaning given to it in the Data Protection Act 1998;

"Platform" means the platform managed by the Provider and used by the Provider to provide The DMAT, including the application and database software for the The DMAT, the system and server software used to provide The DMAT, and the computer hardware on which that application, database, system and server software is installed;

"Provider" means the private business R&M Dietetic

"Schedule" means any schedule attached to the main body of this Agreement;

"Services" means any services that the Provider provides to the Customer, or has an obligation to provide to the Customer, under this Agreement;

"Support Services" means support in relation to the use of, and the identification and resolution of errors in, the The DMAT, but shall not include the provision of training services;

"Supported Web Browser" means the current release from time to time of Microsoft Internet Explorer, Mozilla Firefox, Google Chrome or Apple Safari, or any other web browser that the Provider agrees in writing shall be supported;

"Term" means the term of this Agreement, commencing in accordance with Clause 3.1 and ending in accordance with Clause 3.2;

"Update" means a hotfix, patch or minor version update to any Platform software; and

"Upgrade" means a major version upgrade of any Platform software.

2. Credit

2.1 This document was created using a template from SEQ Legal (<http://www.seqlegal.com>).

3. Term

3.1 This Agreement shall come into force upon the Effective Date.

3.2 This Agreement shall continue in force until subject to termination in accordance with Clause 18.

4. The DMAT

4.1 The Provider shall ensure that the Platform will automatically generate an Account for the Customer and provide to the Customer login details for that Account.

4.2 The account granted by the Provider to the Customer under Clause 4.1 is subject to the following limitations:

(a) The DMAT may only be used by the officers, employees, agents and subcontractors of the Customer;

(c) The DMAT must not be used at any point in time by more than the number of concurrent users specified in Schedule 1 Part 2 (The DMAT particulars) providing that the Customer may add or remove concurrent users in accordance with the procedure set out therein.

4.3 Except to the extent expressly permitted in this Agreement or required by law on a non-excludable basis, the account granted by the Provider to the Customer under Clause 4.1 is subject to the following prohibitions:

(a) The Customer must not sub-license its right to access and use the The DMAT;

(b) The Customer must not permit any unauthorised person to access or use the The DMAT;

(c) The Customer must not use the The DMAT to provide services to third parties;

(d) The Customer must not republish or redistribute any content or material from the The DMAT

4.4 The Customer shall use reasonable endeavours, including reasonable security measures relating to Account access details, to ensure that no unauthorised person may gain access to the The DMAT using an Account.

4.6 The Provider shall use reasonable endeavours to maintain the availability of the TheDMAT to the Customer at the gateway between the public internet and the network of the hosting services provider for The DMAT, but does not guarantee 100% availability.

- 4.7 For the avoidance of doubt, downtime caused directly or indirectly by any of the following shall not be considered a breach of this Agreement:
- (a) A Force Majeure Event;
 - (b) A fault or failure of the internet or any public telecommunications network;
 - (c) A fault or failure of the Customer's computer systems or networks;
 - (d) Any breach by the Customer of this Agreement; or
 - (e) Scheduled maintenance carried out in accordance with this Agreement.
- 4.8 The Customer must comply with Schedule 2 (Acceptable Use Policy), and must ensure that all persons using the The DMAT with the authority of the Customer or by means of an Account comply with Schedule 2 (Acceptable Use Policy).
- 4.9 The Customer must not use the The DMAT:
- (a) In any way that is unlawful, illegal, fraudulent or harmful; or
 - (b) In connection with any unlawful, illegal, fraudulent or harmful purpose or activity.
- 4.10 For the avoidance of doubt, the Customer has no right to access the software code (including object code, intermediate code and source code) of the Platform, either during or after the Term.
- 4.11 The Provider may suspend the provision of the The DMAT if any amount due to be paid by the Customer to the Provider under this Agreement is overdue, and the Provider has given to the Customer at least 10 working days' written notice, following the amount becoming overdue, of its intention to suspend the TheDMAT on this basis.

5. Maintenance Services

- 5.1 The Provider shall provide the Maintenance Services to the Customer during the Term.
- 5.2 The Provider shall where practicable give to the Customer at least 10 Business Days' prior written notice of scheduled Maintenance Services that are likely to affect the availability of the The DMAT or are likely to have a material negative impact upon the The DMAT, without prejudice to the Provider's other notice obligations under this main body of this Agreement.
- 5.3 The Provider shall where practicable give to the Customer at least 10 Business Days' prior written notice of the application of an Upgrade to the Platform.

6. Support Services

- 6.1 The Provider shall provide the Support Services to the Customer during the Term.
- 6.2 The Provider shall make available to the Customer an email support contact in accordance with the provisions of this main body of this Agreement.
- 6.4 The Customer may use the contact support email for the purposes of requesting and, where applicable, receiving the Support Services.

- 6.5 The Provider shall respond promptly to all requests for Support Services made by the Customer through the contact support email.
- 6.6 The Provider may suspend the provision of the Support Services if any amount due to be paid by the Customer to the Provider under this Agreement is overdue, and the Provider has given to the Customer at least 10 working days' written (email) notice, following the amount becoming overdue, of its intention to suspend the Support Services on this basis.

7. Customer Data

- 7.1 The Customer hereby grants to the Provider a non-exclusive licence to copy, reproduce, store, distribute, publish, export, adapt, edit and translate the Customer Data to the extent reasonably required for the performance of the Provider's obligations and the exercise of the Provider's rights under this Agreement.
- 7.2 The Customer warrants to the Provider that the use of the Customer Data by the Provider in accordance with this Agreement will not:
- (a) Breach the provisions of any law, statute or regulation;
 - (b) Infringe the Intellectual Property Rights or other legal rights of any person; or
 - (c) Give rise to any cause of action against the Provider,
 - (d) This does not include access to patient identifiable information which the Provider does not have access to

In each case in any jurisdiction and under any applicable law.

8. Mobile App

- 8.1 The parties acknowledge and agree that the use of the Mobile App, the parties' respective rights and obligations in relation to the Mobile App and any liabilities of either party arising out of the use of the Mobile App shall be subject to separate terms and conditions, and accordingly this Agreement shall not govern any such use, rights, obligations or liabilities.

9. No assignment of Intellectual Property Rights

- 9.1 Nothing in this Agreement shall operate to assign or transfer any Intellectual Property Rights from the Provider to the Customer, or from the Customer to the Provider.

10. Charges

- 10.1 The Customer shall pay the Charges to the Provider in accordance with this Agreement.
- 10.2 All amounts stated in or in relation to this Agreement are, unless the context requires otherwise, stated inclusive of any applicable value added taxes.
- 10.3 The Provider may elect to vary any element of the Charges by giving to the Customer not less than 30 days' written notice of the variation.

11. Payments

- 11.1 The Customer must pay the Charges by debit card, credit card, direct debit or bank transfer (using such payment details as are notified by the Provider to the Customer from time to time).
- 11.2 If the Customer does not pay any amount properly due to the Provider under this Agreement, the Provider may:
- (a) charge the Customer interest on the overdue amount at the rate of 8% per annum above the Bank of England base rate from time to time (which interest will accrue daily until the date of actual payment and be compounded at the end of each calendar month); or
 - (b) claim interest and statutory compensation from the Customer pursuant to the Late Payment of Commercial Debts (Interest) Act 1998.

12. Provider's confidentiality obligations

- 12.1 The Provider must:
- (a) Keep the Customer Confidential Information strictly confidential;
 - (b) Not disclose the Customer Confidential Information to any person without the Customer's prior written consent.
 - (c) Use the same degree of care to protect the confidentiality of the Customer Confidential Information as the Provider uses to protect the Provider's own confidential information of a similar nature, being at least a reasonable degree of care;
 - (d) Act in good faith at all times in relation to the Customer Confidential Information; and
 - (e) Not use any of the Customer Confidential Information for any purpose other than the Permitted Purpose.
 - (f) The Provider does not have access to view or process patient identifiable information provided by the customer.
- 12.2 Notwithstanding Clause 12.1, the Provider may disclose the Customer Confidential Information to the Provider's officers, employees, professional advisers, insurers, agents and subcontractors who have a need to access the Customer Confidential Information for the performance of their work with respect to the Permitted Purpose and who are bound by a written agreement or professional obligation to protect the confidentiality of the Customer Confidential Information.
- 12.3 This Clause 12 imposes no obligations upon the Provider with respect to Customer Confidential Information that:
- (a) Is known to the Provider before disclosure under this Agreement and is not subject to any other obligation of confidentiality;
 - (b) Is or becomes publicly known through no act or default of the Provider; or
- 12.4 The restrictions in this Clause 12 do not apply to the extent that any Customer Confidential Information is required to be disclosed by any law or regulation, by any judicial or governmental order or request, or pursuant to disclosure

requirements relating to the listing of the stock of the Provider on any recognised stock exchange.

12.5 The provisions of this Clause 12 shall cease following the termination of this Agreement.

13. Data protection

13.1 The Customer warrants to the Provider that it has the legal right to disclose all Personal Data that it does in fact disclose to the Provider under or in connection with this Agreement, and that the processing of that Personal Data by the Provider for the Permitted Purpose in accordance with this Agreement will not breach any applicable data protection or data privacy laws (including the Data Protection Act 2018 & the General Data Protection Regulation (GDPR)).

13.2 To the extent that the Provider processes Personal Data disclosed by the Customer, the Provider warrants that:

- (a) It will act only on instructions from the Customer in relation to the processing of that Personal Data;
- (b) It has in place appropriate security measures (both technical and organisational) against unlawful or unauthorised processing of that Personal Data and against loss or corruption of that Personal Data
- (c) The Provider does not have access to view or process patient identifiable information provided by the customer.

14. Warranties

14.1 The Provider warrants to the Customer that:

- (a) The Provider has the legal right and authority to enter into this Agreement and to perform its obligations under this Agreement;
- (b) The Provider will comply with all applicable legal and regulatory requirements applying to the exercise of the Provider's rights and the fulfilment of the Provider's obligations under this Agreement; and
- (c) The Provider has or has access to all necessary know-how, expertise and experience to perform its obligations under this Agreement.

14.2 The Provider warrants to the Customer that:

- (a) The Platform and The DMAT will conform in all respects with the The DMAT Specification;
- (b) The DMAT will be free from The DMAT Defects;
- (c) The application of Updates and Upgrades to the Platform by the Provider will not introduce any The DMAT Defects into the The DMAT;
- (d) The Platform will be free from viruses, worms, Trojan horses, ransomware, spyware, adware and other malicious software programs; and
- (e) The Platform will incorporate security features reflecting the requirements of good industry practice.

- 14.3 The Provider warrants to the Customer that the The DMAT, when used by the Customer in accordance with this Agreement, will not breach any laws, statutes or regulations applicable under English law.
- 14.4 The Provider warrants to the Customer that the The DMAT, when used by the Customer in accordance with this Agreement, will not infringe the Intellectual Property Rights of any person in any jurisdiction and under any applicable law.
- 14.5 If the Provider reasonably determines, or any third party alleges, that the use of the The DMAT by the Customer in accordance with this Agreement infringes any person's Intellectual Property Rights, the Provider may at its own cost and expense:
- (a) modify the The DMAT in such a way that they no longer infringe the relevant Intellectual Property Rights; or
 - (b) procure for the Customer the right to use the The DMAT in accordance with this Agreement.

15. Acknowledgements and warranty limitations

- 15.1 The Customer acknowledges that complex software is never wholly free from defects, errors and bugs; and subject to the other provisions of this Agreement, the Provider gives no warranty or representation that the The DMAT will be wholly free from defects, errors and bugs.
- 15.2 The Customer acknowledges that complex software is never entirely free from security vulnerabilities; and subject to the other provisions of this Agreement, the Provider gives no warranty or representation that the The DMAT will be entirely secure.
- 15.3 The Customer acknowledges that The DMAT is designed to be compatible only with that software and those systems specified as compatible in the The DMAT Specification (outlined in Schedule 1 part 2); and the Provider does not warrant or represent that the The DMAT will be compatible with any other software or systems.
- 15.4 The Provider does not warrant or represent that the The DMAT or the use of the The DMAT by the Customer will not give rise to any legal liability on the part of the Customer or any other person.

16. Limitations and exclusions of liability

- 16.1 Nothing in this Agreement will:
- (a) limit or exclude any liability for death or personal injury resulting from negligence;
 - (b) limit or exclude any liability for fraud or fraudulent misrepresentation;
 - (c) limit any liabilities in any way that is not permitted under applicable law; or
 - (d) exclude any liabilities that may not be excluded under applicable law.
- 16.2 The limitations and exclusions of liability set out in this Clause 16 and elsewhere in this Agreement:
- (a) are subject to Clause 16.1; and

- (b) govern all liabilities arising under the Agreement or relating to the subject matter of the Agreement, including liabilities arising in contract, in tort (including negligence) and for breach of statutory duty, except to the extent expressly provided otherwise in the Agreement.

16.3 Neither party shall be liable to the other party in respect of any losses arising out of a Force Majeure Event.

16.4 Neither party shall be liable to the other party in respect of any loss or corruption of any data, database or software.

17. Force Majeure Event

17.1 If a Force Majeure Event gives rise to a failure or delay in either party performing any obligation under this Agreement (other than any obligation to make a payment), that obligation will be suspended for the duration of the Force Majeure Event.

17.2 A party that becomes aware of a Force Majeure Event which gives rise to, or which is likely to give rise to, any failure or delay in that party performing any obligation under this Agreement, must:

- (a) promptly notify the other; and
- (b) inform the other of the period for which it is estimated that such failure or delay will continue.

18. Termination

18.1 Either party may terminate this Agreement by giving to the other party at least 10 working days written notice of termination before the next payment is due.

18.2 Either party may terminate this Agreement immediately by giving written notice of termination to the other party if the other party commits a material breach of this Agreement.

18.3 Either party may terminate this Agreement immediately by giving written notice of termination to the other party if:

- (a) the other party:
 - (i) is dissolved;
 - (ii) ceases to conduct all (or substantially all) of its business;
 - (iii) is or becomes unable to pay its debts as they fall due;
 - (iv) is or becomes insolvent or is declared insolvent; or
 - (v) convenes a meeting or makes or proposes to make any arrangement or composition with its creditors;
- (b) an administrator, administrative receiver, liquidator, receiver, trustee, manager or similar is appointed over any of the assets of the other party;
- (c) an order is made for the winding up of the other party, or the other party passes a resolution for its winding up (other than for the purpose

of a solvent company reorganisation where the resulting entity will assume all the obligations of the other party under the Agreement);

- (d) if that other party is an individual:
 - (i) that other party dies;
 - (ii) as a result of illness or incapacity, that other party becomes incapable of managing his or her own affairs; or
 - (iii) that other party is the subject of a bankruptcy petition or order.

19. Effects of termination

19.1 Upon the termination of this Agreement, all of the provisions of this Agreement shall cease to have effect, save that the following provisions of this Agreement shall survive and continue to have effect (in accordance with their express terms or otherwise indefinitely): Clauses 1, 4.11, 8, 11.2, 12, 16, 19 and 22.

19.2 The termination of this Agreement shall not affect the accrued rights of either party.

19.3 Within 30 days following the termination of this Agreement for any reason:

- (a) the Customer must pay to the Provider any Charges in respect of Services provided to the Customer before the termination of the Agreement; and
- (b) the Provider must refund to the Customer any Charges paid by the Customer to the Provider in respect of Services that were to be provided to the Customer after the termination of the Agreement,

without prejudice to the parties' other legal rights.

20. Notices

20.1 Any notice from one party to the other party under this Agreement must be given by email correspondence (using the relevant contact details set out in Clause 20.2 and Part 4 of Schedule 1 (The DMAT particulars):

Providing that if the stated time of deemed receipt is not within Business Hours, then the time of deemed receipt shall be when Business Hours next begin after the stated time.

20.2 The Provider's contact details for notices under this Clause 20 are as follows:
Contact name: Lee Martin

Contact email: info@thedmat.com

20.3 The contact details set out in Clause 20.2 and Part 3 of Schedule 1 (The DMAT particulars) may be updated from time to time by a party giving written notice of the update to the other party in accordance with this Clause 20.

21. Subcontracting

21.1 Notwithstanding any other provision of this Agreement, the Customer acknowledges and agrees that the Provider may subcontract to any reputable third party hosting business the hosting of the Platform and the provision of

services in relation to the support and maintenance of elements of the Platform.

22. General

- 22.1 No breach of any provision of this Agreement shall be waived except with the express written consent of the party not in breach.
- 22.2 If any provision of this Agreement is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions of the Agreement will continue in effect. If any unlawful and/or unenforceable provision would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect (unless that would contradict the clear intention of the parties, in which case the entirety of the relevant provision will be deemed to be deleted).
- 22.3 This Agreement may not be varied except by a written document signed by or on behalf of each of the parties.
- 22.4 Neither party may without the prior written consent of the other party assign, transfer, charge, license or otherwise deal in or dispose of any contractual rights or obligations under this Agreement.
- 22.5 This Agreement is made for the benefit of the parties, and is not intended to benefit any third party or be enforceable by any third party. The rights of the parties to terminate, rescind, or agree any amendment, waiver, variation or settlement under or relating to this Agreement are not subject to the consent of any third party.
- 22.6 Subject to Clause 16.1, this Agreement shall constitute the entire agreement between the parties in relation to the subject matter of this Agreement, and shall supersede all previous agreements, arrangements and understandings between the parties in respect of that subject matter.
- 22.7 This Agreement shall be governed by and construed in accordance with English law.
- 22.8 The courts of England shall have exclusive jurisdiction to adjudicate any dispute arising under or in connection with this Agreement.

Schedule 1 (The DMAT particulars)

1. Customer details

The Customer is either an individual or an entity and contact details will be provided during the initial sign up procedures.

2. Specification of TheDMAT

The DMAT system consists of a home page, observation form, intervention options and care plan.

The DMAT system is designed, at present, for individual use. Therefore relevant usage limitations apply and if this usage is deemed in breach of relevant usage limitations the account may be suspended.

The DMAT system can be used on different electronic devices including PC, MAC, Tablet and Smartphone.

Only one individual log on is provided and therefore only one individual can use The DMAT. Therefore an infringement of this specification will be deemed a breach of this agreement.

3. Contractual notices

Contact name: Lee Martin

Contact email: info@thedmat.com

4. Charges

The following charges relate to access to TheDMAT

Monthly fee of £5

Annual fee of £50

Schedule 2 (Acceptable Use Policy)

1. Introduction

- 1.1 This acceptable use policy (the "**Policy**") sets out the rules governing:
- (a) the use of the website at www.thedmat.com, any successor website, and the services available on that website or any successor website (the "**Services**"); and
 - (b) the transmission, storage and processing of content by you, or by any person on your behalf, using the Services ("**Content**").
- 1.2 References in this Policy to "you" are to any customer for the Services and any individual user of the Services (and "your" should be construed accordingly); and references in this Policy to "us" are to The DMAT (and "we" and "our" should be construed accordingly).
- 1.3 By using the Services, you agree to the rules set out in this Policy.
- 1.4 We will ask for your express agreement to the terms of this Policy before you upload or submit any Content or otherwise use the Services.

2. General usage rules

- 2.1 You must not use the Services in any way that causes, or may cause, damage to the Services or impairment of the availability or accessibility of the Services.
- 2.2 You must not use the Services:
- (a) in any way that is unlawful, illegal, fraudulent or harmful; or
 - (b) in connection with any unlawful, illegal, fraudulent or harmful purpose or activity.
- 2.3 You must ensure that all Content complies with the provisions of this Policy.

3. Unlawful Content

- 3.1 Content must not be illegal or unlawful, must not infringe any person's legal rights, and must not be capable of giving rise to legal action against any person (in each case in any jurisdiction and under any applicable law).
- 3.2 Content, and the use of Content by us in any manner licensed or otherwise authorised by you, must not:
- (a) be libellous or maliciously false;
 - (b) be obscene or indecent;
 - (c) infringe any copyright, moral right, database right, trade mark right, design right, right in passing off, or other intellectual property right;
 - (d) infringe any right of confidence, right of privacy or right under data protection legislation;
 - (e) constitute negligent advice or contain any negligent statement;
 - (f) constitute an incitement to commit a crime, instructions for the commission of a crime or the promotion of criminal activity;

- (g) be in contempt of any court, or in breach of any court order;
 - (h) constitute a breach of racial or religious hatred or discrimination legislation;
 - (i) be blasphemous;
 - (j) constitute a breach of official secrets legislation; or
 - (k) constitute a breach of any contractual obligation owed to any person.
- 3.3 You must ensure that Content is not and has never been the subject of any threatened or actual legal proceedings or other similar complaint.

4. Graphic material

- 4.1 Content must be appropriate for all persons who have access to or are likely to access the Content in question.
- 4.2 Content must not depict violence in an explicit, graphic or gratuitous manner.
- 4.3 Content must not be pornographic or sexually explicit.

5. Factual accuracy

- 5.1 Content must not be untrue, false, inaccurate or misleading.
- 5.2 Statements of fact contained in Content and relating to persons (legal or natural) must be true; and statements of opinion contained in Content and relating to persons (legal or natural) must be reasonable, be honestly held and indicate the basis of the opinion.

6. Negligent advice

- 6.1 You must not use the Services to provide any legal, financial, investment, taxation, accountancy, medical or other professional advisory services.
- 6.2 Content must not consist of or contain any advice, instructions or other information that may be acted upon and could, if acted upon, cause death, illness or personal injury, damage to property, or any other loss or damage.

7. Etiquette

- 7.1 Content must be appropriate, civil and tasteful, and accord with generally accepted standards of etiquette and behaviour on the internet.
- 7.2 Content must not be offensive, deceptive, threatening, abusive, harassing, menacing, hateful, discriminatory or inflammatory.
- 7.3 Content must not be liable to cause annoyance, inconvenience or needless anxiety.
- 7.4 You must not use the Services to send any hostile communication or any communication intended to insult, including such communications directed at a particular person or group of people.
- 7.5 You must not use the Services for the purpose of deliberately upsetting or offending others.
- 7.6 You must not unnecessarily flood the Services with material relating to a particular subject or subject area, whether alone or in conjunction with others.

- 7.7 You must ensure that Content does not duplicate other content available through the Services.
- 7.8 You must ensure that Content is appropriately categorised.
- 7.9 You should use appropriate and informative titles for all Content.
- 7.10 You must at all times be courteous and polite to other users of the Services.

8. Marketing and spam

- 8.1 You must not without our written permission use the Services for any purpose relating to the marketing, advertising, promotion, sale or supply of any product, service or commercial offering.
- 8.2 Content must not constitute or contain spam, and you must not use the Services to store or transmit spam - which for these purposes shall include all unlawful marketing communications and unsolicited commercial communications.
- 8.3 You must not send any spam or other marketing communications to any person using any email address or other contact details made available through the Services or that you find using the Services.
- 8.4 You must not use the Services to promote or operate any chain letters, Ponzi schemes, pyramid schemes, matrix programs, "get rich quick" schemes or similar letters, schemes or programs.

9. Gambling

- 9.1 You must not use the Services for any purpose relating to gambling, gaming, betting, lotteries, sweepstakes, prize competitions or any gambling-related activity.

10. Monitoring

- 10.1 You acknowledge that we may actively monitor the Content and the use of the Services.

11. Data mining

- 11.1 You must not conduct any systematic or automated data scraping, data mining, data extraction or data harvesting, or other systematic or automated data collection activity, by means of or in relation to the Services.

12. Hyperlinks

- 12.1 You must not link to any material using or by means of the Services that would, if it were made available through the Services, breach the provisions of this Policy.

13. Harmful software

- 13.1 The Content must not contain or consist of, and you must not promote or distribute by means of the Services, any viruses, worms, spyware, adware or other harmful or malicious software, programs, routines, applications or technologies.
- 13.2 The Content must not contain or consist of, and you must not promote or distribute by means of the Services, any software, programs, routines,

applications or technologies that will or may have a material negative effect upon the performance of a computer or introduce material security risks to a computer.