



TeamTrack

Acceptable Use Policy

Last updated and effective from: 14th Jan 2026

1 ABOUT THIS POLICY

- 1.1** This Policy sets out the standards that apply when you access or use:
- the TeamTrack cloud-based software-as-a-service platform, including any related mobile applications, APIs, integrations, hosted systems, support services and associated functionality (**Service**); and
 - our website at www.teamtrack.uk (**Website**).
- 1.2** By accessing or using the Service or the Website, you agree to comply with the terms of this Policy. **If you do not agree with this Policy, you must not access or use the Service or the Website.**
- 1.3** We may amend this Policy from time to time to reflect changes to our business practices, legal obligations, security requirements or the functionality of the Service or Website. Please check this Policy regularly for updates.
- 1.4** This Policy should be read alongside our Terms of Service and Privacy Policy:
- <https://www.teamtrack.uk/terms-of-service/>
- <https://www.teamtrack.uk/privacy-policy/>

2 WHO ARE WE

- 2.1** We are THRIVE IT LTD., trading as TeamTrack, registered in England and Wales with company number 10220836 whose registered address is Thornhill Road, Stockport, SK4 3HJ (**we/us/our**).

3 USING TEAMTRACK

- 3.1** When using the Service or the Website, you must not use the Service or the Website:
- 3.1.1** in any way that breaches any applicable local, national or international law or regulation;
 - 3.1.2** in any way that is unlawful, fraudulent, deceptive or misleading, or has any unlawful, fraudulent, deceptive or misleading purpose or effect;
 - 3.1.3** for the purpose of harming or attempting to harm minors in any way;
 - 3.1.4** to bully, insult, intimidate, harass or humiliate any person;
 - 3.1.5** to upload, store, share, process, transmit, distribute or otherwise make available any material that does not comply with the User Generated Content provisions set out below;
 - 3.1.6** to transmit, or procure the sending of, any unsolicited or unauthorised advertising, promotional material, spam or any other form of similar solicitation;
 - 3.1.7** to knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, ransomware, adware or any other harmful programs or malicious code designed to adversely affect the operation of any computer software, hardware, systems or networks;

- 3.1.8** to upload, store or distribute terrorist content or material that promotes violence, hatred or unlawful extremist activity;
- 3.1.9** to attempt to gain unauthorised access to the Service, related systems, servers, infrastructure, accounts or data;
- 3.1.10** to interfere with, disrupt, damage, disable, overburden or impair the performance, availability or security of the Service, Website or any connected systems or networks;
- 3.1.11** to use the Service for the storage, processing or transmission of material that infringes the intellectual property rights, confidentiality obligations or privacy rights of any third party;
- 3.1.12** to use the Service in a manner that could compromise the security, integrity or availability of customer data, user accounts or our infrastructure;
- 3.1.13** to reverse engineer, decompile, disassemble, copy or attempt to extract the source code of the Service except where permitted by applicable law;
- 3.1.14** to conduct vulnerability scanning, penetration testing or security testing against the Service or Website without our prior written consent;
- 3.1.15** to use the Service in a way that exceeds reasonable usage levels or places excessive burden on the underlying infrastructure, including through automated systems, scraping or abusive API usage.

4 YOUR RESPONSIBILITIES

4.1 When using the Service or Website you must:

- 4.1.1** ensure that all information and content uploaded or entered into the Service is lawful and that you have all necessary rights, permissions and lawful bases required to use such information;
- 4.1.2** maintain the confidentiality and security of login credentials and authentication methods associated with your account;
- 4.1.3** notify us immediately if you suspect that any use of the Service or Website is, or may be, fraudulent, unlawful, unauthorised or compromises security;
- 4.1.4** notify us immediately of any actual or suspected security breach, unauthorised access or vulnerability affecting the Service or Website;
- 4.1.5** notify us immediately of any circumstances where any intellectual property rights or other rights of any third party may have been infringed;
- 4.1.6** not do or promote anything likely to impair, interfere with, damage or disrupt the Service, Website, platform, infrastructure or electronic communications network, or cause harm, harassment or distress to any person;
- 4.1.7** not engage in any activity involving the transmission of junk mail, chain letters, unsolicited mass mailing, instant messaging spam, “spimming” or “spamming”;
- 4.1.8** not misuse or attack our systems, infrastructure or networks by knowingly introducing malicious or technologically harmful material, including viruses, trojans, worms, logic bombs or denial-of-service attacks;
- 4.1.9** comply with all applicable laws and regulations relating to data protection, privacy, confidentiality and electronic communications in connection with your use of the Service;
- 4.1.10** ensure that only authorised users access the Service through your organisation’s accounts.

4.2 You remain responsible for all activity carried out using your user accounts, credentials and access to the Service, whether authorised by you or not, unless caused by our breach of security obligations.

5 USER GENERATED CONTENT

5.1 Where the Service or Website enables you to upload, store, share, transmit, publish or otherwise make available messages, files, documents, images, videos, profile information or any other form of content or communication (User Generated Content), you must not:

- 5.1.1** promote racism, bigotry, hatred or physical harm of any kind against any group or individual;
- 5.1.2** harass or advocate harassment of another person;
- 5.1.3** display pornographic or sexually explicit material;
- 5.1.4** promote conduct that is abusive, threatening, obscene, defamatory or libellous;
- 5.1.5** promote or facilitate illegal activities;
- 5.1.6** provide instructional information about illegal activities, including violating someone else's privacy or security;
- 5.1.7** create computer viruses or implement any form of malicious software, scripts or code onto the Service or Website that has the appearance of coming from a legitimate user or system process;
- 5.1.8** promote or contain information that you know or believe to be inaccurate, false or misleading;
- 5.1.9** engage in the promotion of contests, sweepstakes or pyramid schemes without our prior written consent;
- 5.1.10** exploit people in a sexual, violent or abusive manner;
- 5.1.11** invade or violate any third party's right to privacy, confidentiality or data protection rights.

5.2 You are solely responsible for all User Generated Content uploaded to or processed through the Service by you or your authorised users.

5.3 We reserve the right to remove, disable access to, suspend processing of or refuse to publish any User Generated Content where we reasonably believe it breaches this Policy, applicable law or the rights of any third party.

6 BREACH OF THIS POLICY

6.1 Failure to comply with this Policy will constitute a material breach of our Terms of Service and any other agreement governing use of the Service.

6.2 Where we reasonably believe a breach of this Policy has occurred, we may, without limitation:

- 6.2.1** issue a warning;
- 6.2.2** temporarily or permanently suspend access to all or part of the Service or Website;
- 6.2.3** remove, disable or restrict access to User Generated Content;
- 6.2.4** suspend or terminate user accounts;
- 6.2.5** restrict API access, integrations or system functionality;
- 6.2.6** disclose relevant information to law enforcement authorities, regulators or affected third parties where required or permitted by law;
- 6.2.7** take legal action against you; and/or
- 6.2.8** recover costs, losses or damages incurred as a result of the breach where permitted by law.

7 COMPLAINTS

7.1 If you wish to complain about the Service, the Website or any content uploaded by users, including User Generated Content or third-party content, please contact us at support@teamtrack.uk.

8 LAW AND JURISDICTION

8.1 The laws of England and Wales apply to this Policy and any dispute or claim arising out of or in connection with it shall be subject to the exclusive jurisdiction of the courts of England and Wales.

9 QUESTIONS ABOUT THIS POLICY

Questions regarding this policy should be directed to the Company Directors at:

support@teamtrack.uk

10 KEEPING THIS POLICY UP TO DATE

10.1 This policy shall be reviewed:

- at least annually;
- following significant changes to the TeamTrack platform or cloud infrastructure;
- following significant security incidents;
- following changes to applicable legislation or recognised security best practice.

10.2 The Company Directors are responsible for approving and maintaining this policy.

10.3 Material changes shall be communicated to all relevant personnel.