

PLEASE READ THIS POLICY CAREFULLY BEFORE USING THE WEBSITE

What's in this policy?

This policy sets out the content standards that apply when you upload content to, make contact with other users on, link to or interact with, the Website in any way.

Who we are and how to contact us

<https://www.palletline.co.uk/> ("**Website**") is a website operated by Palletline Limited ("**We**", "**us**" or "**our**"). We are a limited company registered in England and Wales under company number 02277533 and we have our registered office at The Palletline Centre, Starley Way, Birmingham, West Midlands, B37 7HB. Our VAT number is GB 844 2976 96. To contact us, please email customerservices@palletline.com or telephone us on +44 (0)121 767 6870.

By using the Website you accept this policy

By using the Website, you confirm that you accept this policy and that you agree to comply with it. If you do not agree to this policy, you must not use the Website. We recommend that you print a copy of this policy for future reference.

There are other terms that may apply to you

Our terms of website use <https://www.palletline.co.uk/terms-of-use> also apply to your use of the Website.

We may make changes to the terms of this policy

We amend this policy from time to time. Every time you wish to use the Website, please check this policy to ensure you understand the terms that apply at that time.

Prohibited uses

You may use the Website only for lawful purposes. You may not use the Website:

- in any way that breaches any applicable local, national or international law or regulation;
- in any way that is unlawful or fraudulent or has any unlawful or fraudulent purpose or effect;
- for the purpose of harming or attempting to harm minors in any way;
- to bully, insult, intimidate or humiliate any person;
- to transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam); or
- to knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

You also agree:

- not to reproduce, duplicate, copy or re-sell any part of the Website in contravention of the provisions of our terms of website use;
- not to access without authority, interfere with, damage or disrupt:
 - any part of the Website;
 - any equipment or network on which the Website is stored;
 - any software used in the provision of the Website; or
 - any equipment or network or software owned or used by any third party.

Interactive services

We do not provide interactive services on the Website.

Content standards

The below content standards apply to any and all material which you contribute to the Website (**Contribution**). The content standards must be complied with in spirit as well as

to the letter. The standards apply to each part of any Contribution as well as to its whole. We will determine, in our discretion, whether a Contribution breaches the content standards.

A Contribution must:

- be accurate (where it states facts);
- be genuinely held (where it states opinions);
- comply with the law applicable in England and Wales and in any country from which it is posted.

A Contribution must not:

- be defamatory of any person;
- be obscene, offensive, hateful or inflammatory;
- bully, insult, intimidate or humiliate;
- promote sexually explicit material;
- include child sexual abuse material;
- promote violence;
- promote discrimination based on race, sex, religion, nationality, disability, sexual orientation or age;
- infringe any copyright, database right or trade mark of any other person;
- be likely to deceive any person;
- breach any legal duty owed to a third party, such as a contractual duty or a duty of confidence;
- promote any illegal activity;
- be in contempt of court;
- be threatening, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety;
- be likely to harass, upset, embarrass, alarm or annoy any other person;
- impersonate any person, or misrepresent your identity or affiliation with any person;
- give the impression that the Contribution emanates from us, if this is not the case;
- advocate, promote, incite any party to commit, or assist any unlawful or criminal act such as (by way of example only) copyright infringement or computer misuse;
- contain a statement which you know or believe, or have reasonable grounds for believing, that members of the public to whom the statement is, or is to be, published are likely to understand as a direct or indirect encouragement or other inducement to the commission, preparation or instigation of acts of terrorism;
- contain any advertising or promote any services or web links to other websites.

Breach of this policy

When we consider that a breach of this policy has occurred, we may take such action as we deem appropriate. Failure to comply with this policy constitutes a material breach of the Website's terms of use and may result in our taking all or any of the following actions:

- immediate, temporary or permanent withdrawal of your right to use the Website;
- immediate, temporary or permanent removal of any Contribution uploaded by you to the Website;
- issue of a warning to you;
- legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach;

- further legal action against you;
- disclosure of such information to law enforcement authorities as we reasonably feel is necessary or as required by law.

The actions we may take are not limited to those described above, and we may take any other action we reasonably deem appropriate.

Which country's laws apply to any disputes?

If you are a consumer (that is, you are a person who is an individual purchasing services from us wholly or mainly for your personal use (not for use in connection with your trade, business, craft or profession)), this policy, its subject matter and its formation are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction except that if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.

If you are a business, this policy, its subject matter and its formation (and any non-contractual disputes or claims) are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.