

TrustedHousesitters Acceptable Use Policy

Last updated: 24th April 2018

Real, Caring, Connecting and Enriching Lives. Our values are at the heart of everything we do. When we talk about “**we**”, “**our**” or “**us**” in this policy, we are referring to TrustedHousesitters Ltd., the company which provides the Platform and/or Services. Please read this policy carefully before using our Platform/Services.

This Acceptable Use Policy sets out the standards that apply when you upload content to our Platform, make contact with other Members on our Platform, link to our Platform, or interact with our Platform in any other way.

We have created this Acceptable Use Policy as guidance on how we would like you to use the Platform, and how you should communicate clearly, fairly, and respectfully at all times with other Members of our community.

This Acceptable Use Policy is supplemental to and should be read in accordance with the [Member Code of Conduct](#).

Some of your personal data will be published on the Platform so please do not give us any information that you would not like to be made public.

If we consider that any content uploaded to the Platform does not comply with this policy, we can amend, remove or remove it at any time.

If you are unsure about this policy and have any queries, please don't hesitate to speak to our Membership Services team via our [contact us](#) page.

CONTENT

You must make sure that anything you upload is:

- Fair
- Balanced
- Factual
- Accurate
- A genuinely held belief
- Generic e.g. that you list the nearest big town or nearest city, not your specific location
- General e.g. when describing your home and location use wording such as ‘close to shops, cafes, bars and amenities’, not ‘next door to Starbucks’
- Non-specific e.g. just a job role, not official job title (Service Executive, not Membership Service Executive at TrustedHousesitters)
- Done with any person involved's prior written consent
- Compliant with the law

You must not upload any content that:

- Includes personal information about yourself such as surnames, specific job title and employer/place of work
- Is specific home address information such as house numbers/names
- Is specific to your location e.g. if you live in a smaller town, where you can be identified
- Includes specific location information e.g. directions, specific names of places (such as names of restaurants and bars) and street names
- Includes private information such as car license number plates
- Includes specific security information such as alarm codes, wifi codes and passwords (It is advised you discuss that information during the pre sit handover or in the owner Welcome Guide)
- Contains children e.g. photos, videos and written information (unless you're comfortable with this uploaded to the Platform)
- Contains other individuals without their permission e.g. photos, videos and written information
- Promotes political opinions or Trade Union memberships
- Includes information about anyone who is not a Member without their prior permission
- Has anything in the background that could identify you or anyone else
- Has sensitive information in the background such as open laptop screens, bills, personal photos (e.g. wedding photos, baby photos and general family photos)
- Promotes discrimination based on race, sex, religion, nationality, disability, sexual orientation or age

- Is threatening, abusive or invades another's privacy, causes an annoyance, inconvenience or needless anxiety
- Is likely to harass, upset, embarrass, alarm or annoy any other person
- Is defamatory of any person
- Obscene, offensive, hateful or inflammatory
- Sexually explicit
- Promotes violence
- Is likely to deceive any person
- Breaches any legal duty owed to a third party, such as a contractual duty or a duty of confidence
- Promotes any illegal activity
- Promotes any other business (including your own)
- Reveals any confidential information (including information exchange between you and another Member)
- Infringes any copyright, database right or trade mark of any other person
- Knowingly transmits any data, sends or uploads 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

Welcome Guide information is seen only by the Owner and the confirmed Sitter (once it is shared with them). Any information you include within the Welcome Guide is at your own risk. For all Members we would encourage you to keep the information on your profile/listing generic and then when another Member gets in contact you can discuss arranging a sit in further detail, via the secure messaging system.

PLATFORM USE

You may not use our Platform:

- 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 send, knowingly receive, upload, download, use or re-use any material which does not comply with this Acceptable Use Policy
- To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).