

Document owner: TPMG Group Services Ltd / Shared Services Hub

Policy owner: Giedre Beige

Adopted by: Solidified Ltd

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Approved by: Giedre Beige

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Contact: support@sharedservices-hub.com

solidified

Secure. Smart. Sustainable.

Policies and governance

Solidified Ltd is part of the TPMG Group and is supported by **TPMG Group Services Ltd**, operating as **Shared Services Hub**, for selected governance, administration, document-control and compliance-support functions.

Certain policies are maintained centrally through Shared Services Hub and adopted by relevant TPMG Group businesses. Where a policy applies to a specific company, the applicable legal entity is identified within the policy, schedule or related notice.

Website Terms of Use

1. Acceptance of These Terms

Please read these Website Terms of Use carefully before using this website.

These Terms of Use explain the rules governing your use of www.solidified.co.uk and any related Solidified website pages, content, forms, downloads, resources and online features made available through the site.

By accessing or using this website, you agree to comply with these Terms of Use. If you do not agree to them, you must stop using the website immediately.

2. What These Terms Cover

These Terms of Use apply to your general use of the Solidified website.

They do **not** govern:

- the sale of digital products, templates, e-learning, downloads or other paid content;

- any consulting, advisory, audit, training or implementation engagement entered into separately;
- any supplier, client or partner contract agreed outside the website; or
- any separate terms that apply to a specific product, service, booking, purchase or engagement.

Where applicable, separate terms may apply, including:

- **Privacy Notice**
- **Cookie Policy**
- **Cookie Preferences**
- **Website Disclaimer**
- **Terms of Sale**
- **Digital Downloads & Cancellation Policy**
- **E-Learning Terms**
- **Refunds & Support**

Where a separate set of terms applies to a product, service or transaction, those terms will take precedence over these Website Terms of Use to the extent of any inconsistency.

3. Information About Us

Solidified Ltd is part of the TPMG Group and is supported by **TPMG Group Services Ltd**, operating as **Shared Services Hub**

Company Number: 14618789

Registered Office / Head Office:

Cardinal Point
Park Road
Rickmansworth
WD3 1RE

Telephone: 020 7060 6228

General Enquiries:admin@solidified.co.uk

Data Protection Officer:dpo@solidified.co.uk

Website:www.solidified.co.uk

4. How to Contact Us

If you need to contact Solidified about these Terms of Use or about the website generally, please use the details above or visit the relevant contact route on the website.

Where the website includes contact forms, consultation request forms, download forms or other communication tools, those tools must only be used for genuine, lawful and appropriate enquiries.

5. Access to the Website

Access to the website is provided free of charge unless clearly stated otherwise.

It is your responsibility to make the arrangements necessary to access the website, including internet access, device compatibility and any associated costs.

Solidified does not guarantee that the website will always be available, uninterrupted, error-free or compatible with all software, browsers, devices or operating systems.

We may suspend, restrict, withdraw, discontinue, alter or update the website, or any part of it, at any time and without notice where this is reasonably necessary for operational, technical, security, legal, commercial or content-related reasons.

6. Permitted Use of the Website

You may use the website only for lawful purposes.

You may:

- view and browse the website in a web browser;
- download pages or content for temporary caching;
- print or save extracts for your own internal, personal or informational use;
- use the website to learn about Solidified and its services;
- contact us about legitimate business, service or support enquiries; and
- use downloadable content where the website clearly indicates that such content is available for download and subject to any relevant licence or usage terms.

You must not use the website in any way that is unlawful, fraudulent, abusive, misleading, harmful, or inconsistent with these Terms.

7. Prohibited Use

You must not:

- use the website in breach of any applicable law or regulation;
- use the website for fraudulent or unlawful purposes;
- knowingly introduce viruses, malware, malicious code or other harmful material;
- attempt to gain unauthorised access to the website, server, hosting environment, database, admin areas or connected systems;
- attempt to attack, scrape, overload, disrupt or interfere with the website or its infrastructure;
- copy, harvest or extract data from the website in a way that is automated, excessive or unauthorised;
- use the website to send spam or unsolicited communications;
- impersonate Solidified or any other person or misrepresent your identity or affiliation;
- submit false, misleading or deceptive information through any form or contact tool;
- upload, share or transmit material that is unlawful, defamatory, obscene, offensive, hateful, discriminatory, threatening, harassing or otherwise inappropriate;

- infringe any person's intellectual property, confidentiality, privacy or other rights; or
 - use the website in a way that could damage Solidified's reputation, systems, users or legitimate interests.
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8. Contact Forms and Website Communications

Where the website includes a contact form, consultation request form, download form, booking request or similar communication feature, you must only use it for genuine and lawful purposes.

You must not submit anything that:

- is false or misleading;
- contains malicious code or harmful files;
- is defamatory, threatening, abusive or discriminatory;
- infringes another person's privacy or intellectual property rights;
- seeks to obtain unauthorised access to information or systems; or
- is otherwise inappropriate, unlawful or abusive.

Solidified may monitor, filter, review, reject, block or remove communications submitted through website tools where reasonably necessary for security, moderation, legal, operational or reputational reasons.

9. Intellectual Property Rights

All content on the website, unless clearly stated otherwise, is owned by Solidified or licensed to Solidified.

This includes, without limitation:

- text;
- graphics;
- branding;
- logos;

- layouts;
- documents;
- policies;
- service descriptions;
- downloads;
- designs;
- images;
- videos;
- audio;
- code;
- databases; and
- other website content and materials.

All intellectual property rights in that content are reserved.

You may not, without Solidified's prior written permission:

- reproduce, copy, republish, adapt or modify website content;
- distribute or share website content for commercial purposes;
- use Solidified branding, logos or trade marks;
- create derivative works from website content;
- scrape or compile website content into any directory, database, AI training set, library or collection; or
- use website content in a way that suggests affiliation, approval or endorsement where none exists.

Nothing in these Terms prevents lawful fair dealing or any other non-excludable intellectual property exception permitted by law.

10. Downloads, Templates and Resources

Where the website makes downloads, templates, guides, tools or other resources available, those items are provided subject to any specific terms, licence restrictions or product terms stated alongside them.

Unless expressly stated otherwise:

- downloads are for the permitted user or organisation only;
 - no resale, redistribution or public sharing is allowed;
 - templates must be reviewed and tailored to the user's own circumstances; and
 - access to paid digital content is governed by separate sale or licence terms, not these Website Terms of Use.
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11. Links to This Website

You may link to the homepage of the Solidified website provided that:

- the link is fair and lawful;
- it does not damage or exploit Solidified's reputation;
- it does not suggest any endorsement, affiliation or approval where none exists; and
- it does not use Solidified's logos, branding or trade marks without written permission.

You must not:

- frame or embed the website without written consent;
- deep-link to restricted or private areas without permission;
- link to the website from a website containing unlawful, offensive, deceptive or infringing material; or
- present the website as part of another site, service or platform without permission.

Solidified reserves the right to require the removal of any link to the website at any time.

12. Links to Other Websites

The Solidified website may contain links to third-party websites, services, platforms or content.

Unless expressly stated otherwise, those third-party sites are not under Solidified's control. Solidified is not responsible for:

- the content of third-party websites;
- the availability of third-party websites;
- the security or privacy practices of third-party websites; or
- any loss or damage arising from your use of them.

The inclusion of a link does not imply endorsement, approval or recommendation unless Solidified clearly says so.

13. No Reliance / General Information Only

The website content is provided for **general information only**.

Nothing on the website constitutes:

- legal advice;
- regulatory advice;
- financial advice;
- tax advice;
- insurance advice;
- certification advice;
- project-specific professional advice; or
- any guaranteed route to compliance, accreditation, procurement success, contract award or operational outcome.

You should not rely on website content as a substitute for advice or support tailored to your own organisation, operations, legal obligations, contracts, risks or circumstances.

Professional or specialist advice should always be obtained before acting on information taken from the website.

14. Service and Product Information

Solidified makes reasonable efforts to ensure that website content is accurate, relevant and up to date, but Solidified does not guarantee that all content will always be complete, accurate, current or free from error.

Service descriptions, page content, insights, blogs, guides and downloadable resources are intended to help visitors understand Solidified's offering, but they do not by themselves create a binding contract.

Where products, paid downloads, e-learning or other paid items are made available through the website, separate checkout, product and sale terms will apply.

15. Website Disclaimer and Separate Terms

Your use of the website is also subject to Solidified's other legal and trust documents where relevant, including:

- Privacy Notice;
- Cookie Policy;
- Cookie Preferences;
- Website Disclaimer;
- Terms of Sale;
- Digital Downloads & Cancellation Policy;
- E-Learning Terms; and
- Refunds & Support.

You should read those documents carefully where they apply to your use of the website or to any purchase, download, communication or engagement.

16. Privacy and Data Protection

Any personal data collected through the website will be handled in accordance with Solidified's **Privacy Notice** and related data protection arrangements.

By using the website and submitting information through it, you acknowledge that personal data may be collected and processed in accordance with those documents.

Where cookies or similar technologies are used, they will be governed by Solidified's **Cookie Policy** and **Cookie Preferences** tools.

17. Website Security

Solidified takes reasonable steps to protect the website and its users. However, Solidified does not guarantee that the website will always be secure or free from bugs, malware or vulnerabilities.

You are responsible for:

- using appropriate antivirus and device security;
- protecting your own systems and data;
- ensuring that anything you upload or submit is safe and lawful; and
- not attempting to bypass, test, exploit or undermine website security.

Solidified may suspend or block access where reasonably necessary to protect the website, users, systems, data or wider business interests.

18. Suspension and Termination of Access

Solidified may suspend, restrict or terminate your access to the website, or take any other reasonable action, if Solidified believes that you have:

- breached these Terms of Use;
- misused the website;
- submitted unlawful, harmful or inappropriate content;
- compromised or threatened website security; or
- acted in a way likely to expose Solidified, its users, clients or systems to risk.

Solidified may also take related action, including:

- removing or blocking content or communications;
 - issuing warnings;
 - reporting matters to relevant authorities;
 - preserving evidence; and
 - taking legal action where appropriate.
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19. Liability

Nothing in these Terms of Use excludes or restricts any liability that cannot lawfully be excluded or restricted.

To the fullest extent permitted by law:

- Solidified excludes all implied representations, warranties, conditions and other terms that may apply to the website or its content;
- Solidified shall not be liable for loss or damage arising from use of, inability to use, or reliance on the website or its content;
- Solidified shall not be liable for indirect, consequential, special or business loss; and
- where you use the website for business purposes, Solidified shall not be liable for loss of profit, loss of business, loss of opportunity, loss of goodwill, business interruption or loss of anticipated savings.

Solidified is not responsible for:

- temporary unavailability;
 - bugs or incompatibility;
 - interruption caused by third-party systems or internet services;
 - reliance placed on general website content; or
 - third-party websites linked from the site.
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20. Changes to the Website and These Terms

Solidified may change these Terms of Use from time to time.

Updated versions will be posted on the website and will take effect from the date stated at the top of the page, unless otherwise stated.

By continuing to use the website after updated Terms take effect, you agree to the revised Terms.

Solidified may also alter, update, remove or reorganise website content, structure, functions or availability at any time.

21. Severability

If any provision of these Terms of Use is found to be unlawful, invalid or unenforceable, that provision shall be treated as severed to the minimum extent necessary, and the remainder of the Terms shall remain in full force and effect.

22. Waiver

If Solidified does not immediately enforce any right or provision under these Terms of Use, that does not mean Solidified has waived that right or provision.

23. Governing Law and Jurisdiction

These Terms of Use, and the relationship between you and Solidified, shall be governed by and construed in accordance with the laws of **England and Wales**.

If you are a consumer, you will also retain the benefit of any mandatory protections available to you under the law of your usual place of residence where applicable.

If you are a business user, the courts of **England and Wales** shall have exclusive jurisdiction over any dispute arising out of or in connection with these Terms of Use or your use of the website.