

LetterAssist Acceptable Use Policy (AUP)

Version 2.0 – October 2025

This Acceptable Use Policy (“AUP”) applies to all use of the LetterAssist software platform and any associated communications with LetterAssist. The purpose of this AUP is to ensure the safe, secure, and lawful use of the Platform in compliance with NHS information governance standards. Use of the Platform constitutes acceptance of this AUP. LetterAssist may update this AUP periodically.

1. User Conduct

To maintain a secure and professional environment, users agree to:

- Not use profanities, expletives, or send abusive material while using the Platform or communicating with LetterAssist.
- Not use the Platform for emergency communications.
- Not use the Platform for any unlawful purpose or in breach of this AUP.
- Not commit fraud or publish false, misleading, or defamatory statements.
- Not promote or send unsolicited advertising or spam.
- Not simulate or impersonate communications from LetterAssist or any third party (“phishing”).
- Not gain unauthorised access to or use of computers, systems, or data.
- Not distribute unlawful, harmful, offensive, or discriminatory material or content depicting explicit images.
- Comply with all NHS England, ICB, or local information-governance policies, including the Data Security and Protection Toolkit (DSPT) and DCB0129/0160 standards, where relevant.
- Use the Platform only in a professional capacity for the provision of patient care.

2. Security Responsibilities

Users must:

- Safeguard access to the devices used to access the Platform.
- Configure devices and connections securely and use appropriate antivirus protection.
- Maintain a secure and confidential password and not attempt to bypass authentication methods.
- Not share unique login credentials with anyone else.
- Use an NHS-approved domain name for login (e.g. nhs.net or nhs.uk) in line with secure email standards (DCB1596).
- Inform LetterAssist immediately if unauthorised access is suspected.
- Ensure all account details, including employing organisation, are accurate and kept up to date.
- Always provide accurate and complete information and take responsibility for all data entered or uploaded via the Platform.

3. Acceptable Use Boundaries

Users must not:

- Use the Platform for commercial or personal financial gain.
- Use the Platform in a way that could compromise system performance, confidentiality, or integrity.
- Copy, modify, decompile, reverse engineer, or attempt to derive source code from the Platform.
- Attempt to access any part of the Platform to build a competing product or service.

4. NHS Compliance

Use of LetterAssist constitutes acceptance of NHS information-governance and confidentiality obligations. Users are expected to comply with all NHS England guidance and standards governing the processing of Personal Data, including the NHS England End User Organisation Acceptable Use Policy for NHS Services that transact Personal Data.

5. Monitoring and Lawful Basis

LetterAssist may monitor user activity within the Platform for system performance, clinical-safety auditing, and information-governance compliance. Monitoring is limited to metadata, access logs, and security alerts — not the content of clinical letters — except where required for incident investigation or safety assurance. Monitoring is carried out under a lawful basis (legitimate interests, UK GDPR Article 6(1)(f)).

6. Enforcement and Escalation

Without prejudice to any other rights, LetterAssist may suspend or terminate a user's account or access to the Platform immediately if it determines that the AUP has been violated. Serious or repeated breaches may be escalated to the user's employing organisation, Integrated Care Board (ICB), or relevant regulator. LetterAssist reserves the right to restrict or revoke user access immediately where a risk to data security, patient safety, or service continuity is identified.

7. Intellectual Property

LetterAssist Ltd is the owner or licensee of all intellectual property rights in the Platform and any associated materials. All works are protected by copyright laws and international treaties. All rights are reserved.

8. Contact Information

For questions regarding this Acceptable Use Policy, please contact:

LetterAssist Ltd

Email: info@letterassist.ai

Website: www.letterassist.ai