

# Acceptable Use Policy

This Acceptable Use Policy (“**AUP**”) applies to the use of the entire LetterAssist software platform and also when contacting LetterAssist. We may update this AUP from time to time.

In order to keep our products and services running in a safe, secure and uninterrupted way, we need our users to agree not to misuse our Platform. We therefore ask that you abide by this AUP by agreeing:

1. not to use profanities or expletives or send abusive material while using our Platform or the Services;
2. not to use the Platform for communications in an emergency;
3. not to use the Platform for any purpose that is unlawful under any applicable law or prohibited by this AUP;
4. not to use the Platform to commit any act of fraud or to publish falsehoods, misrepresentations or misleading statements;
5. not to use the Platform for the purposes of promoting unsolicited advertising or sending spam;
6. not to use the Platform to simulate communications from LetterAssist or another service or entity in order to collect identity information, authentication credentials, or other information (“phishing”) or to impersonate someone;
7. not to use the Platform to gain unauthorised access to or use of computers, data, systems, accounts or networks;
8. (where the Platform is being used in jurisdictions that are covered by NHS England guidance/obligations) to abide by the NHS England End User Organisation Acceptable Use Policy for use of NHS England Services that transact Personal Data, as may be updated from time to time during the Term by NHS England;
9. not to distribute any material while using the Platform that is unlawful, harmful, infringing, offensive, discriminatory, or which facilitates any illegal activity or depicts sexually explicit images or content that may cause damage or injury to any person or property;
10. (where necessary) to make the organisation within which you are using the Platform aware that you have signed up to use the Platform and follow any internal protocols or procedures set by that organisation;
11. to check and use the Platform regularly to ensure no communications or actions are missed and to ensure continuation of care.
12. to use the Platform only in a professional way in connection with the provision of patient care and if relevant including only communicating with patients or other healthcare professionals in relation to this care (i.e. do not use the Platform for casual, social communications with friends).
13. to safeguard access to your devices that you use to access the Platform
14. to configure your device and your internet connection correctly in order to access the Platform and use your own virus protection software;
15. to maintain a secure and confidential password for your use of the Platform and not to attempt to circumvent password or user authentication methods.
16. not to share your unique login credentials with anyone else;
17. to use a NHS approved domain name for your login email address when creating an LetterAssist Account (e.g. nhs.net or nhs.uk) as these are the domains that we accept on the Platform in accordance with the secure email standard (DCB1596).
18. to inform us immediately if you suspect any unauthorised access to your account on the Platform;
19. to be responsible for all actions in your account on the Platform;

20. to ensure your account details are up to date, including the healthcare organisation that you are currently employed by and if these need updating, you agree to update your details;
21. to always provide accurate and complete information and to be responsible for all data you provide directly or indirectly via the Platform and any data derived from your use of the Platform;
22. not to do anything that infringes, misappropriates or violates our or any third party's intellectual property or other rights (such as privacy, publicity and other proprietary rights);
23. not to use the Platform for any commercial or financial gain;
24. not to use the Platform in a way that could damage, disable, overburden, or compromise in any way the confidentiality, integrity or availability of our systems or interfere with other users;
25. not to attempt to copy, modify, duplicate, create derivative works from, or otherwise change the whole or any part of the Platform or attempt to decompile, disassemble or reverse engineer the Platform; and
26. not to attempt to access all or any part of the Platform in order to build a product which competes with the Platform.

We are the owner or the licensee of all intellectual property rights in our Platform, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

In order to identify any breaches of the above we will monitor the use and content of our Platform for safeguarding purposes. We may also monitor the Platform for usage rates and to check whether it is being used for legitimate and appropriate reasons

Without affecting any other remedies available to us, we may permanently or temporarily terminate or suspend a user's account or access to the Platform and our services on notice if LetterAssist (in its sole discretion) determines that a user has violated this AUP. Please note that we are entitled to report any contraventions of this AUP to the Licensee and/or any organisation by which you are employed or through whom you have gained access to the Platform.