

Terms & Conditions

Welcome to At Scale Limited (At Scale). These Terms and Conditions govern your use of the At Scale Limited website and the products, features, services, technologies, and software that we offer (the At Scale Products or Products), except where we expressly state that separate Terms and Conditions (and not these) apply.

- At Scale Products (or Products):** The core At Scale Limited aim is to support service transformation, building resilience and sustainability. We accelerate at scale working, undertake efficiency and cost saving projects and help develop the capacity of clients. To help us deliver those outcomes, we provide the At Scale Products described below:
 - Review working arrangements:** We support clients to deliver change and we facilitate the hard decisions they must make to allow them to improve effectiveness.
 - Undertake efficiency and cost savings reviews:** We help client deliver more efficient ways of working and deliver cost improvements.
 - Provide content, products, and services to help clients deliver improvements:** Our website will show you offers of service and sponsored content to help us deliver our core aim.
- Inappropriate conduct:** If we discover content or conduct, we consider inappropriate, we will take appropriate and proportionate action. This may include, for example, removing content, blocking access to certain features, disabling an account, or contacting law enforcement.
- Our Data Policy and your privacy choices:** We collect and use some data about you to provide the services described above. You can learn about how we collect and use your data in our Data Policy.
- How you can use the At Scale Products (or Products):** We want people to use the Products we provide to help them deliver service transformation, build resilience and sustainability. That use must, always, respect At Scale's intellectual property rights. You therefore agree not to engage in the conduct described below (or to facilitate or support others in doing so):
 - You may not use our Products to do or share anything that is not solely in connection with the development of at scale working in your own practice or organisation
 - You may not use our Products to undertake anything that is unlawful, misleading, discriminatory, or fraudulent or is intended to defraud At Scale from income to which it is entitled
 - You may not use our Products to infringe or breaches someone else's rights
 - You may not upload viruses or malicious code, or do anything that could disable, overburden, or impair the proper working or appearance of our Products
 - You may not access or collect data from our Products using automated means (without our prior permission) or attempt to access data that you do not have permission to access
 - We will remove content you share in breach of these provisions and, if applicable, we may take legal and recovery action against you.
- Limits on using our intellectual property:** If you use content covered by intellectual property rights we own and make available in our Products, we retain all rights to that content except your own. You can only use our copyrights or trademarks (or any similar marks) as expressly permitted by prior written permission from At Scale. You must obtain our written permission to modify, create derivative works of, decompile or otherwise attempt to extract source code from us.
- Updating our Terms and Conditions:** We work constantly to improve our services and develop new features to make our Products better for you and as a result, we may need to update these Terms and Conditions from time to time. Unless otherwise required by law, we will notify you on our website at least 30 days before we make changes to these Terms and Conditions and give you an opportunity to review them before they go into effect. Once any updated Terms are in effect, you will be bound by them if you continue to use our Products.
- Limits on liability:** We will use reasonable skill and care in providing our Products to you and in keeping a safe, secure, and error-free environment, but we cannot guarantee that our Products will always function without disruptions, delays or imperfections. Provided that we have acted with reasonable skill and care, we do not accept responsibility for: losses

not caused by our breach of these Terms and Conditions or otherwise by our acts; losses that are not reasonably foreseeable by you and us at the time of entering into these Terms; any offensive, inappropriate, obscene, unlawful or otherwise objectionable content posted by others that you may encounter on our Products; and events beyond our reasonable control. The above does not exclude or limit our liability for death, personal injury or fraudulent misrepresentation caused by our negligence. It also does not exclude or limit our liability for any other things where the law does not permit us to do so.