



RETROFIT
ACADEMY GROUP

Acceptable Use Policy

March 2026

1. Purpose

This Acceptable Use Policy (“Policy”) outlines the standards of behaviour expected from all individuals who access or participate in our courses, whether delivered online or in person. By enrolling in or attending our courses, you agree to comply with this Policy.

2. Scope

This Policy applies to:

- All learners, members, attendees, and participants
- Access to our online learning platforms, systems, and digital services
- Use of communication tools including email, messaging platforms, and forums
- Attendance at physical training locations, events, or workshops

3. Acceptable use

You agree to use our services, platforms, communication tools, and facilities:

- For lawful purposes only (e.g. do not share illegal content)
- In a respectful, professional, and appropriate manner
- In accordance with all applicable laws and regulations (e.g. Data Protection and Consumer Rights)
- Without infringing the rights of others

4. Prohibited Conduct

4.1 Disruptive or Harmful Behaviour

You must not:

- Harass, threaten, intimidate, or abuse other participants, assessors, or staff
- Disrupt sessions, discussions, or learning activities (online or in person)
- Use offensive, discriminatory, or inappropriate language or behaviour

4.2 Misuse of Content and Materials

You must not:

- Copy, reproduce, distribute, or share course materials
- Record sessions (audio or video) unless explicitly authorised
- Use course content for commercial purposes without prior written consent

4.3 Platform & System Use

When using our online platforms, systems, or accounts, you must not:

- Attempt to gain unauthorised access to systems, data, or other user accounts
- Share your login credentials or allow others to access your account
- Upload or distribute viruses, malware, or any harmful or disruptive code
- Interfere with or disrupt the integrity, performance, or security of our systems
- Use automated tools (e.g. bots and scraping tools) without permission
- Circumvent access controls or attempt to bypass security measures

You are responsible for maintaining the confidentiality and security of your account credentials.

4.4 Email and Messaging Use

Where email, chat, forums, or messaging tools are provided or used in connection with our services, you must:

- Always communicate respectfully and professionally
- Not send spam, unsolicited promotions, or irrelevant messages
- Not share offensive, defamatory, or inappropriate content
- Not impersonate others or misrepresent your identity
- Not share confidential or personal information of others without consent

We reserve the right to monitor communications where reasonably necessary to ensure compliance with this Policy.

4.5 Inappropriate Use of Facilities (In-Person Courses)

You must not:

- Damage, misuse, or interfere with training facilities, equipment, or property
- Fail to follow health and safety instructions
- Engage in behaviour that puts yourself or others at risk

5. Intellectual Property

All course materials, content, and resources are the intellectual property of the company or its licensors. Unauthorised use, reproduction, or distribution is strictly prohibited.

6. Privacy and Confidentiality

Participants must:

- Respect the privacy of others
- Not share personal data without lawful basis or consent
- Keep confidential any sensitive or proprietary information disclosed during training

7. Customer Rights for Uploaded Content on Shared Platforms

When customers upload, store, or share data on platforms operated by the Company ("Shared Platforms"), the Company recognises and respects the following rights:

Ownership of Content

Customers retain all ownership rights, title, and interest in the data, content, and materials they upload ("Customer Content"). The Company does not claim ownership over Customer Content.

License to Operate the Service

By uploading Customer Content, customers grant the Company a limited, non-exclusive, worldwide, royalty-free license to host, store, process, transmit, and display such content solely for the purpose of operating, maintaining, and improving the Shared Platforms and associated services.

Control and Access

Customers maintain control over their Customer Content, including the ability (subject to technical limitations) to access, modify, download, or delete their data at any time during the term of their use of the services. If there is a lawful basis to keep the data, data may not be deleted or modified.

Data Portability

Where reasonably practicable, the Company will provide customers with the ability to export or retrieve their Customer Content in a commonly used, machine-readable format.

Confidentiality and Privacy

The Company will handle Customer Content in accordance with its Privacy Policy and applicable data protection laws. The Company will not access or disclose Customer Content except:

- a. as necessary to provide the services or fulfil contract,
- b. as required by law or valid legal process, or
- c. as expressly permitted by the customer.

Security Measures

The Company will implement reasonable administrative, technical, and organisational measures designed to protect Customer Content against unauthorised access, loss, or misuse.

Content Moderation and Removal

While customers retain ownership of their content, the Company reserves the right to

remove, restrict, or disable access to Customer Content that violates this Acceptable Use Policy, applicable laws, or the rights of others.

Shared

Environment

Acknowledgement

Customers acknowledge that Shared Platforms may involve environments where content can be accessed or interacted with by other authorised users. Customers are responsible for managing permissions and ensuring that they do not upload sensitive or restricted data without appropriate safeguards.

8. Enforcement and Consequences

We reserve the right to take appropriate action in response to violations of this Policy, including:

- Issuing warnings
- Suspending or terminating access to courses or platforms
- Removing participants from sessions without refund
- Restricting access to communication tools
- Taking legal action where appropriate

9. Reporting Violations

If you experience or witness a violation of this Policy, you should report it promptly by emailing info@retrofitacademy.org.

10. Privacy and Confidentiality

We may update this Policy from time to time to reflect changes in our services, legal requirements, or best practice. We recommend reviewing this Policy periodically. Continued use of our services constitutes acceptance of any revised terms.

11. Acceptance

By enrolling in, accessing, or attending our courses or membership, you acknowledge that you have read, understood, and agree to comply with this Acceptable Use Policy.