



High Tide Usage Policy

This Usage Policy has been developed to ensure the security, reliability and privacy of High Tide systems and networks and the Networks and systems of others and to maintain the image and reputation of High Tide as a responsible provider.

We expect our Customers to use our services legally and with courtesy and responsibility.

We reserve the right to disable or delete any and all accounts held by Customers who, in High Tide's sole discretion, break this Usage Policy.

General Conduct

1. Customers are prohibited from transmitting on or through any of High Tide's' services, any material that is, in High Tide' sole discretion, unlawful, threatening, abusive, libellous, or encourages conduct that would constitute a criminal offence, give rise to civil liability, or otherwise violate any local, national or international law, statute or regulation.
2. High Tide's services may only be used for lawful purposes. Transmission, distribution, or storage of any information, data or material in violation of UK regulation or law is prohibited. This includes, but is not limited to, material protected by copyright, trademark, trade secret, or any other statute. High Tide reserves the right to remove such illegal material from its servers.
4. The Customer is responsible for providing and maintaining accurate and up-to-date billing information, contact telephone number(s) and address information. Furnishing false data on the signup form, contract, or online application, including fraudulent use of bank account numbers, is grounds for immediate termination, and may subject the offender to civil or criminal liability.
- 5: The High Tide service must not be used for auto-dialling, continuous or extensive call forwarding and call diversion, fax or voicemail broadcasting and continuous or extensive inbound only services. High Tide reserve the right to immediately disable or modify your Service if we determine, in our sole and absolute discretion, that your use of the Service is, or at any time was, inconsistent with normal business usage patterns.

Security

1. Customers may not attempt to circumvent user authentication or security of any account ("cracking"). This includes, but is not limited to, accessing data not intended for the Customer.
2. Customers may not attempt to interfere with service to any user, host, or network ("denial of service attacks"). This includes, but is not limited to, "flooding" of networks, deliberate attempts to overload a service, and attempts to "crash" a host.
4. Customers must safeguard their account to prevent unauthorized access to their account.

5. Customers who violate systems or network security may incur criminal or civil liability. High Tide will cooperate fully with investigations of violations of systems or network security at other sites, including cooperating with law enforcement authorities in the investigation of suspected criminal violations.

6. High Tide reserves the right to check the security of a Customer's equipment or devices used to connect to its network if it reasonably believes that equipment on the Customer's network may be at risk from external attack (hacking) or if they believe that its terms and conditions of use are not being followed.

Privacy

High Tide will not sell or knowingly disclose its Customer data and we will attempt to protect the privacy of our Customers and their information that is stored on our network. High Tide will only access and disclose information as necessary to comply with applicable laws and government requests, to operate and maintain our systems and services, to operate a 999/911 Emergency Services service or to protect ourselves or our Customers.

For specific questions about this policy please contact us using the contact information provided below

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Wynyard Avenue
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T22 5TB
United Kingdom

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VAT Registration Number: 945396092

Telephone: 01429 818332/0845 8624456
Email: info@hightidegroup.net

Signature

By signing this document you are agreeing that the Customer, its employees and any persons using the Services provided to the Customers by High Tide will abide by this Usage Policy for the duration of the provision of the Services.

Signed by

Name:.....

Position:.....

Company:..... ("Customer")

Date:.....