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The Site may from time to time provide interactive services on our site, including, without limitation:

1. Chat rooms;
2. Bulletin boards;
3. Discussion forums;
4. Social media platforms.

Where the Site provides any interactive service, it will provide clear information to you about the kind of service offered, if it is moderated and what form of moderation is used (including whether it is human or technical).

The Lab is under no obligation to oversee, monitor or moderate any interactive service provided on the Site, and the Lab expressly excludes any and all liability for any loss or damage arising from the use of any interactive service by a user in contravention of the Site’s content standards, whether the service is moderated or not.

Where an interactive service is monitored, the Site will normally provide you with a means of contacting the moderator, should a concern or difficulty arise.

## Registered Users

This section 6 applies only to Registered Users.

If you choose, or you are provided with, a user identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential, and you must not disclose it to any third party. The Lab has the right to disable any user identification code or password, whether chosen by you or allocated by the Site, at any time, if in our opinion you have failed to comply with any of the provisions of these Terms of Use.

Registered users may not use the Site to send, knowingly receive, upload, download, use or re-use any material which does not comply with the following content standards:

1. These content standards apply to any and all material which you contribute to our site (contributions), and to any interactive services associated with it.
2. You must comply with the spirit of the following standards as well as the letter. The standards apply to each part of any contribution as well as to its whole.
3. Contributions must:
  - a. Be accurate (where they state facts).
  - b. Be genuinely held (where they state opinions).
  - c. Comply with applicable law in the UK and in any country from which they are posted.
4. Contributions must not:
  - a. Contain any material which is defamatory of any person.
  - b. Contain any material which is obscene, offensive, hateful or inflammatory.
  - c. Promote sexually explicit material.
  - d. Promote violence.
  - e. Promote discrimination based on race, sex, religion, nationality, disability, sexual orientation or age.
  - f. Infringe any copyright, database right or trade mark of any other person.
  - g. Be likely to deceive any person.
  - h. Be made in breach of any legal duty owed to a third party, such as a contractual duty or a duty of confidence.
  - i. Promote any illegal activity.
  - j. Be threatening, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety.
  - k. Be likely to harass, upset, embarrass, alarm or annoy any other person.
  - l. Be used to impersonate any person, or to misrepresent your identity or affiliation with any person.
  - m. Give the impression that they emanate from the Lab, if this is not the case.
  - n. Advocate, promote or assist any unlawful act such as (by way of example only) copyright infringement or computer misuse.

## **Suspension and termination**

Failure to comply with any of these Terms of Use constitutes a material breach of the Terms of Use upon which you are permitted to use the Site, and may result in our taking all or any of the following actions:

1. Immediate, temporary or permanent withdrawal of consent to use the Site and your ability to use the Site.
2. Immediate, temporary or permanent removal of any posting or material uploaded by you to our site.
3. Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.
4. Further legal action against you.
5. Disclosure of such information to law enforcement authorities as we reasonably feel is necessary.

The responses described in this policy are not limited, and we may take any other action we reasonably deem appropriate.

## **Uploading material to the Site**

Whenever you make use of a feature that allows you to upload material to the Site, or to make contact with other users of the Site, you must comply with the requirements and restrictions of the “Registered Users” section of these Terms and Conditions. You warrant that any such contribution does comply with those standards, and you indemnify The Lab for any breach of that warranty.

Any material you upload to the Site will be considered non-confidential and non-proprietary, and The Lab shall have the right to use, copy, distribute and disclose to third parties any such material for any purpose. The Lab shall also have the right to disclose your identity to any third party who is claiming that any material posted or uploaded by you to our site constitutes a violation of their intellectual property rights, or of their right to privacy.

The Lab shall not be responsible, or liable to any third party, for the content or accuracy of any materials posted by you or any other user of our site.

The Lab has the right to remove any material or posting you make on our site if, in our opinion, such material does not comply with the content standards set out in this .

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You accept that, as a limited liability entity, The Lab has an interest in limiting the personal liability of its officers and employees. You agree that you will not bring any claim personally against The Lab officers or employees in respect of any losses you suffer in connection with the website.

Without prejudice to the foregoing paragraph, you agree that the limitations of warranties and liability set out in these Terms and Conditions will protect The Lab's officers, employees, agents, subsidiaries, successors, assigns and sub-contractors as well as The Lab.

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If any provision of these terms and conditions is, or is found to be, unenforceable under applicable law, that will not affect the enforceability of the other provisions of these Terms and Conditions.

### **Governing Law**

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The Lab

The Lab Companies

Class I

Class II

Self Funding Business Improvement

The Lab Self-Funding Business Improvement

The Lab Non-Technology Improvement

Non-Technology Improvement

Virtuous Waste

Cognitive Business Value  
Frugal Footprint  
4-Way Capacity Match  
Frugal Analytical Footprint



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DIY Business Improvement  
Business Knowledge Management Platform

