

Acceptable use policy

Effective Date: 03/08/2026

Last Updated: 03/08/2026

1. Introduction

This Acceptable Use Policy ("Policy") explains the standards expected of all users of our platform, including customers, tradespeople, visitors and anyone accessing our website or mobile application ("Platform").

Our goal is to provide a safe, reliable and professional environment where subcontractors can connect with independent tradespeople. By accessing or using the Platform, you agree to comply with this Policy.

Failure to comply with this Policy may result in warnings, suspension or permanent removal of your account.

2. Who this policy applies to

This Policy applies to:

- Subcontractors seeking tradespeople.
- Tradespeople advertising themselves.
- Visitors browsing the Platform.
- Anyone communicating through the Platform.

3. Lawful Use

You must use the Platform only for lawful purposes.

You agree that you will not:

- Break any applicable law or regulation.
- Encourage illegal activity.
- Use the Platform for fraudulent purposes.
- Attempt to bypass legal requirements.
- Use another person's identity without permission.

4. Account Responsibilities

If you create an account, you are responsible for:

- Keeping your login details secure.
- Ensuring information provided is accurate.
- Updating information when it changes.
- All activity carried out using your account.

You must not:

- Share your account with others.
- Create multiple accounts to avoid restrictions.
- Allow another person to impersonate you.

5. Honest Information

You must ensure that any information you provide is truthful and accurate.

This includes:

- Names
- Business information
- Qualifications
- Licences
- Insurance details
- Job descriptions
- Availability
- Reviews

Providing false or misleading information may result in account suspension or permanent removal.

6. Professional Conduct

All users are expected to communicate respectfully.

You must not:

- Harass other users.
- Threaten violence.

- Bully or intimidate.
- Use abusive language.
- Discriminate against any individual.
- Engage in hate speech.
- Send unwanted repeated messages.

7. Tradesperson Standards

Tradespeople using the Platform agree to:

- Provide accurate business information.
- Carry out work professionally.
- Communicate honestly.
- Honour agreed appointments whenever reasonably possible.
- Notify customers promptly if plans change.
- Only advertise services they are qualified or legally permitted to perform.
- Maintain any licences or insurance required by law.

8. Customer Responsibilities

Customers agree to:

- Submit genuine work requests.
- Provide accurate job descriptions.
- Treat tradespeople respectfully.
- Pay agreed fees where applicable.
- Avoid wasting tradespeople's time through fake or misleading enquiries.

9. Reviews and Rating

Reviews should reflect genuine experiences.

You must not:

- Leave fake reviews.
- Pay for reviews.
- Offer incentives for positive reviews.
- Submit reviews for work that never took place.

- Attempt to manipulate ratings.
- Create multiple accounts to influence ratings.

We reserve the right to remove reviews that breach this, Policy.

10. Prohibited Content

You must not upload, share or distribute content that:

- Is illegal.
- Is defamatory.
- Is obscene or offensive.
- Promotes violence.
- Promotes discrimination.
- Contains pornography.
- Encourages criminal activity.
- Infringes another person's intellectual property.
- Contains malicious software.
- Contains viruses or harmful code.

11. Fraud and Misrepresentation

You must not:

- Pretend to be another person or business.
- Misrepresent your qualifications.
- Falsify insurance documents.
- Submit fraudulent claims.
- Attempt to obtain money through deception.
- Mislead users regarding pricing or services.

12. Platform Security

You must not attempt to:

- Gain unauthorised access to our systems.
- Interfere with Platform security.
- Test vulnerabilities without permission.
- Introduce malware.
- Reverse engineer the Platform.
- Scrape or harvest data.

- Use bots unless authorised.
- Disrupt the operation of the Platform.

13. Intellectual Property

You must respect intellectual property rights.

You may not copy, reproduce, distribute or commercially exploit any part of the Platform without our written permission.

14. Privacy

You must respect the privacy of other users.

You must not:

- Publish another person's personal information.
- Share confidential information without permission.
- Use personal information for marketing without consent.

15. Readiness Indicator

Where the Platform provides a readiness indicator or availability status for tradespeople, users must not manipulate, exploit or intentionally misuse this feature.

Tradespeople are responsible for ensuring any availability information they provide is accurate to the best of their knowledge.

16. Reporting Misuse

If you believe another user has breached this Policy, please report the matter using the reporting features within the Platform or by contacting our support team.

We may investigate reports and request additional information where necessary.

17. Enforcement

Where we believe this Policy has been breached, we may take action including:

- Issuing a warning.
- Removing content.
- Temporarily restricting features.
- Suspending an account.
- Permanently terminating an account.
- Reporting unlawful conduct to relevant authorities.
- Taking legal action where appropriate.

We reserve the right to determine the appropriate action based on the seriousness of the breach.

18. Changes to this policy

We may update this Policy from time to time.

Where significant changes are made, we will publish the updated version and revise the "Last Updated" date.

Continued use of the Platform after changes take effect constitutes acceptance of the updated Policy.

19. Contact us

If you have any questions regarding this Acceptable Use Policy, please contact us at:

Email: Dan@skylinepainting.co.uk

Company: Opratives

Website: Opratives.co.uk