

WashPane Acceptable Use Policy

Effective Date: October 2025

1. Purpose and Scope

- 1.1. This Acceptable Use Policy (“**Policy**”) sets out the standard of conduct that apply to all individuals who access or use the WashPane Platform, including but not limited to Customers, Contractors, and any other Users (collectively referred to as “**Users**” or “**User**”).
- 1.2. This Policy forms an integral part of the WashPane Terms of Service and Platform Policies. By registering an Account, submitting or accepting a Quote, posting a Job, or otherwise using the Platform, you agree to comply with this Policy in full.
- 1.3. WashPane Ltd. (“**WashPane**”, “**we**”, “**us**”, or “**our**”) is committed to maintaining a safe, lawful, and respectful environment for all Users. Any use of the Platform that violates this Policy, the Terms of Service, or applicable law may result in the suspension or termination of your Account, removal of content, withholding of funds, or other enforcement actions as outlined herein.
- 1.4. This Policy applies to all actions, communications, and content submitted via the Platform, including but not limited to job listings, quotes, messages, reviews, and account information, whether publicly visible or not.

2. Prohibited Conduct

- 2.1. WashPane Ltd wants to be clear with its users on the behaviours we expect to be exhibited on the platform. Users must not use the Platform, or permit others to use the Platform, to engage in any unlawful, harmful, abusive, or otherwise objectionable activity. Prohibited conduct includes, but is not limited to:
 - 2.1.1. Violating any applicable laws, regulations, or third-party rights;
 - 2.1.2. Posting, uploading, or transmitting false, misleading, fraudulent, or defamatory content;
 - 2.1.3. Harassing, threatening, intimidating, or abusing any other User or representative of WashPane;
 - 2.1.4. Accessing or attempting to access another User’s Account without authorisation;
 - 2.1.5. Circumventing or attempting to circumvent any security measures, identity verification steps, or payment processes implemented by WashPane or Stripe;

- 2.1.6. Engaging in activity that is deceptive or intended to manipulate platform features, including but not limited to creating fake Jobs, submitting sham Quotes, or artificially inflating performance metrics or reviews;
 - 2.1.7. Using the Platform to solicit or complete Jobs outside the Platform in breach of Section **10.2** of the Contractor Terms of Service (Non-Circumvention);
 - 2.1.8. Uploading or transmitting any viruses, malware, or other harmful code;
 - 2.1.9. Impersonating any person or entity, or misrepresenting your affiliation with any individual, organisation, or business;
 - 2.1.10. Engaging in discriminatory conduct or speech on the basis of race, gender, religion, nationality, disability, sexual orientation, or any other protected characteristic;
 - 2.1.11. Collecting, harvesting, or misusing personal data in violation of data protection laws or Section **14** of the Contractor Terms of Service (Confidentiality and Data Use).
- 2.2. Users are expected to cooperate fully with any investigation by WashPane into suspected breaches of this Policy and to provide timely responses and supporting evidence if requested.

3. Platform Integrity and System Abuse

- 3.1. Users must not interfere with the normal functioning, security, or integrity of the Platform. Prohibited technical misuse includes, but is not limited to:
- 3.1.1. Attempting to gain unauthorised access to the Platform's backend, data stores, or administrative interfaces;
 - 3.1.2. Using automated scripts, bots, or scraping tools to access, query, or modify Platform content without prior written consent from WashPane;
 - 3.1.3. Introducing or attempting to introduce malicious code, denial-of-service attacks, or other technologies that may disrupt or damage the Platform or its Users;
 - 3.1.4. Manipulating system behaviours, job listings, availability calendars, or quote workflows in any way that undermines platform rules or fairness;
 - 3.1.5. Engaging in actions that place an unreasonable or disproportionately large load on WashPane's infrastructure.

3.2. WashPane reserves the right to monitor Platform usage for security, operational, legal, and compliance purposes, and may employ technical and manual methods to detect system abuse.

4. Enforcement and Reporting

4.1. Enforcement Discretion

WashPane reserves the right, at its sole discretion, to investigate any suspected violation of this Acceptable Use Policy and to take such action as it deems appropriate to protect the integrity of the Platform, its Users, and its legal interests.

4.2. Remedial Actions

Where a violation is confirmed or reasonably suspected, WashPane may, without prior notice and without prejudice to any other rights or remedies, take one or more of the following actions:

- 4.2.1. Remove, restrict, or modify offending content;
- 4.2.2. Issue a warning to the User;
- 4.2.3. Temporarily or permanently suspend the User's access to some or all Platform features;
- 4.2.4. Terminate the User's Account;
- 4.2.5. Withhold or reverse payments where a breach affects financial entitlements;
- 4.2.6. Refer the matter to law enforcement or relevant authorities where applicable;
- 4.2.7. Take legal action for breach of contract, damages, or injunctive relief.
- 4.2.8. If, in our reasonable opinion, we feel the behaviour of any User is inappropriate or unacceptable, we will advise you in writing (if legally permitted to do so) and you will then promptly implement such measures to resolve the issue as we may reasonably require.
- 4.2.9. In the event that, in our reasonable opinion, the issue is not or cannot be resolved, or is sufficiently serious, we will be entitled to terminate the User's account by giving written notice to you and without thereby incurring any liability to you.
- 4.2.10. We may also report incidents of unacceptable behaviour to the police (for example, if violence has been threatened).

4.2.11. Any dispute or claim arising out of or in connection with it (including non-contractual disputes or claims) will be governed by and construed in accordance with English law, and any disputes will be decided only by the English courts.

4.3. No Waiver

Failure by WashPane to act immediately in response to a breach shall not be deemed a waiver of its right to act at a later date. WashPane's rights under this Policy are cumulative and in addition to any rights and remedies available at law or in equity.

4.4. Reporting Violations

4.4.1. Users are encouraged to report any suspected breach of this Policy, including abusive conduct, circumvention attempts, or platform misuse. Reports should be submitted through the contact form or email address provided on the Platform. WashPane will treat all reports confidentially to the extent permitted by law and will investigate in good faith.

5. Changes to This Policy

5.1. Right to Modify

WashPane reserves the right to amend, update, or modify this Acceptable Use Policy at any time, in its sole discretion. Any such changes shall become effective upon publication on the Platform or as otherwise communicated to Users.

5.2. Notice of Changes

Where material changes are made, WashPane will provide reasonable notice through appropriate means, which may include email notification, an in-app alert, or a prominent notice on the Platform.

5.3. Continued Use Constitutes Acceptance

By continuing to access or use the Platform after the effective date of any modifications to this Policy, Users agree to be bound by the revised terms. If a User does not agree to the revised Policy, they must cease all use of the Platform.