

SYNTAX LINK

Syntax Link Limited Acceptable Use Policy

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Registered in England and Wales No 12533836
All legal documents and policies are available at <https://syntaxlink.co.uk/documents>

At Syntax Link, we believe legal documents should be clear and easy to understand, but unfortunately in this day and age need to contain legal wording to protect all parties.

This document explains the rules for using our services. It is designed to keep things secure, reliable, and fair for everyone. Below we have included a summary of some points. We have tried our best to include points we feel are important for you to be aware of.

It is very important for you to read and understand the full document.

If you would like any part of this document explained in more detail, please contact us and we will be happy to guide you through it.

Client Document Summary

S1.1 You must only use our services for lawful purposes. Fraudulent, harmful, or abusive use is not permitted (see Clause 3.1).

S1.2 Bulk unsolicited emails, phishing, and other forms of abuse are prohibited (see Clause 3.2).

S1.3 Pornography, hate speech, or violent material is not permitted. (see Clause 4).

S1.4 If unlimited bandwidth is offered, or services are provided on shared infrastructure, usage must be fair and must not negatively impact others (see Clause 5).

S1.5 You are responsible for your accounts and must not share credentials with unauthorised persons. You remain responsible even if credentials are compromised (see Clause 6).

S1.6 You must not request or instruct us to participate in unlawful or prohibited activities during IT support or consultancy (see Clause 7).

S1.7 You are responsible for anyone using your accounts, including employees, contractors, and agents (see Clause 8).

S1.8 We may suspend or terminate services for breaches. We may issue warnings for less serious breaches, but may act immediately for serious ones (see Clause 9).

S1.9 You are responsible for all content you host or transmit. We are not liable for that content (see Clause 10).

S1.10 All our legal documents are available at <https://syntaxlink.co.uk/documents> (see Clause 2.4 and 13.7).

Document Version History

This Document Version History table is provided for reference only. The binding terms relating to version control, including how updates are managed and communicated, are set out in Clause 12 of this document.

Version	Date	Summary of changes
1.0	12/09/2025	Initial publication of this Acceptable Use Policy
1.1	21/10/2025	Added Clause 7.4 – Client-Initiated Changes to clarify responsibility for issues arising from customer actions or configuration changes.
1.2	06/11/2025	Added Clause 2.5 – Hosted Website Legal Terms, confirming that clients without their own Terms of Use, Privacy Policy, and Cookie Policy consent to the use of the Syntax Link hosted legal page and are responsible for ensuring a policy is in place.

1. Interpretation

1.1 “Agreement” means this Policy together with any Order, Proposal, Statement of Work, or other document forming part of the contractual relationship between us and you.

1.2 “Services” means hosted email, hosted websites, SaaS platforms, IT consultancy, technical support, and any other services we provide.

1.3 “you” means the customer purchasing or using the Services.

1.4 “we”, “us”, “our” means Syntax Link Limited.

1.5 “Spam” means bulk or unsolicited electronic messages sent without valid consent or legal basis.

1.6 “Malware” means viruses, worms, trojans, spyware, ransomware, or any code designed to disrupt, damage, or gain unauthorised access to systems or data.

1.7 “Unauthorised Access” means access to systems, accounts, or data without permission, including hacking, credential theft, or circumvention of security controls.

2. Scope of Policy

2.1 This Policy sets out acceptable and unacceptable use of the Services.

2.2 It applies to all use of the Services by you, your employees, contractors, or agents.

2.3 This Policy forms part of, and must be read together with, our Sales Terms and Conditions.

2.4 We maintain a number of separate legal documents and policies, each of which applies in different circumstances. All such documents are available at <https://syntaxlink.co.uk/documents> and shall apply in addition to this Policy where relevant.

2.5 Where we provide a hosted website for you and you do not supply your own Terms of Use, Privacy Policy, and Cookie Policy, you agree that our standard page located at <https://syntaxlink.co.uk/hosted-website-terms> may be linked to and displayed as the legal terms for your website. By using our hosting services, you confirm that you have read that document, are satisfied with its content, and consent to its use on your website. If you do not wish to use the Syntax Link hosted website terms, you must provide and maintain your own alternative policy. It is your responsibility to ensure that your website displays appropriate legal terms, and we are not responsible for checking whether a policy is in place or up to date.

3. Acceptable and Prohibited Use

3.1 You must not use the Services for unlawful, fraudulent, harmful, or abusive purposes.

3.2 You must not send Spam, phishing messages, or other bulk unsolicited communications.

3.3 You must not introduce Malware or other harmful code, or attempt Unauthorised Access to systems, data, or networks.

3.4 You must not resell, sub-license, or otherwise provide access to the Services without our prior written consent.

4. Content Standards

4.1 You must not create, store, transmit, or display content that is pornographic or sexually explicit, whether presented in text, images, video, or any other medium. Lawful nudity that is non-pornographic may be permitted for artistic, medical, or educational purposes, at our discretion.

4.2 You must not create or distribute content that is defamatory, misleading, fraudulent, or otherwise unlawful.

4.3 You must not create or distribute content that promotes violence, terrorism, hate speech, harassment, or discrimination based on protected characteristics.

4.4 You must not use the Services in a way that infringes third-party intellectual property rights.

5. Fair Use of Resources

5.1 Where Services are provided on shared infrastructure or where unlimited bandwidth is advertised, usage shall remain subject to a fair use obligation.

5.2 Excessive or sustained consumption of bandwidth, storage, or processing resources that affects other clients is prohibited.

5.3 We may impose restrictions, require the purchase of additional capacity, or suspend Services where your usage breaches this obligation.

6. Security and Credentials

6.1 Unless we have agreed otherwise in writing under a managed services contract, you are solely responsible for the security of your systems, accounts, and data.

6.2 Credentials must not be shared with unauthorised persons. Where multiple users require access, separate accounts must be provisioned where supported.

6.3 You remain responsible for all use of the Services made through your accounts, whether authorised or not, including where credentials are compromised. We accept no liability for unauthorised use caused by compromised credentials.

6.4 You must notify us without undue delay of any suspected compromise of credentials or other security incident.

7. IT Support and Consultancy

7.1 This Policy applies equally to IT support and consultancy.

7.2 You must not request or instruct us to participate in any unlawful or prohibited activities, including installing unlicensed software or bypassing security controls.

7.3 You remain responsible for ensuring that systems we access or configure are used in compliance with this Policy.

7.4 Where your actions result in faults, errors, degraded performance, or any other negative effects, we may, at our discretion, assist with recovery and/or repair. Such work falls outside the scope of standard support and will be chargeable under a quoted fee. We are not responsible for loss, downtime, or disruption arising from customer-initiated actions, including but not limited to website edits, configuration adjustments, or the installation or removal of software, plugins, or integrations.

8. Responsibility for Users

8.1 You are responsible for all use of the Services by your employees, contractors, agents, or any other person using your accounts.

8.2 A breach of this Policy by such persons will be treated as a breach by you.

9. Enforcement and Appeals

9.1 We may monitor system usage to detect abuse and protect service integrity.

9.2 We may remove or disable any content that, in our opinion, breaches this Policy, infringes third-party rights, is required to be removed by law, or is otherwise inconsistent with our company standards or values. Our decision in such matters shall be final.

9.3 We may suspend or terminate Services for breaches. For less serious breaches, we may issue a warning and allow you to remedy the breach before taking further action, but we may act immediately where necessary.

9.4 If a situation is unclear or disputed, we may decide in good faith, acting reasonably, and our decision will be final.

9.5 You may appeal our decision to remove or disable content, or to suspend or terminate Services, by submitting a written request within fourteen (14) days of notice. We will review any appeal in good faith but are under no obligation to reinstate the content or the Services, and our decision will be final.

9.6 We may cooperate with law enforcement and regulatory authorities in investigating suspected breaches.

9.7 You are liable for any costs, expenses, or losses we incur as a result of a breach, including investigation, remediation, and third-party claims.

10. Client Content

10.1 You are solely responsible for content created, stored, transmitted, or displayed through the Services.

10.2 We disclaim all liability arising from such content and its use by you or third parties.

11. Changes to Policy

11.1 We may update this Policy to reflect legal, technical, or business changes.

11.2 For material changes, we will provide notice. Continued use of the Services after the effective date of a change constitutes acceptance.

12. Version Control

12.1 This document is maintained under version control. Each version is given a number and date of effect, and supersedes all previous versions.

12.2 Changes to this document may be made from time to time to reflect legal, regulatory, or business requirements. Material changes will be communicated to Clients by email.

12.3 The current version of this document, together with its version history, is recorded in the Document Version History Table set out at the beginning of this document.

13. General

13.1 This Policy is governed by the laws of England and Wales.

13.2 The courts of England and Wales have exclusive jurisdiction, including for non-contractual disputes.

13.3 If any provision is found invalid, the remaining provisions remain in force.

13.4 Failure to enforce a provision is not a waiver of rights.

13.5 This Policy forms part of the Agreement between us and you and applies in addition to our Sales Terms and Conditions. In the event of any conflict, the Sales Terms and Conditions shall take precedence.

13.6 This Policy is drafted in English. If translated, the English version prevails.

13.7 All our legal documents and policies can be found at <https://syntaxlink.co.uk/documents> or on request.