

Acceptable Use Policy

This policy describes uses of the Support Hub that are permitted and those that are not.



Permitted Use

Members may browse resources, stream available content, complete worksheets for personal use and download items where a download option is provided. Professionals may use their own membership for personal learning, but must not distribute Hub materials to clients unless the resource expressly permits it.

Prohibited Use

You must not share account credentials; copy, scrape or reproduce substantial parts of the Hub; bypass access controls; upload malware; probe the site for vulnerabilities; interfere with availability; impersonate another person; or use content for unlawful, abusive, deceptive or exploitative purposes.

Automated and AI Use

Do not use automated tools to harvest Hub content, member details or contributor information. Hub material must not be used to train, fine-tune or populate an AI system or commercial database without prior written permission.

Respecting People

Do not collect another person's data, contact contributors inappropriately, or use listings to send spam. Never use the Hub to harass, discriminate, threaten, groom or encourage harm.

Monitoring and Action

We may use reasonable security and usage checks to protect the Hub. Suspected misuse may result in content removal, temporary restriction, cancellation or referral to a relevant authority. Any action will be proportionate to the concern and subject to applicable law.

Reporting Misuse

If you notice a security problem or misuse, report it privately through the website. Do not publish technical details that could place members or the service at further risk.