

## **Doris Platform Terms of Use**

### **PLEASE READ THESE PLATFORM TERMS OF USE CAREFULLY**

We are Doris Worldwide Ltd (trading as Doris), a company registered in England and Wales with number 15895046 and its registered office address at 19 Astley Grove, Stalybridge, England, SK15 1NL (“**Doris**” or the “**Licensor**”, “**us**”, “**we**”, “**our**” etc).

All users of the Doris service, individuals and schools (“**you**” etc), must follow the rules in these Platform Terms of Use (the “**terms**”) on how to act on the Doris service in compliance with the law and guidance on online safety.

We may update these terms from time to time. The latest version is available at <https://www.doris.school/terms/users/platform-terms-of-use> If you are not viewing these terms at that live link the version you are viewing may be out of date and no longer apply.

### **PLEASE READ THESE TERMS CAREFULLY BEFORE USING THE PLATFORM**

#### **What's in these terms?**

These terms tell you what is permitted and prohibited while using the Doris platform (our “**Platform**”) and apply to all users, whether you access the Platform on a mobile device, via a webapp or any other method of access.

These terms include information on what you can upload to our Platform and how you must interact with other users, and set out how we protect users from harmful content.

These terms are separate from and supplemental to the contract which schools use to purchase a subscription to the Doris service and the End User Licence Agreement (EULA) with individuals looking to use the Doris service to help choose and connect with schools.

#### **Who we are and how to contact us**

You can contact us by using the support functionality in the Platform, or by email at [support@doris.school](mailto:support@doris.school).

#### **By using our Platform you accept these terms**

By using our Platform, you confirm that you accept these terms of use and that you agree to comply with them.

If you do not agree to these terms, you must not use our Platform.

These terms of use refer to the following additional documents, which also apply to your use of our Platform:

- Our Privacy Notice [<https://www.doris.school/terms/users/privacy-notice>], which explains how we collect, use and store your personal data.
- Our Cookie Notice [<https://www.doris.school/terms/users/cookies-notice>], which sets out information about cookies and similar tracking technologies on our Platform.

### **We may make changes to these terms**

We amend these terms from time to time. Please check these terms to ensure you understand the terms that apply at the time of use. These terms were most recently updated on 20.02.25.

### **We may make changes to our Platform**

We may update and change our Platform from time to time to reflect changes to our products, our users' needs and our business priorities.

### **We may suspend or withdraw our Platform**

We do not guarantee that our Platform, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our Platform for business and operational reasons. We will try to give you reasonable notice of any suspension or withdrawal.

You are also responsible for ensuring that all persons who access our Platform through your account or internet connection are aware of these terms of use and other applicable terms of use, and that they comply with them.

### **You must keep your account details safe**

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. You must not disclose it to any third party.

We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of these terms of use.

If you know or suspect that anyone other than you knows your user identification code or password, you must promptly notify us at [support@doris.school](mailto:support@doris.school).

## **How you may use material on our Platform**

We are the owner or the licensee of all intellectual property rights in our Platform. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

## **No text or data mining, or web scraping**

You must not conduct, facilitate, authorise or permit any text or data mining or web scraping in relation to our Platform or any services provided via, or in relation to, our Platform for any purpose. This includes using (or permitting, authorising or attempting the use of):

- Any "robot", "bot", "spider", "scraper" or other automated device, program, tool, algorithm, code, process or methodology to access, obtain, copy, monitor or republish any portion of our Platform or any data, content, information or services accessed via the same.
- Any automated analytical technique aimed at analysing text and data in digital form to generate information or develop, train, fine-tune or validate AI systems or models which includes but is not limited to patterns, trends and correlations.

The provisions in this clause should be treated as an express reservation of our rights in this regard, including for the purposes of Article 4(3) of the Digital Copyright Directive ((EU) 2019/790).

You shall not use, and we do not consent to the use of, our Platform, or any data published by, or contained in, or accessible via, our Platform or any services provided via, or in relation to, our Platform for the purposes of developing, training, fine-tuning or validating any AI system or model or for any other purposes not explicitly set out in the agreements that govern your use of the Platform.

This clause will not apply insofar as (but only to the extent that) we are unable to exclude or limit text or data mining or web scraping activity by contract under the laws which are applicable to us.

## **Uploading content to our Platform**

Whenever you make use of a feature that allows you to create content directly on our Platform, upload or share content to our Platform, or to make contact with other users of our Platform, you must comply with the standards set out below under Acceptable Use.

You warrant that any such contribution complies with those standards, and you are liable to us and indemnify us for any breach of that warranty. This means you will be responsible for any loss or damage we suffer as a result of your breach of warranty.

We will consider any content you upload to our Platform to be non-confidential and not protected by any trade mark, patent or copyright ("non-proprietary"), that is, in the public domain. You own your content, but you are required to grant us and other users of our Platform a limited licence to use, store and copy that content and to distribute and make it available to others for the purposes of the Platform's functionality.

We also have the right to disclose your identity to anyone who is claiming that any content posted or uploaded by you to our Platform violates their intellectual property rights or their right to privacy.

We have the right to remove any posting you make on our Platform if, in our opinion, your post does not comply with the acceptable use standards set below.

If you wish to contact us in relation to content you have uploaded to our Platform and that we have taken down, please contact us via the in-Platform functionality.

### **Rights you are giving us to use material you upload**

You own the content you upload to our Platform. We do not make any claim to ownership of that material. When you upload or post content (User-Generated Content) to our Platform, you grant us the following rights to use that content:

- A worldwide, non-exclusive, royalty-free, transferable licence to use, reproduce, distribute, prepare derivative works of, display, and perform that User-Generated Content in connection with the service provided by the Platform and across different media including to promote our Platform, forever.
- A worldwide, non-exclusive, royalty-free, transferable licence for other users, partners or advertisers to use the content in accordance with the functionality of our Platform, forever.
- If you send us (or provide in any manner or format) any question, comment, suggestion, idea, feedback, or other information about the Platform or our services ('Submissions'), you agree to assign to us all intellectual property rights in such Submission. You agree that we shall own this Submission and be entitled to its unrestricted use and dissemination for any lawful purpose, commercial or otherwise, without acknowledgment or compensation to you.

### **User-Generated Content is not approved by us**

Our Platform may include information and materials uploaded by other users. This information and these materials have not been verified or approved by us. The views expressed by other users on our Platform do not represent our views or values. We are not responsible for the accuracy of user-generated content on the Platform.

See also the restrictions on User-Generated Content in the Acceptable Use section below.

### **Do not rely on information on the Platform**

The content on our Platform is provided for general information only. It is not intended to amount to formal advice on which you should rely.

Although we make reasonable efforts to update the information on our Platform, we make no representations, warranties or guarantees, whether express or implied, that the content on our Platform is accurate, complete or up to date.

### **We are not responsible for websites we link to**

Where our Platform contains links to other apps and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them.

We have no control over the contents of those apps or resources.

### **We are not responsible for viruses**

We do not guarantee that our Platform will be secure or free from bugs or viruses.

You are responsible for configuring your information technology, computer programs and platform to access our Platform. You should use your own virus protection software.

### **You must not introduce viruses**

You must not misuse our Platform by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful, or otherwise harmfully interacting with our Platform or any part of it. You must not attempt to gain unauthorised access to our Platform, the server on which our Platform is stored or any server, computer or database connected to our Platform or any other equipment or network connected with our Platform. You must not interfere with, damage or disrupt any software used in the provision of our Platform or any equipment or network or software owned or used by any third party on which this Platform relies in any way. You must not attack our Platform via a denial-of-service attack or a distributed denial-of-service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our Platform will cease immediately.

### **Our responsibility for loss or damage suffered by you**

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.

### **Which country's laws apply to any disputes?**

These terms of use, their subject matter and their formation (and any non-contractual disputes or claims) are governed by English law. If you are accessing the Platform via a subscription contract, the jurisdiction provisions of that contract apply to these terms. If you are accessing the Platform under our EULA, the jurisdiction provisions of the EULA apply to these terms.

## Acceptable use

These acceptable use standards apply to any material you upload or share to our Platform or generate on our Platform (**User-Generated Content**). They also apply to any contact you make with other users on our Platform, links to our Platform, and any other ways you use our Platform.

You must comply with these standards in spirit as well as to the letter.

We will determine, in our discretion, whether any User-Generated Content or your use of our Platform breaches these acceptable use standards.

You may not use our Platform:

- In any way that breaches any local, national or international law or regulation.
- In any way that is unlawful or fraudulent or has any unlawful or fraudulent purpose or effect.
- For the purpose of harming or attempting to harm minors in any way.
- To bully, insult, intimidate or humiliate any person.
- To send, knowingly receive, upload, download, share, post, use or re-use any material which does not comply with our content standards.
- To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

User-Generated Content:

- Must be accurate (where it states facts or represents reality).
- Only contain opinions that are genuinely held.
- Must comply with the law.

User-Generated Content must not:

- Be defamatory of any person.
- Be obscene, offensive, hateful or inflammatory.
- Infringe any copyright, database right or trade mark of any other person.
- Include video content that has been or would be likely to be given an R18 certificate by the British Board of Film Classification (BBFC).
- Include video content not suitable for BBFC classification.

- Include material that might impair the physical, mental or moral development of persons under the age of 18.
- Be likely to deceive any person.
- Breach any legal duty owed to a third party, such as a contractual duty or a duty of confidence.
- Contain illegal content or promote any illegal content or activity.
- Be in contempt of court.
- Be threatening, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety.
- Be likely to harass, upset, embarrass, alarm or annoy any other person.
- Impersonate any person or misrepresent your identity or affiliation with any person.
- Give the impression that the User-Generated Content emanates from us, if this is not the case.
- Advocate, promote, incite any party to commit, or assist any unlawful or criminal act such as (by way of example only) copyright infringement or computer misuse.
- Contain a statement which you know or believe, or have reasonable grounds for believing, that members of the public to whom the statement is, or is to be, published are likely to understand as a direct or indirect encouragement or other inducement to the commission, preparation or instigation of acts of terrorism.
- Be pornographic.

### **Illegal content**

In addition, you must not use our Platform in any way that involves:

- Terrorism offences.
- Child sexual exploitation or abuse offences including grooming and child sexual abuse material.
- Encouraging or assisting suicide (or attempted suicide) or serious self-harm offences.
- Harassment, stalking, making threats or abuse offences.
- Hate offences.
- Controlling or coercive behaviour offence.
- Drugs or psychoactive substance offences.
- Firearms or other weapons offences.

- Unlawful immigration or human trafficking offences.
- Sexual exploitation of adults offences.
- Extreme pornography offence.
- Intimate image abuse offences.
- Proceeds of crime offences.
- Fraud and financial services offences.
- Foreign interference offences.

### **Content very harmful to children**

The following must not be uploaded, shared or generated directly on this service:

- Pornographic content.
- Content which encourages, promotes or provides instructions for suicide.
- Content which encourages, promotes or provides instructions for an act of deliberate self-injury.
- Content which encourages, promotes or provides instructions for an eating disorder or behaviours associated with an eating disorder.

### **Other content harmful to children**

You must not upload, post, create on our Platform or share any of the following:

- Content that is abusive and which targets any of the following characteristics: race, religion, sex, sexual orientation, disability, gender reassignment.
- Content which incites hatred against people:
  - of a particular race (including colour, nationality, and ethnic or national origins, religion (including lack of religion), sex or sexual orientation;
  - who have a physical or mental disability; or
  - who have the characteristic of gender reassignment (meaning the person is proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex).
- Content which encourages, promotes or provides instructions for an act of serious violence against a person.
- Bullying content.
- Content which:

- depicts real or realistic serious violence against a person (real or not);
- depicts the real or realistic serious injury of a person (real or not) in graphic detail.
- Content which:
  - depicts real or realistic serious violence against an animal (real or not);
  - depicts the real or realistic serious injury of an animal (real or not) in graphic detail;
  - realistically depicts serious violence against a fictional creature or the serious injury of a fictional creature in graphic detail.
- Content which encourages, promotes or provides instructions for a challenge or stunt highly likely to result in serious injury to the person who does it or to someone else.
- Content which encourages a person to ingest, inject, inhale or in any other way self-administer:
  - a physically harmful substance;
  - a substance in such a quantity as to be physically harmful.

## **Offences**

You must not upload, post, create on our Platform, share or cause any uploading, posting, creation or sharing, of any of the following:

- A grossly offensive, indecent, obscene or menacing message intending to cause offence, menace, distress or anxiety.
- A false message knowing it to be false, intending to cause non-trivial psychological or physical harm to a likely audience, and with no reasonable excuse.
- A message threatening death or serious harm while intending or being reckless as to whether the object of the threat would fear that the threat would be carried out.
- Flashing images when it is reasonably foreseeable that an individual with epilepsy will see it and the sender intended that the individual would suffer harm and the sender has no reasonable excuse for sending the images.
- A communication that intends to encourage serious self-harm.
- An unsolicited sexual image, including a manufactured intimate image or "deepfake" intending the recipient to be caused alarm, distress or humiliation, or for the purpose of sexual gratification and being reckless as to whether the recipient will be caused alarm, distress or humiliation.
- A sexually explicit deepfake.

### **Additional provisions for video content**

You must comply with our guidance on use of maturity or sensitivity ratings on video content.

For the avoidance of doubt, for any User-Generated Content in the form of video content:

- You must tell us immediately, if you upload a video containing any of the following: criminal material (relating to terrorism, sexual exploitation of children, child pornography, racism and xenophobia), unclassified or unclassifiable videos, videos rated R18 or suitable for R18 rating and other material that might impair the physical, mental or moral development of persons under the age of 18 (restricted material).
- You must not upload a video containing material likely to incite violence or hatred against a group of persons or a member of a group of persons based on any of the following grounds: sex, race, colour, ethnic or social origin, genetic features, language, religion or other belief, political opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

### **Advertising**

You must not upload, post, create on our Platform or share content containing any advertising or promoting any services or web links to other apps.

You must not upload a video containing advertising for any of the following:

- Cigarettes and other tobacco products, electronic cigarettes or electronic cigarette refill containers, and prescription-only medicine; or
- Alcoholic drinks that are not aimed specifically at under 18s and do not encourage immoderate consumption of alcohol.

Any advertising included in a video you upload must not:

- Prejudice respect for human dignity.
- Include or promote discrimination based on sex, racial or ethnic origin, nationality, religion or belief, disability, age or sexual orientation.
- Encourage behaviour prejudicial to health or safety.
- Encourage behaviour grossly prejudicial to the protection of the environment.
- Cause physical, mental or moral detriment to persons under the age of 18.
- Directly exhort such persons to purchase or rent goods or services in a manner which exploits their inexperience or credulity.
- Directly encourage such persons to persuade their parents or others to purchase or rent goods or services.

- Exploit the trust of such persons in parents, teachers or others.
- Unreasonably show such persons in dangerous situations.

You must use the functionality provided on our Platform to declare whether, as far as you know or can reasonably be expected to know, any video contains advertising.

### **How we protect you from illegal content**

This provision sets out what we do to protect you from illegal content. It also explains what technology we use to help us. The latest version of our Illegal Harms Online Risk Assessment is available at: <https://www.doris.school/terms/users/illegal-harms-online-risk-assessment>.

We minimise the length of time for which terrorism content is present on the Platform by complying with the procedures outlined in Section 3 of our Risk Assessment. We will swiftly take down terrorism content when we find out about it.

We will minimise the length of time for which child sexual exploitation and abuse content is present on the Platform by by complying with the procedures outlined in Section 3 of our Risk Assessment. We will swiftly take down child sexual exploitation and abuse content when we find out about it.

We will minimise the length of time for which other content that amounts to an offence is present on the Platform by by complying with the procedures outlined in Section 3 of our Risk Assessment.. This applies to content relating to assisting suicide, threats to kill, public order offences, harassment, stalking and fear or provocation of violence, drugs and psychoactive substances, firearms and other weapons, assisting illegal immigration, human trafficking, sexual exploitation, sexual images, proceeds of crime, fraud, financial services, foreign interference, animal welfare and offences relating to being involved in committing any of these offences (known as inchoate offences). We will swiftly take down such content when we find out about it.

### **What content and behaviours you should report**

You can report or complain about the following content and behaviours:

- Content you consider to be illegal.
- When you think we are not dealing with illegal content or activity as we should. You can view a copy of our most recent Oline Risk Assessment at: <https://www.doris.school/terms/users/illegal-harms-online-risk-assessment>.
- Where you think our content reporting systems and processes do not easily let users report content they believe to be illegal [and content they believe to be harmful to children and that is accessible to children].

- When you think we have insufficiently considered the importance of protecting users' rights to freedom of expression or privacy.
- Where your content has been taken down on the basis that it is illegal.
- Where we have given you a warning, suspended, banned or restricted you in any way as a result of your content which we consider to be illegal content.
- Technology we use results in your content being taken down, access-restricted or deprioritised and you think the technology has been used in a way not set out in our terms of service.

### **How to complain or report content**

You should email [onlinesafety@doris.school](mailto:onlinesafety@doris.school) or contact us via the in-platform functionality.

### **How we will deal with your complaint or reported content**

We will deal with your complaint or report by complying with the procedures outlined in Section 4 of our Risk Assessment

### **Your rights to claim against us if we restrict access to your content**

If we restrict access to any content you generate or upload to or share on our service in a way that breaches these terms of service, you have a right to bring a claim against us for breach of contract.

### **Your rights to claim against us if we suspend or ban your use of our service**

If we suspend or ban you from using our service in a way that breaches these terms of service, you have a right to bring a claim against us for breach of contract.