Acceptable Use Policy

Direct customers · Version 2.1 · Effective 6 November 2026

The Client shall not, and shall ensure its Authorised Users and, where applicable, its End Customers and End Users do not:

- use the Services for any unlawful, fraudulent or infringing purpose, or to process data it has no lawful basis to process;
- introduce malware, or attempt to gain unauthorised access to, or interfere with the security or integrity of, the Services or other customers' data;
- reverse-engineer, decompile or attempt to derive source code, save to the extent this cannot lawfully be restricted;
- resell, sublicense or provide the Services other than as expressly permitted by the Agreement, or on behalf of any third party outside any embedded arrangement permitted by the Agreement;
- place unreasonable or disproportionate load on the Services, exceed documented API rate limits, or circumvent usage controls; or
- remove or obscure the Supplier's identifiers where their inclusion is required by law or a third party (HMRC RTI identifiers, BACS originator details, pension file formats).

The Supplier may apply reasonable rate limits and may, without liability, suspend or throttle access where it reasonably believes this Policy has been breached or where necessary to protect the Services, other customers or personal data, giving notice where practicable.