



Acceptable Use Policy

Version 3.5.2 | Effective date 1 September 2025

RecordMy Acceptable Use Policy (AUP)

This Acceptable Use Policy (“AUP”) applies to use of the RecordMy platform and related services (“Services”).

1. Prohibited use

You must not use the Services to:

- break any law or regulation (including data protection, safeguarding and confidentiality duties)
- store or transmit unlawful, abusive, hateful, discriminatory, obscene or defamatory content
- upload malware or malicious code, or attempt to compromise security
- attempt unauthorised access, scanning, probing or penetration testing without written permission
- bypass authentication, rate limiting, or access controls
- access or attempt to access data belonging to another customer/tenant
- reverse engineer, copy, resell, sublicense, or provide the platform to third parties except authorised users

2. Customer responsibilities

- Ensure only authorised personnel access the Services
- Maintain appropriate user permissions and role controls
- Ensure records entered are accurate and lawful
- Maintain local device, identity and access security

3. Safeguarding context

RecordMy supports safeguarding recordkeeping. Customer remains responsible for safeguarding decisions, escalation, reporting duties and professional judgement.

4. Fair use

We may apply fair use limits to prevent abuse or degradation of service (for example excessive automated requests).

5. Suspension

We may suspend or restrict access where we reasonably believe there is misuse, security risk, or where required by law. Where practical, we will notify the customer and work to resolve the issue.