

Global Acceptable Use Policy

This acceptable use policy (“Acceptable Use Policy”) applies to all sites and mobile applications operated by the Global Media & Entertainment Group (collectively, the “Sites”). Please read the terms of this policy carefully before using any of our Sites.

1. What’s in this policy?

This Acceptable Use Policy sets out the content standards that apply when you upload content to our Sites, make contact with other users on our Sites, link to our Sites or interact with our Sites in any other way.

2. Who we are and how to contact us

Our Sites are operated by Global Media Group Services Limited (“**Global**”). Global is a company registered in England and Wales with company number 03296557 whose registered office is located at 30 Leicester Square, London, WC2H 7LA. Global’s VAT registration number is GB 491 6907 13. For the avoidance of doubt, any references to “we”, “us” and “our” in this policy should be construed as references to Global.

To contact us, please email customer.support@global.com or telephone our customer service line on 0333 200 2000.

3. Your acceptance of this policy

By using our Sites, you confirm that you accept the terms of this Acceptable Use Policy and that you agree to comply with them. If you do not agree to the terms outlined in this Acceptable Use Policy, you must not use our Sites.

We recommend that you print a copy of this policy for future reference.

4. Application of other terms

Please also be aware that your use of our Sites is also subject to the following terms:

- our [Website Terms of Use](#), which set out the terms upon which your access to the Sites is granted;
- our [Privacy Policy](#), which sets out how we collect and use information about you when you interact with our services and our Sites;
- our [Cookies Policy](#), which sets out information about the cookies we use on our Sites; and
- our [General Competition Terms and Conditions](#), which apply to all competitions, prize draws and promotions we run on our Sites, social media platforms, on-air or otherwise. Please also note that each competition, prize draw or promotion will also be subject to specific rules which apply to that competition, prize draw or promotion. These specific rules can be found on the relevant brand website to which the competition, prize draw or promotion relates.

5. Changes to the terms of this Acceptable Use Policy

We reserve the right to amend the terms of this Acceptable Use Policy from time to time. Every time you wish to use our Sites, please check the terms of this Acceptable Use Policy to ensure you understand the terms that apply at that time.

6. Prohibited uses

You may use our Sites only for lawful purposes. You may not use our Sites:

- in any way that breaches any applicable local, national or international laws or regulations;
- 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, harass or humiliate any person;
- to send, knowingly receive, upload, download, use or re-use any materials which does not comply with our content standards (as outlined in clause 8 below);
- to transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional materials or any other form of similar solicitation (spam); or
- to knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, logic 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.

You also agree:

- not to reproduce, duplicate, copy or re-sell any part of our Sites in contravention of the provisions of our [Website Terms of Use](#); and
- not to access without authority, interfere with, damage or disrupt any part of our Sites, any equipment or network on which our Sites are stored, any software used in the provision of our Sites or any equipment or network or software owned or used by any third party.

7. Interactive Services

We may from time to time provide interactive services on our Sites, including, without limitation, chat rooms and bulletin boards (collectively "**Interactive Services**").

We will do our best to assess any possible risks for users (and in particular, for children) from third parties when they use any Interactive Service provided on our Sites, and we will decide in each case whether it is appropriate to use moderation of the relevant service (including what kind of moderation to use) in light of those risks. However, we are under no obligation to oversee, monitor or moderate any interactive service we provide on our Sites, and we expressly exclude our liability for any loss or damage arising from the use of any Interactive Service by a user in contravention of our content standards, whether the service is moderated or not.

The use of any of our Interactive Services by a minor is subject to the consent of their parent or guardian. We advise parents who permit their children to use an Interactive Service that it is important that they communicate with their children about their safety online, as moderation is not foolproof. Minors who are using any Interactive Service should be made aware of the potential risks to them.

Where we do moderate an Interactive Service, we will normally provide you with a means of contacting the moderator, should a concern or difficulty arise.

8. Content standards

The following content standards apply to any and all material which you contribute to our Sites (“**Contribution**”), and to any Interactive Services associated with them.

These content standards must be complied with in spirit as well as to the letter. The standards apply to each part of any Contribution as well as to its whole.

You acknowledge and accept that Global will determine, in its sole discretion, whether a Contribution breaches these content standards.

A Contribution must:

- be accurate (where it states facts);
- be genuinely held (where it states opinion); and
- comply with the law applicable in England and Wales and in any country from which it is posted;

A Contribution must not:

- be defamatory of any person;
- be obscene, offensive, hateful or inflammatory;
- bully, insult, intimidate, harass or humiliate;
- contain any sexually explicit material;
- promote violence;
- promote discrimination based on race, sex, religion, national, disability, sexual orientation or age;
- infringe any copyright, database right, trade mark or any other intellectual property rights of any other person;
- 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;

- be threatening, abusive or invade another's privacy, or cause annoyance, inconvenience or needless anxiety;
- be likely to harass, upset, embarrass, alarm or annoy any person;
- impersonate any person, or misrepresent your identity or affiliation with any person;
- include any personal information about another individual without that person's express permission;
- give the impression that the Contribution emanates from Global or any of Global's commercial partners if this is not the case;
- advocate, promote, incite any party to commit, or assist any unlawful or criminal act;
- contain any statements 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; or
- contain any advertising or promote any services or web links to other sites.

9. Breach of this policy

When we consider that a breach of this policy has occurred, we may take such action as we deem appropriate.

Failure to comply with this Acceptable Use Policy constitutes a material breach of our [Website Terms of Use](#) upon which you are permitted to use our Sites, and may result in our taking all or any of the following actions:

- the immediate, temporary or permanent withdrawal of your right to use our Sites;
- the immediate, temporary or permanent removal of any Contribution uploaded by you to our Sites;
- the issue of a warning to you;
- the commencement of legal proceedings against you, including the reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach;
- further legal action against you; and/or
- disclosure of such information to law enforcement authorities as we reasonably feel is necessary or as required by law.

We exclude our liability for all action we may take in response to breaches of this Acceptable Use Policy. The actions we may take are not limited to those described above, and we may take any other action we reasonably deem appropriate.

If you wish to complain about content uploaded by other users, please email customer.support@global.com or telephone our customer service line on 0333 200 2000.

10. Severability

If any provision of this Acceptable Use Policy is held to be invalid or unenforceable, the remainder of this Acceptable Use Policy shall remain valid and enforceable.

11. Governing law and jurisdiction

This policy, its subject matter and formation shall be governed by and construed in accordance with the laws of England and Wales.

By using our Sites, you agree that the courts of England and Wales will have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this policy, its subject matter or formation.

Last updated: 1 July 2025