

## Rail Partners Q&A Forum Usage Policy

Welcome to the Rail Partners Members Forum Questions & Answers (Q&A). This site is operated by Rail Partners Limited ("We"). We are registered in England and Wales under company number 13894712 and have our registered office at 1 Northumberland Avenue, London, United Kingdom, WC2N 5BW. This forum facility enables you and other members to share information, through posting, allowing you to ask and answer questions relevant to the sole purpose of the Forum.

To contact us, please email [contactus@railpartners.co.uk](mailto:contactus@railpartners.co.uk) or telephone our customer service line on 0203 821 1478.

Use of the forum is restricted to users over 18 years old.

This policy sets out the content standards that apply when you upload content to our site, make contact with other users on our site, link to our site, or interact with our site in any other way. By using our forum, you confirm that you accept the terms of this policy and that you agree to comply with them. If you do not agree to these terms, you must not use our forum.

Our website terms and conditions <https://railpartners.co.uk/privacy> also apply to your use of our forum.

### CORE USAGE GUIDELINES

Below are core guidelines for use of this forum, to enable collaboration in a constructive and considerate environment:

- You may not use the forum in any way that breaches any applicable local, national or international law or regulation, or in any way that is unlawful or fraudulent or has any unlawful or fraudulent purpose or effect.
- Everything posted in the Q&A should remain private and contained within the Forum. This is a private space, and no content should be shared publicly, including posting on the internet/social media feeds.
- Be polite and respectful to other members. It is acceptable to disagree, but please do so in a respectful and constructive manner, keeping all posts professional. You must not bully, insult, intimidate or humiliate any person.
- You must not upload any content to the forum which would be reasonably considered offensive or harmful; defamatory; discriminatory; or promote violence towards any person or groups of people.
- Aim to add value with each post. If your post does not add value, please refrain from posting. The facility is designed to provide maximum usefulness for members on relevant content only. This is not intended to facilitate off topic conversations.
- If you are posting media, e.g., a photo or video, please ensure that you have the appropriate licensing/permission from the content owner. You, and not Rail Partners, will be responsible for any intellectual property infringements if unlicensed content is posted.

- Do not post any confidential or personally identifiable information into the Q&A facility.
- We all have a responsibility to protect company and personal information, so if you do see any of the aforementioned information types posted or think someone has received something they shouldn't have in error, please contact the Q&A Forums administrators and [joe.nixon@railpartners.co.uk](mailto:joe.nixon@railpartners.co.uk) (Rail Partners Data Protection Officer)
- Do not use the forum to transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).
- You must ensure that you do not 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.
- Posts are attributed to the individual and do not represent the views of the Train Operating Company or Rail Partners.

Please note that we are under no obligation to oversee, monitor or moderate any interactive service we provide on our forum, 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.

#### BREACH OF THIS POLICY

When we consider that a breach of this Forum Usage 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 and conditions upon which you are permitted to use our site and the forum, and may result in our taking all or any of the following actions:

- Immediate, temporary or permanent withdrawal of your right to use our site and the forum.
- Immediate, temporary or permanent removal of any contribution uploaded by you to our site.
- Issue of a warning to you.
- Legal proceedings against you for 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.
- 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.