

Terms Of Service

These terms of service, together with the terms of our Privacy Policy, (collectively, the Terms) govern your use (whether as a registered user or guest) of the SupportStreet.org website at <https://supportstreet.org> and your relationship with SUPPORT STREET LTD (company registration number 11648724). Please read them carefully as they affect your rights and liabilities under the law.

If you do not agree to these Terms, please do not register for or use SupportStreet.org. By using our site, you confirm that you accept these Terms and that you agree to comply with them. If you have any questions on these Terms, please contact developer@supportstreet.org.

These terms of service were last amended on the 30th October 2018. We may revise these terms of service from time-to-time, so please check back to review any updates.

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1. Definitions and interpretation

1.1 'Foundation' means a 'Community Foundation' or 'UK Community Foundations'.

1.2 'Charity' or 'Charities' means charities and community groups and includes, but is not limited to, social enterprises, not-for-profits, companies, CICs, partnerships and any unincorporated organisations that undertake charitable activities (under the laws of all or part of the United Kingdom).

1.3 'Supporter' means a donor who comes to SupportStreet.org to find and donate funds to a Charity.

1.4 'Fundraiser' means an individual who sets up a fundraising webpage in order to raise money for a particular Charity.

1.5 'Support Street page' means the webpage or webpages a Charity may create on SupportStreet.org.

1.6 'SupportStreet.org' means the website and webpages hosted under the parent domain www.supportstreet.org.

1.7 'Support Street' refers to SUPPORT STREET LTD (company registration number 11648724).

2. What is SupportStreet.org

2.1 SupportStreet.org is a resource to promote, increase awareness of and facilitate the raising of funds for Charities and their charitable activities. SupportStreet.org also allows the public to find, donate to, and

raise funds for, any of the Charities that are registered with SupportStreet.org.

2.2 The services provided by Support Street include, processing donations from Supporters, managing the collection of Gift Aid information, and transferring Gift aid details and funds to Charities.

2.3 SupportStreet.org is owned and operated by SUPPORT STREET LTD

Charities and community organisations

3. Eligibility criteria, registration and charity validation process

3.1 Support Street welcomes a wide range of charities and community groups, both registered and unregistered, including registered charities, community interest companies (CICs), companies, partnerships and any unincorporated organisations that undertake charitable activities in the United Kingdom and that meet our eligibility criteria (each of these groups are referred to in these terms of service as Charities).

3.2 If you wish to register your organisation with Support Street you should contact developer@supportstreet.org. You must meet the definition of a charity or community group as described in 3.1.

3.3 If your organisation meets these eligibility criteria then you can register with Support Street. You are responsible for ensuring that all of the details provided to Support Street by or on behalf of your organisation (including, but not limited to, information in respect of your charitable activities and legal status) is kept accurate and up-to-date.

3.4 After you make an application, we may undertake a charity validation process to confirm whether or not you meet our eligibility criteria. Our charity validation is designed to reassure the public, prospective donors and existing donors that all of the organisations registered with Support Street have charitable activities and that when Supporters donate through SupportStreet.org, their donations will be spent by a Charity for the benefit of communities in need or to contribute towards other charitable causes.

3.5 To join Support Street, all groups must be successfully validated by SupportStreet. There are distinct validation criteria for groups who are

registered with the Charity Commission, the Charity Commission Northern Ireland, or OSCR, and for groups who are not registered with one of these bodies.

3.6 A statutory body is eligible for Support Street membership only if it is also a registered charity. However, 'Friends of' groups, or PTAs do not have to be registered charities to join Support Street (although they still need to pass the eligibility criteria and validation process above).

3.7 Charities that are registered with the Charity Commission, OSCR, The Charity Commission Northern Ireland will need to submit:

a completed validation form for registered charities and a bank statement for an account in the name of the Charity that is dated within the past three months. This can be an online statement, a scanned copy of an original bank statement, or an original bank statement. The statement must contain the account number, sort code, and account name, and must not be a personal account.

3.8 Groups that are not registered with the Charity Commission (England and Wales), The Charity Commission Northern Ireland, or OSCR (Scotland) will need to submit:

a completed validation form for unregistered charities;

a bank statement for an account in the name of your group, dated within past three months. This can be an online statement, a scanned copy of an original bank statement, or an original bank statement. The statement must be dated within the last three months, and contain the name of the account, sort code, and account number, and must not be a personal account;

a signed copy of your group's constitution, governing document, or articles of association. This must include provision for at least three trustees or directors, two of whom are unrelated, and a dissolution clause that states that assets will be passed to another similar organisation in the event of the group winding up; and

a copy of your most recent annual accounts, or a budget/forecast in the case of a newly formed group.

3.9 Please note that the validation form requires the personal details of two bank account signatories for your organisation.

3.10 You acknowledge and agree that, upon successful completion of our charity validation service, Support Street shall process all donations, including where applicable Gift Aid information, through your Support Street page in accordance with these terms of service.

3.11 Support Street reserves the right to decline any registration application without any explanation, and to subsequently revoke registration: if the Charity is no longer undertaking its specified charitable activities; if the Charity's status has changed such that it no longer meets our eligibility criteria; or for any other reason in Support Street's reasonable discretion.

3.12 If your organisation's charitable status changes, (e.g. you become liable for registration with a legislative or regulatory body or authority) it is your responsibility to update Support Street and the relevant legislative or regulatory body or authority for the part of the United Kingdom where you are located. Support Street will revoke memberships for groups that should have registered with an appropriate body.

3.13 You may be asked to send additional documentation from time to time to confirm your charitable activities, use of donations, legal status and financial details, to Support Street. You agree to comply with all reasonable requests in this respect.

3.14 Support Street provides a platform to raise voluntary income (freely given donations). If Supporters are given something in return for their donations, such as at a bake sale or raffle ticket sale, then Gift Aid will not be applicable. It is the responsibility of the Charity obey the laws related to the receiving of Gift Aid.

3.15 The Charities agree that funds received as donations via Support Street must strictly only be used to further the charitable activities that comply with clause 3.2 above and have been agreed as part of the application and validation process. If Charities are unable to use the funds to further these charitable activities, they must immediately notify Support Street. If funds already received are not in accordance with this clause 3.17, the Charities will repay them, and the relevant Gift Aid, to Support Street. Support Street may contact any Charity in respect of donations made to that Charity/information required about how the donations are used.

4. Creating your Support Street pages

4.1 You must ensure that the details provided by you on behalf of your organisation (on registration or at any time subsequently) are correct and complete. We are not liable to you or any third party under any circumstances for data entered incorrectly by you.

4.2 You must inform us immediately of any changes to the information that you provided when registering. In particular you must keep your contact details up-to-date.

4.3 You must ensure the content of your Support Street pages, including on any appeal or project pages you create, reflects the charitable activities that your organisation undertakes. Information you provide must not be misleading, and must be complete and accurate in all material respects. You must also ensure that it remains up-to-date. Content on your Support Street page is entirely your responsibility and you must ensure it is truthful, honest and legal.

4.4 Any video content you upload must be suitable for children below the age of 18.

4.5 You must have the consent of copyright owners to use their copyright material. If you use someone else's personal information, material or image you must have their permission to do so. If your materials include children or vulnerable adults, you must ensure you have the appropriate written permissions for such material to be used.

4.6 You should follow the guidance set out on SupportStreet.org when creating your Support Street pages.

4.7 Your submission of content to your Support Street page is accepted on the basis that you have complied with the provisions of this clause, that any applicable legal compliance issues pertaining to your Support Street page have been satisfied (such as ensuring the appropriate permissions have been given by people who appear in images you want to use). You further agree that by your submission, you are authorising us to post such material on SupportStreet.org without infringing third party rights or relevant law or regulations.

4.8 Each time you update your main Support Street page any changes you have made will be reviewed by Support Street prior. We may correct typographical and grammatical errors and make minor adjustments to the content you submit. We reserve the right to reject any content at our sole discretion if we feel such content is inappropriate.

5. Annual membership fees

5.1 There is no annual membership fee to join Support Street.

6. Donations - requirements

6.1 You acknowledge and agree that Support Street will process all donations made through SupportStreet.org in accordance with these terms of service. Please see clauses 15 and 16 for more information about requirements for donations and how we process them. Support Street will pass on Gift Aid information to you so that you may reclaim it.

6.2 Support Street may refuse to process any transactions made through SupportStreet.org if it is not reasonably satisfied that:

- such transactions are lawful and not related to fraudulent activities;
- such transactions have been properly authorised by the relevant persons;

- the information provided to us in respect of such transaction is true and correct; and

6.3 Support Street will report unlawful or fraudulent activity to the appropriate authorities.

6.4 Support Street directs all donation payment transfers to the latest bank account details you provide. You are responsible for keeping Support Street informed of your correct and up-to-date bank account details. If you provide incorrect or out-of-date bank account details, we will not be responsible if a payment is delayed or made incorrectly.

6.5 Foundations and Charities are responsible at all times to ensure that no benefit is transferred to a Supporter who claims Gift Aid as a result of their donation in accordance with HMRC guidelines. For advice on what could constitute a benefit please refer directly to [HMRC's website](#).

6.6 If the Gift Aid scheme is not being communicated or represented properly by a Foundation or Charity it counts as misuse of the platform. Wherever possible Support Street will communicate with the Charity before taking an action, but repeated or serious misuse will lead to suspension or termination of the Charity's account, including but not limited to, the removal of their Support Street webpage and donation functionality.

7. Processing donations

7.1 Donations are accepted only in pounds sterling. Payments to Charities will only be made in pounds sterling. All fees and charges set out in these terms of service are based on donations and payments being made only in pounds sterling in the UK.

7.2 Donations are currently processed and fees charged as below. We reserve the right to change these processes and fees at our discretion.

7.3 There is a payment processing fee on all donations, which is charged by the payment provider as follows:

- i) One-time donations can be made using UK credit or debit cards, international cards, American Express, or by using a PayPal account.
- ii) Card donations are processed by Stripe. PayPal donations are processed by PayPal. Please check with these providers for their latest fee information as it relates to your business model and legal structure.

7.4 Support Street do not charge a separate processing fee at this time. Support Street reserve the right to revise this fee at any time and with reasonable notice.

7.5 Donations made via credit card, debit card, PayPal or Direct Debit will typically take 2-3 weeks to reach your bank account from the date of donation.

7.6 Gift Aid information recorded by Support Street will be passed to Charities within 1-2 weeks.

7.7 We are not responsible for any delayed or incorrect payments made as a result of acts or omission of the relevant financial institution or HMRC.

7.8 Interest will not accrue or be payable on any donation, including where applicable Gift Aid, made through SupportStreet.org.

8. Donations - Gift Aid

8.1 Supporters are responsible at all times for making an accurate Gift Aid declaration when they make a donation through SupportStreet.org. We are not responsible for any false or inaccurate Gift Aid declarations made by Supporters.

8.2 When Supporters make a donation on SupportStreet.org they are asked to confirm 3 attestations and make a Gift Aid declaration in order to claim Gift Aid on their donations:

- I've paid income tax this year
- I'm paying with my own money, i.e. it has not come from anyone else e.g. a business, friends, family or a collection.
- I'm not receiving a benefit or product for my donation e.g. a cake sale, entry to an event or raffle.

The following types of donations would not be eligible for Gift Aid:

Cash collections donated through SupportStreet.org;
Money donated on behalf of someone else, or a group of people;
Money donated by a company or other organisation; or
Funds raised from the sale of goods or services.

Examples where you would be receiving a benefit include, but are not limited to:

Some types of membership subscriptions;

Ticket sales;

Lotteries or raffles;

Any other trading, e.g. buying sports equipment;

Where a person connected with the Supporter is receiving the benefit e.g. their child; or

Where you are donating to the fundraising page of a relative who is taking part in an adventure fundraising activity paid for by the Charity for whom they are raising funds.

8.3 Supporters must provide their full names and home addresses under HMRC rules; without this information Gift Aid cannot be claimed.

8.4 It is the Charity's responsibility to process Gift Aid claims once [SupportStreet.org](https://www.supportstreet.org) has collected the necessary information and attestations.

8.5 The Gift Aid tax reclaim rate is 25p for every £1 donated. This is subject to change as per HMRC's guidelines. For reference to HMRC regulations click [here](#).

9. Use of donations made through SupportStreet.org

9.1 As a Charity, you undertake that donations, including where applicable Gift Aid, received through SupportStreet.org will only be used in accordance with your charitable activities that comply with [clause 3.2](#) of these terms of service, and any other requirements of Support Street.

9.2 Support Street may ask you to substantiate the statements made on your webpages (and their compliance with relevant laws) as to your use of donations.

9.3 Support Street accepts no responsibility for the manner in which Charities use their donations.

9.4 If a donation is rejected or declined for any reason, Support Street cannot intervene or pass the donation on to another charity.

10. Transaction information

10.1 All information on the transactions that we process for you through SupportStreet.org, and any deductions we have made in respect of such transactions, will be available through your Support Street account. We do not issue paper statements.

10.2 If you are unable to access your transaction information through your Support Street account, please contact the Support Street help desk by emailing developer@SupportStreet.org.

Fundraisers

11. Eligibility criteria

11.1 Fundraising pages on SupportStreet.org can only be used to fundraise by a Charity.

11.2 You must be at least 13 years old to register as a Fundraiser. We may consider making exceptions if you have the consent of your parent or guardian; please have your parent or guardian contact us directly in this circumstance.

12. Creating your fundraising pages

12.1 You are responsible for ensuring that any content you display on SupportStreet.org, and any other information provided to Support Street in relation to you and your charitable activities (including details provided in your application for registration and any other information you provide during the charity validation process), is complete and accurate and is kept up-to-date in all material respects.

12.2 Fundraisers using the fundraising page functionality to raise money for a Charity on SupportStreet.org must ensure that the details provided on registration or at any time subsequently are correct and complete. We are not liable to you or any third party under any circumstances for data entered incorrectly by you.

12.3 You must inform us immediately of any changes to the information that you provided when registering. In particular you must keep your contact details up-to-date.

12.4 You must ensure the content of your fundraising page is not misleading. Content on your fundraising page is entirely your responsibility and you must ensure it is truthful, honest and legal.

12.5 Any video content which you upload must be suitable for children below the age of 18.

12.6 You must have the consent of copyright owners to use their copyright material. If you use someone else's personal information, material or image you must have their permission to do so. If your graphics include children or vulnerable adults, you must ensure you have the appropriate written permissions for such material to be used.

12.7 Your submission of content to your fundraising page is accepted on the basis that you have complied with the provisions of this clause, that any applicable legal compliance issues pertaining to your fundraising page have been satisfied (such as ensuring the appropriate permissions have been given by people who appear in images you want to use). You further agree that by your submission, you are authorising us to post such material on SupportStreet.org without infringing third party rights or relevant law or regulations.

12.8 Once your fundraising campaign has ended your fundraising page will still be visible on SupportStreet.org at your direct URL. If you would like to remove your page then please contact developer@supportstreet.org.

12.9 Your creation of a fundraising page does not imply our endorsement of your fundraising activity. You should consult with your chosen Charity to confirm they deem your fundraising activity to be acceptable (many Charities do not wish to support dangerous or unusual sports or challenges). We reserve the right to cancel your fundraising page either at the request of the relevant Charity or at our discretion.

12.10 Support Street reserves the right to remove any fundraising page at any time, at our sole discretion and without explanation, if we deem it inappropriate, or if we are requested to do so by the Charity you are fundraising for, or if we believe you have breached any of the rules in these terms of service.

13. Donations

13.1 Please see clauses 7 and 16 for information about requirements for donations and how we process them.

13.2 If a donation is rejected or declined for any reason, Support Street cannot intervene or pass the donation on to another charity.

13.3 If you are unable to complete your fundraising event Support Street is unable to refund any donations to your Supporters. You are able to deactivate your fundraising page to prevent future donations by contacting developer@supportstreet.org.

13.4 If you are taking part in an adventure / challenge activity (for example a parachute jump) paid for by the charity or community group you are raising funds for or receiving any other benefit as a result of the fundraising event, relatives donating to your fundraising page may not claim Gift Aid on their donations. (See clause 9 above for more information on Gift Aid.)

13.5 If you have collected money offline that you would like to process through your fundraising page you may not claim Gift Aid. For more information about Gift Aid requirements please see clause 9 above.

Supporters

14. Making a donation

14.1 As a Supporter, when you may make a donation through SupportStreet.org, the donation is made to your chosen Charity and any Gift Aid data you provide is also passed on to them to be claimed with HMRC. For more information about Gift Aid requirements please see clause 9 above.

14.2 Donations will be sent directly the stripe or PayPal accounts of your chosen charity without interception by Support Street.

14.3 Support Street has no control over the dispersal of funds - that agreement is made between your chosen charity and their payment processing providers (Stripe and PayPal).

14.4 If a donation is rejected or declined for any reason, Support Street cannot intervene or pass the donation on to another charity.

14.5 For more information on how we will process your donation, please see clause 8 above, and to find out about what fees will apply to your donation, please see clause 8.3 above.

15. Refunds on donations

15.1 Supporters are responsible for ensuring they donate the amount they intended.

15.2 Support Street can only provide refunds where required by law, or where there has been a technical error caused by SupportStreet.org.

15.3 If you become aware of any payment error, please contact the Support Street help desk team as soon as possible at developer@supportstreet.org as well as your credit or debit card provider, or PayPal, where applicable.

General terms and conditions

16. Information, security and privacy

16.1 If you register for an account with us, then you are responsible for protecting your login information, including your password, and for all use of your Support Street account. If you lose your login details or you know or suspect that someone else knows your login details, you must notify Support Street as soon as possible by contacting developer@supportstreet.org.

16.2 If Support Street has reason to believe that there is likely to be a breach of security or misuse of SupportStreet.org, Support Street may require you to change your login details. In extreme circumstances, your Support Street account may also be suspended.

16.3 Support Street will capture, process, protect and secure personal data provided by you for the purposes set out on SupportStreet.org, in accordance with the Privacy Policy and in compliance with the Data Protection Act 1998.

16.4 You will at all times comply with all applicable data protection legislation and guidelines (including, but not limited to, the Data Protection Act 1998).

16.5 We will not share any personal details with any third party other than as set out in our Privacy Policy. For more information about how we use data we collect from you please refer to our Privacy Policy.

17. Use of SupportStreet.org

17.1 You must not use SupportStreet.org for any of the following purposes:

dissemination of anything unlawful, harassing, libellous, abusive, threatening, harmful, vulgar, obscene, or otherwise objectionable or use of any material that could result in any of these;

transmission of any material that encourages conduct constituting a criminal offence, or otherwise breaches any applicable laws, regulations or code of practice;

interfering with any other's use or enjoyment of SupportStreet.org;

making, transmitting or storing electronic copies of materials protected by another's intellectual property rights without the permission of the owner;

misrepresenting your identity or affiliation with a Charity or any other person or organisation;

conduct, display or distribute surveys, raffles (except as expressly permitted by Support Street), lotteries, contests, pyramid schemes or chain letters; or

any other purpose which is unlawful or likely to harm or bring SupportStreet.org or Support Street into disrepute.

17.2 You warrant that any content you supply to Support Street for display on SupportStreet.org shall:

comply with any applicable law or regulation;

not be technically harmful;

not be threatening, defamatory, offensive, pornographic or discriminatory;

not breach any third party intellectual property rights, or any right or duty owed to a third party; and

not be materially misleading, incomplete or inaccurate.

17.3 You must not misuse SupportStreet.org by knowingly introducing viruses, trojans, worms, logic bombs or other materials which are malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site.

17.4 If you notice any content that breaks these content rules, please notify us. Support Street will report unlawful or fraudulent activity to the appropriate authority.

18. Limitation of liability

18.1 You agree that your use of SupportStreet.org is on an as is and as available basis and that your use of SupportStreet.org is at your sole risk. To the fullest extent permitted by law, and except as expressly provided under these terms of service, Support Street excludes all representations, conditions, warranties and other terms in relation to SupportStreet.org.

18.2 Support Street excludes all liability and responsibility for any loss or damage that may result to you or any third party (including, but not limited to, any direct, indirect, or consequential loss or damage whether in tort, contract or otherwise), in connection with any content displayed on SupportStreet.org or the use, or inability to use, SupportStreet.org or any websites linked to SupportStreet.org.

18.3 We will not be liable for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment, computer programs or data due to your use of our site or to your downloading of any content on it, or any website linked to it.

18.4 Support Street does not exclude or limit its liability for death or personal injury resulting from its negligence, fraud, fraudulent misrepresentation or any other liability that may not be excluded or limited.

18.5 Support Street is under no obligation to accept any content supplied by you for display on SupportStreet.org; or check or exercise editorial control over the content you supply but may, in its sole discretion, decide to remove, or refuse to upload, any of your content from SupportStreet.org.

18.6 Support Street does not accept any liability in respect of any content generated by you or information provided by you (including, but not limited to, information relating to a charity's charitable status) displayed on SupportStreet.org.

18.7 Support Street will not be liable for any losses which are not reasonably foreseeable.

19. Third party websites

19.1 SupportStreet.org includes links to other pages on the world wide web. Inclusion of a link to another website does not imply endorsement of its content or opinions. SupportStreet.org does not make any warranty or guarantee in relation to the content on other such websites. We will

not be liable for any loss or damage that may arise from your use of them.

20. Availability of SupportStreet.org

20.1 Support Street will take reasonable efforts to ensure a continuous service on SupportStreet.org for its users, but reserves the right to suspend or cease operation of all or any part of SupportStreet.org at any time without any prior notice. Access to SupportStreet.org may be occasionally restricted to allow for repairs, maintenance or the introduction of new facilities or services.

21. Suspension or termination

21.1 You may discontinue your use of SupportStreet.org at any time and request that all of your details be deleted from Support Street's databases. If you have chosen to register an account with us, you may also request that content you supplied for display on SupportStreet.org is taken offline. Such requests should be made in writing to developer@supportstreet.org.

21.2 Any such request will be actioned by Support Street within seven days following the request. However, some removed and deleted information may persist in backup copies for as long as is required to comply with laws and regulations and to facilitate, in rare instances, the refunding of donations.

21.3 Support Street will not refund membership fees if you decide to terminate your agreement with us under these terms of service before the end of your current subscription period.

21.4 These terms of service will continue to apply to your past use of SupportStreet.org.

21.5 Support Street reserves the right, at its sole discretion, to immediately and without notice, suspend or permanently deny your access to all or part of SupportStreet.org and its associated services (including, but not limited to, by restricting the ability to receive donations or removing particular webpages displaying content you supplied) where you breach these terms of service. This is including, but not limited to, where there is any actual or suspected fraudulent, criminal or improper use of SupportStreet.org or associated services.

22. Advertising and sponsorship

22.1 Part of SupportStreet.org may contain advertising and sponsorship. Advertisers and sponsors are responsible for ensuring that material submitted for inclusion on SupportStreet.org complies with relevant laws and codes. We will not be responsible to you for any error or inaccuracy in advertising and sponsorship material.

23. Intellectual property

23.1 All content on SupportStreet.org is owned by Support Street or its content providers and is protected by copyright, trade marks, database and other intellectual property rights. No information or material on SupportStreet.org can be copied, reproduced or downloaded without our express written permission.

23.2 You may print off one copy, and may download extracts, of any pages at SupportStreet.org (that you have the right to access) for your personal use but you must not alter them or remove any copyright or trade mark notice.

23.3 Support Street will provide certain promotional materials to Fundraisers and Charities for use in promoting their fundraising events. These materials may be printed multiple times, provided their usage remains non-commercial and copyright and proprietary notices are abided by.

23.4 Please contact developer@supportsteet.org if you would like to seek permission to use or display any SupportStreet.org intellectual property. You may not otherwise reproduce, modify, copy or distribute any of the other materials or content on SupportStreet.org without written permission from Support Street and, where applicable, the copyright holder.

23.5 Any content you upload to post to the pages you create on Support Street shall be considered non-confidential and non-proprietary. You retain all of your ownership rights in your content, but you are required to grant us a non-exclusive licence to use those rights as described below.

23.6 Certain content that you post on SupportStreet.org (e.g. text, photos, videos) may be protected by intellectual property rights such as copyright and trade marks. You grant Support Street a non-exclusive, royalty-free, transferable, sub-licensable, worldwide licence in and to your intellectual property rights in any and all content you supply to Support Street. This

licence shall allow us, in connection with the activities of SupportStreet.org, to use, store and copy such content and distribute and make it available to third parties. These activities include, without limitation, operating and publicising SupportStreet.org (for example, through social media outlets). You can terminate this licence by contacting us in writing when you deactivate your Support Street account.

24. Applicable law

24.1 The agreement between us, including these terms of service, and any non-contractual obligations arising out of or in connection to them, will be governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the English Courts.

25. International use

25.1 Support Street makes no promise that materials on SupportStreet.org are appropriate or available for use in locations outside the United Kingdom, and accessing SupportStreet.org from territories where its contents are illegal or unlawful is prohibited. If you choose to access this website from locations outside the United Kingdom, you do so at your own risk and are responsible for compliance with local laws.

26. Notices

26.1 Notices must be in writing and, in the case of notices from you to Support Street, may be sent to our registered business address or developer@supportstreet.org. In the case of notices given by Support Street to you, they may be sent by post or email using the most recent contact details provided to Support Street.

27. Miscellaneous

27.1 Support Street may amend these terms of service from time to time. We may terminate the membership of any Charity that fails to comply with the letter and spirit of these terms of service at any time. You are responsible for reviewing the latest version of these terms of service when you access SupportStreet.org. The latest version of these terms of

service will govern any future usage by you of SupportStreet.org. Copies of these terms of service will be available upon request.

27.2 You may not transfer your rights or obligations under these terms of service to any other person or organisation. Support Street may transfer its rights and obligations to another person or organisation without prior notice to, or consent from, you.

27.3 A person who is not a party to these Terms does not have any rights under the Contracts (Rights of Third Party) Act 1999 to enforce any of them.

27.4 If you have any queries regarding our Terms please contact developer@supportstreet.org.