



ILLUMINATE PANEL: TERMS AND CONDITIONS OF USE

1. INTRODUCTION: Welcome to our website (the "**Website**"), a community website where you can take part in and access illuminate panel surveys, polls community based discussions, forums, chats and more (the "**Website Service**"). This Website and the Website Service is operated by Future Publishing Limited of Future Publishing Limited, Quay House, The Ambury BATH BA1 1UA, ("**Future**" or "**We**" or "**Us**") and powered by Vision Critical Research Solutions (UK) Limited of 17 Hatfields 2nd Floor, London, SE1 8DJ by accessing the Website and/or using the Website Service, you agree to be bound by the following terms and conditions ("**Terms**") and our privacy policy. If you have any queries about the Website or these Terms, you can contact us by any of the means set out in paragraph 16 of these Terms. If you do not agree with these Terms, you should leave the Website and stop using the Website Service immediately.

2. ELIGIBILITY AND REGISTRATION: In order to make use of certain parts of the Website Service, you will need to register an account with Us by signing up as an Illuminate panel member. In order to do so, you must (a) satisfy the minimum age requirement (16 or older); (b) provide Us with complete and accurate registration information including a password, User Id, and/or other registration information (collectively, "Registration Information"); and (c) ensure your use of the Website Service is in accordance with these Terms and any Applicable Laws (as defined in paragraph 4, below). By registering an account with Us you warrant that: (a) you meet the minimum age requirement, which will be specified on the registration pages; (b), you have given complete and accurate registration information, and will keep that information updated; and (c) your use of the Website Service does not violate these Terms or breach any Applicable Laws. If any of your registration information changes, you must update it as soon as possible. You acknowledge that you will be responsible for all activities which take place under your username and for keeping your password secure. If you become aware of any actual, threatened or suspected unauthorised use of your username and/or any other breach of security, you agree to notify Us immediately. You may cancel your account with Us at any time by following the instructions on the registration pages. We may terminate your account with Us for any or no reason, at any time, with or without notice and without liability.

In order to use the Website Service, you will require access to the world-wide web. You are responsible for any connection, service and other fees associated with such access and for providing all equipment necessary to enable you to

connect to the world-wide web (including a computer and modem or other access device).

The Service Provider follows the requirements of the following laws and codes

- Data Protection Act 1998
- Market Research Society (MRS) Code of Conduct 2.

3. USE OF USER ID/PASSWORD:

a) If you register and/or set up an account on the Website, you will be solely responsible for maintaining the confidentiality of your Registration Information. You may not authorize others to use your Registration Information. You may not sub-license, transfer, sell or assign your Registration Information and/or this Agreement to any third party without our written approval. Any attempt to do so will be null and void and shall be considered a material breach of this Agreement.

b) You are solely responsible for all usage or activity on your account including, but not limited to, use of the account by any person who uses your Registration Information, with or without authorization, or who has access to any computer on which your account resides or is accessible.

c) If you have reason to believe that your account is no longer secure (for example, in the event of a loss, theft or unauthorized disclosure or use of your Registration Information or any credit, debit or charge card number stored on the Website), you must promptly change the affected Registration Information by using the appropriate update mechanism on the Website, if available, or notify our Privacy Policy Coordinator as described in our Privacy Policy.

4. GENERAL RULES RELATING TO CONDUCT: The Website Service is made available for your own, personal use. The Website Service must not be used for any commercial purpose whatsoever or for any illegal or unauthorised purpose. When you use the Website Service you must comply with all applicable UK laws relating to online conduct (including, without limitation, content which can be posted online) and with any applicable international laws, including the local laws in your country of residence (together referred to as "**Applicable Laws**").

5. CONTENT SUBMITTED TO THE WEBSITE: You are responsible for any information, data, text, music, software, sound, photographs, graphics, video, messages or other content ("**Content**") which you post or upload and/or display (in public or privately) to the Website. Future may (but shall not be obliged to) delete, edit, lock, move or remove any Content without notice and for any reason and/or to record the IP address from which any Content is posted, uploaded and/or displayed without notice and for any reason, including, without limitation, Content which, in our sole discretion, violates these Terms or is or may be irrelevant, out of date, inappropriate or objectionable in any way whatsoever, or in respect of which Future receives any complaint (whether justified or not). By posting, uploading and/or displaying any Content to the Website you warrant that: (a) you own all intellectual property and proprietary rights in such Content or that you have a licence from the owner of such rights to post, upload and/or display such Content on the Website; and (b) the posting, uploading and/or displaying of such Content on the Website and the grant of the

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The nature of this Website is interactive and public. By posting content, you understand and acknowledge that any materials, ideas or other communications you transmit in any manner and for any reason will not be treated as confidential or proprietary. Furthermore, you acknowledge and agree that any ideas, concepts, techniques, procedures, methods, systems, video, scripts, music, photographs, designs, plans, charts, or other materials you transmit may be used by Future anywhere, anytime, and for any reason whatsoever.

You acknowledge that Future will not screen or otherwise check any Content which is submitted by you or any other user of the Website Service before it is posted, not monitor yours or any person's use of the Website Service. As such, you as the user of the Website Service are responsible for any Content you submit to the Website and the manner in which the Website Service is used under your username. You may take down any Content you have submitted to the Website at any time. If you become aware of any misuse of the Website Service by any person including (without limitation) any posting of Content which violates these Terms, please contact us by following the instructions set out in paragraph 16 of these Terms or click on the "Report this" link at the bottom of the Website page or next to the Content which has been posted.

6. SPECIFIC RULES RELATING TO CONDUCT: You agree that when using the Website Service you will comply with all Applicable Laws (as defined in paragraph 4), these Terms and you acknowledge that you are responsible for all acts and omissions which occur under your user-name. In particular, but without limitation, you agree not to:

- a. Upload, post or otherwise display Content which is or promotes behaviour which violates the rights (including, without limitation, the intellectual property rights) of a third party or which is unlawful, harmful, threatening, abusive, flaming, hateful, offensive (whether in relation to sex, race, religion or otherwise) harassing, hateful, defamatory, vulgar, obscene, invasive of another's privacy, solicits personal information from anyone under the age of 18 years, or contains any illegal content; or
- b. Upload, post or otherwise display any Content which contains software viruses or any other files or programs that may interrupt, destroy or limit the functionality of the Website or the Website Service or any server or networks connected to the Website or another's computer, or that contains any chain letters, pyramid-selling schemes, bulk mail, junk mail or similar; or

- c. Upload, post or otherwise display any Content containing a photograph of another person unless you have obtained that person's consent;
- d. Harvest or collect any IP addresses or email addresses or other contact information of any members of the Website, by electronic means or otherwise;
- or
- e. Upload, post or otherwise display any Content for any commercial or business purpose including (without limitation) any Content which contains any advertising or promotional materials; or
- f. Restrict or in any way inhibit any other person's use of the Website or the Website Service; or
- g. Upload, post or otherwise display any Content which is false, misleading, unnecessary and/or repetitive including any Content which is inaccurate, out of date or repeats that previously uploaded, posted or displayed by you or another visitor, unless absolutely necessary; or
- h. Upload, post or otherwise transmit any Content to a part of the Website which is irrelevant to the subject matter of the Content; or
- i. Register an account with us under more than one user name and/or user account number; or
- j. Use the Website or the Website Service in a manner that is inconsistent with these Terms and/or any Applicable Laws in force from time to time or in a manner which promotes or encourages illegal activity; or
- k. Breach the terms of any suspension or ban or seek alternative access; or
- l. In the interests of free speech, bring any action for defamation against Future, or any of the companies in the same group; or
- m. Use or solicit any other account holder's personal data for any purpose other than establishing non-commercial, lawful contact that such account holder would reasonably expect to welcome; or
- n. Submit Content owned by a third party without consent from that third party or submit Content in a manner which expressly or impliedly infers that such Content is sponsored or endorsed by the Website; or
- o. Use the Website in any unlawful manner or in a manner which promotes or encourages illegal activity or in a manner which could damage, disable, overburden or impair the Website or the Website Service; or
- p. Attempt to gain unauthorised access to the Website or any networks, servers or computer systems connected to the Website; or
- q. Modify, adapt, translate or reverse engineer any part of the Website or use any robot, spider, site search/retrieval application or other device to retrieve or index any part of the Website or re-format or frame any portion of the web pages comprising the Website, unless permitted by law; or
- r. Remove or obstruct from view any advertisements and/or any copyright, trademark or other proprietary notices contained on or in the Website; or
- s. Contact any other user of the Website if they have expressly asked you not to; or
- t. Attempt to impersonate any other user or account holder of the Website or the Website Service; or
- u. Use the username and/or password of any other account holder of the Website or disclose your password to any other person; or
- v. Upload, post or otherwise display any Content comprising an advertisement or accept payment or anything of value from any person in exchange for you

uploading, posting or displaying any Content or otherwise performing any commercial activity on or through the Website or the Website Service on behalf of such person (including, without limitation, posting on the forum or in general comments for a commercial purpose and/or sending messages to other users of the Website with a commercial purpose). You agree to indemnify Future and its group companies in full and on demand from and against any loss, damage, costs or expenses which they suffer or incur directly or indirectly as a result of your use of the Website and/or the Website Service, and any use of the same under your username other than in accordance with these Terms or Applicable Law.

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10. DISCLAIMER / LIABILITY: USE OF THE WEBSITE AND/OR THE WEBSITE SERVICE IS AT YOUR OWN RISK. THE WEBSITE AND THE WEBSITE SERVICE IS PROVIDED ON AN “AS IS” BASIS. TO THE MAXIMUM EXTENT PERMITTED BY LAW: (A) FUTURE DISCLAIMS ALL LIABILITY WHATSOEVER, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE IN RELATION TO THE WEBSITE AND/OR THE WEBSITE SERVICE; AND (B) ALL IMPLIED WARRANTIES, TERMS AND CONDITIONS RELATING TO THE WEBSITE AND/OR THE WEBSITE SERVICE (WHETHER IMPLIED BY STATUTE, COMMON LAW OR OTHERWISE), INCLUDING (WITHOUT LIMITATION) ANY WARRANTY, TERM OR CONDITION AS TO ACCURACY, COMPLETENESS, SATISFACTORY QUALITY, PERFORMANCE, FITNESS FOR PURPOSE OR ANY SPECIAL PURPOSE, AVAILABILITY, NON INFRINGEMENT, INFORMATION ACCURACY, INTEROPERABILITY, QUIET ENJOYMENT AND TITLE ARE, AS BETWEEN FUTURE AND YOU, HEREBY EXCLUDED. IN PARTICULAR, BUT WITHOUT PREJUDICE TO THE FOREGOING, WE ACCEPT NO RESPONSIBILITY FOR THE CONDUCT OF ANY USER AND/OR ACCOUNT HOLDER OF THE WEBSITE AND/OR WEBSITE SERVICE; ANY ERROR, DELAY OR FAILURE IN THE TRANSMISSION OF ANY COMMUNICATION BETWEEN USERS AND/OR ACCOUNT HOLDERS; ANY TECHNICAL FAILURE OF THE INTERNET, THE WEBSITE AND/OR THE WEBSITE SERVICE; OR ANY DAMAGE OR INJURY TO USERS OR THEIR EQUIPMENT AS A RESULT OF OR RELATING TO THEIR USE OF THE WEBSITE OR THE WEBSITE SERVICE. YOUR STATUTORY RIGHTS ARE NOT AFFECTED. Future will not be liable, in contract, tort (including, without limitation, negligence), under statute or otherwise, as a result of or in connection with the Website and/or the Website Service, for any: (i) economic loss (including, without limitation, loss of revenues, profits, contracts, business or anticipated savings); or (ii) loss of goodwill or reputation; or (iii) special or indirect or consequential loss. **IF FUTURE IS LIABLE TO YOU DIRECTLY OR INDIRECTLY IN RELATION TO THE WEBSITE AND/OR THE WEBSITE SERVICE, THAT LIABILITY (HOWSOEVER ARISING) SHALL BE LIMITED TO: (A) FIFTY POUNDS STERLING (£50.00); OR (B) THE SUMS PAID BY YOU UPON REGISTERING AN ACCOUNT WITH US; OR (C) THE SUMS PAID BY YOU UPON RECEIVING A WEBSITE SERVICE, WHICHEVER IS GREATER.** Nothing in these Terms shall be construed as excluding or limiting the liability of Future or its group companies for death or personal injury caused by its negligence or for any other liability which cannot be excluded by English law.

10. ACCESS RESTRICTION AND SERVICE SUSPENSION OR TERMINATION: Future reserves the right in its sole discretion to deny you access to the Website and/or the Website Service, or any part thereof, with or without notice and for any reason including, without limitation, if you fail to comply with any clause 5 (Member Conduct) or any other provision of these Terms. In particular, Future may deny you access to the Website and/or the Website Services if Future exercises its right to delete, edit, lock or remove any

Content posted, uploaded or displayed by you. Future reserves the right to suspend or cease providing all or any of the Website Service, without notice, and shall have no liability or responsibility to you in any manner whatsoever if it chooses to do so.

11. ONLINE COMPETITIONS: If you take part in any competition which is run on or through the Website ("**Competition**"), you agree to be bound by the rules of that competition and any other rules specified by Future from time to time ("**Competition Rules**") and by the decisions of Future, which are final in all matters relating to the Competition. Future reserves the right to disqualify any entrant and/or winner in its absolute discretion without notice in accordance with the Competition Rules.

12. COPYRIGHT POLICY: It is our policy to terminate any person's account with us if they repeatedly infringe the intellectual property or proprietary rights of others. If you believe any of your work has been copied and posted on the Website in a way which infringes your intellectual property or proprietary rights, please contact us by any of the means set out in paragraph 16 or click on the "Report this" link at the bottom of the Website page or next to the allegedly infringing copy. You will need to provide us with the following information: (i) a description of the work that you claim has been infringed and a description of the alleged infringing copy of it; (ii) a description of where the alleged infringing copy has been posted on the Website; (iii) your contact details; (iv) a written statement, signed by you, to confirm that you are the owner of the work or you are authorised to act on the owner's behalf and the information you have provided to us is accurate to the best of your knowledge and belief.

13. ACCOUNT HOLDER INTERACTION: You are responsible for how you interact with other account holders and users of the Website and the Website Service. We reserve the right, but have no obligation, to monitor how you interact with those persons.

14. GENERAL: These Terms (as amended from time to time) constitute the entire agreement between you and Future concerning your use of the Website and the Website Service and supersede any previous arrangement, agreement, undertaking or proposal, written or oral between you and Future in relation to such matters. Future reserves the right to update these Terms from time to time. If it does so, the updated version will be effective as soon as it is uploaded on to this the Website and your continued use of the Website Service following any changes constitutes your acceptance of the new Terms. You are responsible for regularly reviewing these Terms so that you are aware of any changes to them. No other variation to these Terms shall be effective unless in writing and signed by an authorised representative on behalf of Future. These Terms shall be governed by and construed in accordance with English law and you agree to submit to the exclusive jurisdiction of the English Courts in relation to any dispute arising out of or relating to these Terms and/or your use of the Website and/or the Website Service. If any provision(s) of these Terms is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the parties (as reflected in the provision(s)) and all other provisions shall remain in full force and effect. Future's failure to exercise or enforce any right or provision of these Terms shall not constitute a waiver of such right or provision

unless acknowledged and agreed to by Future in writing. Unless otherwise expressly stated, nothing in the Terms shall create any rights or any other benefits whether pursuant to the Contracts (Rights of Third Parties) Act 1999 or otherwise in favour of any person other than you, Future and its group of companies.

15. JURISDICTION: Futures makes no representation that materials on the Website are appropriate, available or legal in any particular location. Those who choose to access the Website do so on their own initiative and are responsible for compliance with local laws, if and to the extent local laws are applicable. You agree that this Agreement, for all purposes, shall be governed and construed in accordance with the laws of England and Wales without regard to any conflict of laws provisions, and any disputes arising under or relating to this Agreement shall be subject to the non-exclusive jurisdiction of the courts in England.

16. CONTACT US: You can contact the Future Research team at Future Publishing Limited, Future Publishing Limited, Quay House, The Ambury BATH BA1 1UA, telephone 00 44 1225 442244 or email: surveys@futurenet.com quoting illuminate panel

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