

ACARISE

Acceptable Use Policy

Standards of Conduct for All Users
of the Acarise Learning Platform

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Online Safety Act

UK GDPR 2021

Equality Act 2010

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1. Introduction

Acarise Ltd operates an online learning platform designed to support students preparing for GCSEs, A Levels, and equivalent qualifications. Our platform connects learners with qualified tutors, educational resources, and intelligent study tools in a safe, structured, and academically focused environment.

This Acceptable Use Policy sets out the standards of behaviour expected from every individual who accesses or uses any part of the Acarise platform or services. It exists to protect our learners, tutors, staff, and partners and to ensure that the platform is used solely for legitimate educational purposes.

By creating an account or accessing any part of the Acarise platform, you confirm that you have read and agree to comply with this policy in full. If you do not agree you must not use our services.

This policy applies globally. Where local law imposes stricter obligations those obligations apply in addition to this policy.

2. Who This Policy Applies To

This policy applies to all users of the Acarise platform without exception, including:

- **Students** — individuals using the platform for learning, tutoring, and academic support
- **Tutors** — individuals delivering tuition through the platform whether employed or self-employed
- **Parents and guardians** — individuals managing accounts on behalf of learners under 18
- **School and institution staff** — teachers, academic coordinators, and administrators accessing the platform through an institutional agreement
- **MAT administrators** — individuals managing platform access across multiple academy trust institutions
- **Visitors** — anyone browsing publicly accessible areas of the Acarise website or platform

3. General Conduct Standards

All users of the Acarise platform must at all times:

- Act with honesty, respect, and integrity in all interactions

- Treat all other users with courtesy regardless of age, background, nationality, religion, gender, disability, or sexual orientation
- Use the platform only for its intended educational and professional purposes
- Protect the confidentiality of their login credentials and not share account access with any other person
- Not impersonate any other user, member of staff, tutor, or third party
- Report any concerns, suspicious behaviour, or suspected policy breaches promptly to support@acarise.com
- Comply with all applicable laws including those governing data protection, intellectual property, and online conduct

4. Permitted Use

4.1 Students

Students may use the platform to:

- Access learning materials, resources, and past papers aligned to GCSE and A Level specifications
- Book, attend, and review live tutoring sessions
- Submit work for review, feedback, and academic guidance
- Communicate with tutors through platform-approved messaging channels only
- Track their own academic progress and set study goals
- Use AI-assisted study tools for revision, concept explanation, and practice questions

4.2 Tutors

Tutors may use the platform to:

- Deliver live one-to-one or group tutoring sessions
- Upload curriculum-aligned resources and study materials for student use
- Communicate with students through platform-approved channels only
- Access student progress data relevant to sessions they have delivered
- Submit invoices and manage scheduling through tutor dashboard tools
- Participate in Acarise training and professional development resources

4.3 Parents and Guardians

Parents and guardians may use the platform to:

- Create and manage accounts on behalf of learners under 18
- Monitor session activity and academic progress reports
- Communicate with Acarise support regarding their child's account
- Manage billing and subscription preferences

4.4 School and Institution Staff

School staff may use the platform to:

- Manage student accounts and access within their institution's licence
- Monitor student engagement and progress at an institutional level
- Access reporting tools and analytics permitted under their agreement
- Liaise with Acarise account management and support teams

5. Prohibited Use

The following are strictly prohibited for all users. Breach of any of these provisions may result in immediate account suspension and referral to relevant authorities.

5.1 Harmful and Illegal Conduct

- Uploading, sharing, or transmitting any content that is illegal under UK or applicable local law
- Sharing, soliciting, or distributing child sexual abuse material or any sexually explicit content involving minors
- Engaging in harassment, bullying, threatening, or abusive behaviour toward any user
- Inciting hatred or discrimination on the basis of race, religion, gender, sexual orientation, disability, or nationality
- Attempting to groom, exploit, or manipulate any user particularly those under 18
- Facilitating or promoting self-harm, suicide, or eating disorders

5.2 Academic Misconduct

- Submitting work produced by a tutor or third party as your own in formal assessments or examinations

- Using AI-generated content in coursework or controlled assessments in a manner that violates the rules of the relevant awarding body
- Sharing, distributing, or soliciting examination papers or controlled assessment materials outside of permitted contexts
- Commissioning or providing essay writing or coursework completion services intended to deceive an awarding body
- Colluding with other students in individual assessments in breach of exam board regulations

Acarise supports the integrity of UK qualifications. Any suspected breach of awarding body regulations may be reported directly to AQA, Pearson Edexcel, OCR, WJEC, or the relevant equivalent body.

5.3 Platform Security and Integrity

- Attempting to access accounts, data, or systems you are not authorised to use
- Introducing viruses, malware, ransomware, or any other harmful code to the platform
- Scraping, harvesting, or extracting data using automated tools
- Reverse engineering or attempting to access the underlying source code of the platform
- Circumventing any access controls, authentication systems, or content filters
- Using the platform to conduct or facilitate any form of cyberattack

5.4 Intellectual Property Violations

- Reproducing, distributing, or publishing Acarise materials without express written permission
- Uploading content to which you do not hold the rights or appropriate licence
- Removing or obscuring copyright notices or attribution from any content on the platform
- Commercially exploiting any content, tool, or data obtained from the platform

5.5 Misuse of Communication Tools

- Sending unsolicited commercial messages, spam, or promotional content to other users
- Sharing personal contact details with learners under 18 outside of platform-

approved channels

- Attempting to move tutoring or academic relationships off-platform
- Using platform messaging tools for any purpose unrelated to education or Acarise services

6. Artificial Intelligence and Automated Tools

Acarise may incorporate AI-powered tools to enhance the learning experience. The following standards apply to all AI features on the platform.

6.1 Permitted AI Use

- Using AI tools to generate practice questions, revision summaries, or concept explanations for personal study
- Using AI feedback tools to review draft written work and identify areas for improvement
- Using AI-generated session transcripts or summaries for personal revision
- Interacting with AI tutoring assistants to explore subject content

6.2 Prohibited AI Use

- Using AI tools to generate content for submission as original work in any formal, graded, or externally assessed context without disclosure
- Using AI to impersonate tutors, Acarise staff, or other users
- Attempting to manipulate, jailbreak, or extract system-level instructions from any Acarise AI tool
- Using AI-generated outputs to circumvent safeguarding controls or content moderation systems

Academic Integrity and AI: The use of AI in formal GCSE and A Level coursework is governed by individual awarding body policies. Students are responsible for understanding and complying with their awarding body's rules. Acarise does not accept liability for academic penalties arising from a student's misuse of AI tools.

7. Content Standards

All content uploaded to or shared on the Acarise platform must:

- Be accurate, curriculum-aligned, and educationally appropriate

- Be free from discriminatory, offensive, or harmful language or imagery
- Not infringe the intellectual property rights of any third party
- Comply with all applicable content standards under UK law including the Online Safety Act 2023

Acarise reserves the right to remove any content that violates this policy without notice and without liability to the uploader.

8. Account Security

All users are responsible for maintaining the security of their account. You must:

- Use a strong, unique password and not share it with any other person
- Enable two-factor authentication where this is offered by the platform
- Log out of your account when accessing the platform from a shared or public device
- Notify Acarise immediately at support@acarise.com if you believe your account has been compromised
- Not allow any other individual to use your credentials to access the platform

Acarise will never ask you for your password by email, phone, or message. Any communication requesting your password should be treated as fraudulent and reported immediately.

9. Session Recording

- Acarise may record live tutoring sessions for quality assurance, safeguarding, and dispute resolution purposes
- All participants are notified of recording at the commencement of each session
- Recordings are stored securely and accessed only by authorised Acarise personnel or as required by law
- Users must not independently record sessions using any external tool without the express consent of all participants and Acarise
- Recordings remain the property of Acarise Ltd and may not be downloaded, shared, or redistributed without written authorisation

10. Parental Responsibility

Where a learner is under the age of 18:

- A parent or guardian must create and actively manage the account on the learner's behalf
- Parents and guardians are jointly responsible for ensuring the learner understands and complies with this policy
- Acarise recommends that parents maintain active visibility of their child's platform activity, session history, and communications
- Parents are responsible for ensuring their child's use of AI tools complies with the academic integrity requirements of their school and awarding body

11. Reporting Breaches

Any user who becomes aware of a potential breach of this policy must report it promptly:

- **General breaches:** support@acarise.com
- **Safeguarding concerns:** safeguarding@acarise.com
- **In-platform:** Use the report function available within any session, message, or content area

Reports may be made anonymously where the platform permits. All reports will be investigated promptly, proportionately, and in confidence.

12. Consequences of Breach

Breaches of this policy may result in one or more of the following:

- A formal written warning issued to the account holder
- Temporary suspension of platform access pending investigation
- Permanent termination of account without refund of any prepaid fees
- Referral to the relevant awarding body in cases of suspected academic misconduct
- Referral to statutory safeguarding agencies, the police, or other relevant authorities
- Civil or criminal legal action where the breach constitutes an unlawful act

The severity of the response will be proportionate to the nature, frequency, and impact of the breach. Acarise reserves the right to determine the appropriate response at its sole discretion.

13. International Users

Where Acarise services are accessed outside of the United Kingdom:

- This policy applies in full as a minimum standard regardless of jurisdiction
- Users must also comply with all applicable laws in their country or territory
- Acarise reserves the right to restrict or terminate access in jurisdictions where local law conflicts with our ability to operate safely and lawfully
- Users in jurisdictions with heightened data protection requirements including the EU and EEA may have additional rights under their local law

14. Changes to This Policy

Acarise reserves the right to update or amend this policy at any time. Where changes are material, users will be notified by:

- Email to the registered account address
- In-platform notification upon next login
- Publication of an updated version at www.acarise.com/acceptable-use

Continued use of the platform following notification of a material change constitutes your acceptance of the revised policy.

Next Review Date: January 2026

Policy Owner: Acarise Ltd, Legal and Compliance

15. Contact

Contact Type	Details
General Support	support@acarise.com
Safeguarding	safeguarding@acarise.com
Legal and Compliance	legal@acarise.com
Website	www.acarise.com
Address	283 Uxbridge Road, W12 9DT, London
Company Number	16831261