

TimberXchange – Terms of Use

Introduction

Welcome to TheTimberXchange (TX)! We are very happy to have you on board but before you start using (TX) we need you to look through and accept these terms. We have done our best to explain this without jargon so it is clear what we expect from you and what you can expect from us.

These are your legal rights and obligations, so please do read everything. If you cannot agree to our terms, then you cannot use our services.

Security

We have invested in technical, physical and administrative safeguards to do our part to help keep your data safe and secure. While we've taken steps to help protect your data, no method of electronic storage is completely secure, and we cannot guarantee absolute security. We will notify you if there appears to be unauthorised access to your account.

You must keep your login details secure, not letting any other person use them, and by making sure you have strong security on your own systems. If you realise there has been any unauthorised use of your password or any breach of security to your account, you need to let us know immediately. You also agree not to use free-form fields in any of TX to store personal data, (unless it is a field explicitly asking for personal data - like a first name or last name) credit card details, tax identifiers or bank account details.

Downtime and data loss

We strive to maintain the availability of our services and provide online support during business hours. On occasion, we need to perform maintenance on our services, and this may require a period of downtime. We try to minimise any such downtime. Where planned maintenance is being undertaken, we will attempt to notify you in advance but cannot guarantee it.

Occasionally you might not be able to access our services and your data. This might happen for any number of reasons, at any time.

Data loss is an unavoidable risk when using any technology. You are responsible for maintaining copies of your data that you transmit to TX.

Whatever the cause of any downtime, access issues or data loss, your only recourse is to discontinue using our services.

We frequently release new updates, modifications and enhancements to our services, and in some cases discontinue features. Where this occurs, we will endeavour to notify you where practical.

Confidential information

While using our services, you may share confidential information with us, and you may become aware of confidential information about us. You and we both agree to take reasonable steps to protect the other party's confidential information from being accessed by unauthorised individuals. You or we may share each other's confidential information with legal or regulatory authorities if required to do so.

Use of TX Data

When you send your data to the TimberXchange Portal, we don't own that data but you grant us a licence to use, copy, transmit, store, analyse, and back up all data you submit to us through our services, including personal data of yourself and others, to: enable you to use our services; allow us to improve, develop and protect our services; create new services and communicate with you about your subscription.

When you use TimberXchange, we may create anonymised statistical data from your data, including through aggregation. Once anonymised, we may use it for our own purposes, such as to provide and improve our services, to develop new services or product offerings showing industry trends.