



Your lifeline in case of emergency

User Agreement

Welcome, and thanks for using Icebook! When you use our services, you're agreeing to our terms, so please take a few minutes to read over the User Agreement below.

Note: You are entering into a legally binding agreement.

1. Introduction Last revised on December 29th, 2014

We are an online database of contact information in case of emergency.

1.1. Purpose

The mission of Icebook is to enable the world's emergency services to access critical information about you, your loved ones, your home, your businesses or your employees should an emergency situation arise. To achieve our mission, we make our services available through our website and mobile applications to help you maintain the accuracy of your data 24 hours each day 365 days per year. With implied consent for emergency service control rooms to access your data in an emergency, you can be assured of providing the best possible opportunity for you, your loved ones, your home, your businesses or your employees whether time critical information is required for emergency medical treatment or important key holder information is required to gain entry to or secure your home or business after a crime.

1.2. Scope and Intent

When you use Icebook, you are entering into a legal agreement and you agree to all of these terms.

You also agree to our Privacy Policy, which covers how we collect, use, share, and store your personal information.

You agree that by registering on Icebook, or by using our website, including our mobile applications, basic services, premium services, business services or other information provided as part of the Icebook services (collectively "Icebook" or the "Services"), you are entering into a legally binding agreement with Icebook Ltd, Retford Enterprise Centre, Randall Walk, Retford, Nottinghamshire, DN227GR ("we," "us," "our," and "Icebook") based on the terms of this Icebook User Agreement and the Icebook Privacy Policy, which is hereby incorporated by reference (collectively referred to as the "Agreement") and become a Icebook member ("Member"). If you are using Icebook on behalf of a company or other legal entity, you are nevertheless individually bound by this Agreement even if your company has a separate agreement with us. If you do not want to register an account and become an Icebook Member, do not enter into this Agreement, do NOT click "Submit" on our registration page and do not access, view, download or otherwise use any Icebook webpage, information or services. By clicking "Submit" (or "Join Icebook" or similar), you acknowledge that you have read and understood the terms and conditions of this Agreement and that you agree to be bound by all of its provisions. By clicking "Submit," you also consent to use electronic signatures and acknowledge your click of the "Submit" button as one. Please note that the Icebook User Agreement and Privacy Policy are also collectively referred to as Icebook's "Terms of Service."

2. Your Obligations

2.1. Applicable laws and this Agreement.

Some promises you make to us in this Agreement, you will follow the law and Icebook's rules.

You must comply with all applicable laws and this Agreement, as may be amended from time to time with or without advance notice, and the policies and processes explained in Icebook's Privacy Policy.

2.2. License and warranty for your submissions to Icebook

You grant us a license to the information you provide us.

You own the information you provide Icebook under this Agreement, and may request its deletion at any time, unless you have shared information or content with others and they have not deleted it, or it was copied or stored by authorised emergency services in accordance with parameters of permissible usage. Additionally, you grant Icebook a nonexclusive, irrevocable, worldwide, perpetual, unlimited, assignable, sublicenseable, fully paid up and royalty-free right to us to copy, prepare derivative works of, improve, distribute, publish, remove, retain, add, process, analyze, use and commercialize, in any way now known or in the future discovered, any information you provide, which is **not confidential**, directly or indirectly to Icebook, including, but not limited to, any user generated content, ideas, concepts, techniques and/or data to the services, you submit to Icebook, without any further consent, notice and/or compensation to you or to any third parties. Any information you submit to us is at your own risk of loss. By providing information to us, you represent and warrant that you are entitled to submit the information and that the information is accurate, and not in violation of any contractual restrictions or other third party rights. It is your responsibility to keep your Icebook profile information accurate and updated.

2.3. Service Eligibility

You are eligible to enter into this contract and you are at least our "Minimum Age."

The information you provide is truthful.

To be eligible to use the Service, you must meet the following criteria and represent and warrant that you: (1) are the "**Minimum Age**" (defined below) or older; (2) are not currently restricted from the Services, or not otherwise prohibited from having a Icebook account, (3) are not a competitor of Icebook or are not using the Services for reasons that are in competition with Icebook; (4) will only maintain one Icebook account at any given time; (5) will use your real name and only provide accurate information to Icebook; (6) have full power and authority to enter into this Agreement and doing so will not violate any other agreement to which you are a party; (7) will not violate any rights of Icebook or third party, including intellectual property rights such as copyright or trademark rights; and (8) agree to provide at your cost all equipment, software, mobile access, and internet access necessary to use the Services.

"Minimum Age" means 16 years old. However, if applicable law requires that you must be older than such ages in order for Icebook to lawfully provide the Services to you (including the collection, storage and use of your information in accordance with our privacy policy) then the Minimum Age would be such older age. The Services are not intended for use by children under the age of 16.

2.4. Your Membership

You will keep your password a secret, you will not share an account with anyone else and you will not copy or transfer any part of the Service.

The profile you create on Icebook will become part of Icebook and except for the information that you license to us is owned by Icebook. However, between you and others, your account belongs to you. You agree to: (1) keep your password secure and confidential; (2) not permit others to use your account; (3) not use other's accounts; (4) not sell, trade, or transfer your Icebook account to another party; and (5) not charge anyone for access to any portion of Icebook, or any information therein. Further,

you are responsible for anything that happens through your account until you close down your account or prove that your account security was compromised due to no fault of your own.

2.5. Indemnification

You will pay us for any losses that you cause.

You agree to indemnify us and hold us harmless for all damages, losses and costs (including, but not limited to, reasonable legal fees and costs) related to all third party claims, charges, and investigations, caused by (1) your failure to comply with this Agreement, including, without limitation, your submission of content that violates third party rights or applicable laws, (2) any content you submit to the Services, and (3) any activity in which you engage on or through Icebook.

2.6. Notify us of acts contrary to the Agreement

If you think you have to breach this Agreement, you will let us know beforehand.

If you believe that you are entitled or obligated to act contrary to this Agreement under any mandatory law, you agree to provide us with detailed and substantiated explanation of your reasons in writing at least 30 days before you act contrary to this Agreement, to allow us to assess whether we may, at our sole discretion, provide an alternative remedy for the situation, though we are under no obligation to do so.

2.7. Notifications and Service Messages

You are okay with us providing you with important notices on the website, mobile apps, or email.

The contact information you provide must be accurate or you may not receive important notices.

For purposes of service messages and notices about the Services, Icebook may place a banner notice across its pages to alert you to certain changes such as modifications to this Agreement. Alternatively, notice may consist of an email from Icebook to an email address associated with your account, even if we have other contact information. You also agree that Icebook may communicate with you through your Icebook account or through other means including email, mobile number, telephone, or delivery services including the postal service about your Icebook account or services associated with Icebook. You acknowledge and agree that we shall have no liability associated with or arising from your failure to do so maintain accurate contact or other information, including, but not limited to, your failure to receive critical information about the Service.

2.8. Privacy

You are okay with us collecting, using, storing, and disclosing information about you in keeping with our Privacy Policy.

You should carefully read our full Privacy Policy before using Icebook as it is hereby incorporated into this Agreement by reference, and governs our treatment of any information, including personally identifiable information you submit to us. Please note that certain information, statements, data, and content (such as photographs) which you may submit to Icebook, or are likely to, reveal your gender, ethnic origin, nationality, age, and/or other personal information about you. You acknowledge that your submission of any information, statements, data, and content to us is voluntary on your part and that Icebook may process such information, within the terms of the Privacy Policy.

2.9. Contributions to Icebook

If you provide feedback to us, make sure you don't include confidential or infringing materials. You grant us rights to your feedback.

By submitting ideas, suggestions, documents, or proposals ("Contributions") to Icebook through its suggestion or feedback webpages, you acknowledge and agree that: (a) your Contributions do not contain confidential or proprietary information; (b) Icebook is not under any obligation of confidentiality, express or implied, with respect to the Contributions; (c) Icebook shall be entitled to use or disclose (or choose not to use or disclose) such Contributions for any purpose, in any way, in any media worldwide; (d) Icebook may have something similar to the Contributions already under consideration or in development; (e) you irrevocably non-exclusively license to Icebook rights to exploit your Contributions; and (f) you are not entitled to any compensation or reimbursement of any kind from Icebook under any circumstances.

3. Your Rights

If you follow this agreement, we grant you a limited right to use Icebook.

You will only access and use Icebook in the way this agreement allows you.

On the condition that you comply with all your obligations under this Agreement, including, but not limited to, the Do's and Don'ts listed in Section 10, we grant you a limited, revocable, nonexclusive, nonassignable, nonsublicenseable license and right to access the Services, through a generally available web browser, mobile device or Icebook authorized application (but not through scraping, spidering, crawling or other technology or software used to access data without the express written consent of Icebook or its Members), to view information and use the Services that we provide on Icebook webpages and in accordance with this Agreement. Any other use of Icebook contrary to our mission and purpose is strictly prohibited and a violation of this Agreement. We reserve all rights not expressly granted in this Agreement, including, without limitation, title, ownership, intellectual property rights, and all other rights and interest in Icebook and all related items, including any and all copies made of the Icebook website

4. Our Rights & Obligations

4.1. Services Availability

We may change or discontinue Services, and in such case, we do not promise to keep showing or storing your information and materials.

For as long as Icebook continues to offer the Services, Icebook shall provide and seek to update, improve and expand the Services. As a result, we allow you to access Icebook as it may exist and be available on any given day and we have no other obligations, except as expressly stated in this Agreement. We may modify, replace, refuse access to, suspend or discontinue Icebook, partially or entirely, or change and modify prices prospectively for all or part of the Services for you or for all our Members in our sole discretion. All of these changes shall be effective upon their posting on Icebook or by direct communication to you unless otherwise noted. Icebook further reserves the right to withhold, remove or discard any content available as part of your account, with or without notice if deemed by Icebook to be contrary to this Agreement.

4.2. Third Party Sites and Developers

Third parties may offer their own products and services through Icebook, and we are not responsible for these third-party activities.

Icebook may include links to third party web sites ("Third Party Sites") on www.icebook.co.uk, and elsewhere. Icebook also enables third party developers ("Platform Developers") to create applications ("Platform Applications") that provide features and functionality using data and developer tools made available by Icebook through its developer platform. You are responsible for evaluating whether you want to access or use a Third Party Site or Platform Application. You should review any applicable terms or privacy policy of a Third Party Site or Platform Application before using it or sharing any information with it, because you may give the third-party permission to use your information in ways we would not. Icebook is not responsible for and does not endorse any features, content, advertising, products or other materials on or available from Third Party Sites or Platform Applications. Icebook also does not screen, audit, or endorse Platform Applications. Accordingly, if you decide to use Third Party

Sites or use Platform Applications, you do so at your own risk and agree that your use of any Platform Application is on an “as-is” basis without any warranty as to the Platform Developer’s actions, and that this Agreement does not apply to your use of any Third Party Site or Developer Application. Please note: If you allow a Platform Application or Third Party Site to authenticate you or connect with your Icebook account, that application or website can access information on Icebook related to you and your connections. For additional information regarding Platform Developers and Platform Applications, please refer to Icebook’s Privacy Policy.

4.3. Disclosure of User Information

You agree that we can use, store, and share information about you as permitted in our Privacy Policy.

You acknowledge, consent and agree that we may access, preserve, and disclose your registration and any other information you provide in accordance with the terms of the Privacy Policy if required to do so by law or in a good faith belief that such access preservation or disclosure is reasonably necessary in our opinion to: (1) comply with legal process, including, but not limited to, court orders or other compulsory disclosures; (2) enforce this Agreement; (3) provide information emergency services in case of emergency; (4) respond to customer service inquiries; or (5) protect the rights, property, or personal safety of Icebook, our Members or the public. Disclosures of Member information to third parties other than those required to provide customer support, administer this agreement, or comply with legal requirements are addressed in the Privacy Policy.

4.4. Connections and Interactions with other Members

We have the right to limit the connections and interactions on the Service.

You are solely responsible for your interactions with other Members. Icebook may limit the number of linked accounts you may have and may, in certain circumstances, prohibit you from contacting other Users through use of the Services or otherwise limit your use of the Services. Icebook reserves the right, but has no obligation, to monitor disputes between you and other members and to restrict, suspend, or close your account if Icebook determines, in our sole discretion, that doing so is necessary to enforce this Agreement.

4.5. Intellectual Property Notices

We are providing you notice about our intellectual property rights.

The Service includes the copyrights and Intellectual property rights of Icebook and except for the limited license granted to you in Section 3, Icebook reserves all of its intellectual property rights in the Service. Icebook, the Icebook, “ice” logos and other Icebook trademarks, service marks, graphics, and logos used in connection with Icebook are trademarks or registered trademarks of Icebook in the UK and/or other countries. Other trademarks and logos used in connection with Icebook may be the trademarks of their respective owners. This Agreement does not grant you any right or license with respect to any such trademarks and logos.

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6. Limitation of Liability

We are trying to limit any legal liability we may have to you.

LIMITATION OF LIABILITY. SOME COUNTRIES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY IN CONTRACTS WITH CONSUMERS AND AS A RESULT THE CONTENTS OF THIS SECTION MAY NOT APPLY TO YOU. Neither Icebook nor any of our subsidiaries, affiliated companies, suppliers, employees, shareholders, or directors (“Icebook Affiliates”) shall be cumulatively liable for (a) any damages in excess of five times the most recent monthly fee that you paid for a Premium or Business Service, if any, or UK £50, whichever amount is greater, or (b) any special, incidental, indirect, punitive or consequential damages or loss of use, profit, revenue or data to you or any third person arising from your use of the Service, any Platform Applications or any of the content or other materials on, accessed through or downloaded from Icebook. This limitation of liability is part of the basis of the bargain between the parties and without it the terms and prices charged would be different. This limitation of liability shall:

- Apply regardless of whether (1) you base your claim on contract, tort, statute or any other legal theory, (2) we knew or should have known about the possibility of such damages, or (3) the limited remedies provided in this section fail of their essential purpose; and
- Not apply to any damage that Icebook may cause you intentionally or knowingly in violation of this Agreement or applicable law, or as otherwise mandated by applicable law that cannot be disclaimed in this Agreement.
- Not apply if you have entered into a separate agreement to purchase Premium Services with a separate Limitation of Liability provision that supersedes this section in relation to those Premium Services.

7. Termination

7.1. Mutual rights of termination

We can each end this Agreement anytime we want.

You may terminate this Agreement, for any or no reason, at any time, with notice to Icebook pursuant to Section 9.3. This notice will be effective upon Icebook processing your notice. Icebook may terminate this Agreement and

your account for any reason or no reason, at any time, with or without notice. This cancellation shall be effective immediately or as may be specified in the notice. For avoidance of doubt, only Icebook or the party paying for the services may terminate your access to any Premium Services. Termination of your Icebook account includes disabling your access to Icebook and may also bar you from any future use of Icebook.

7.2. Misuse of the Services

Icebook may restrict, suspend or terminate the account of any Member who abuses or misuses the Services. Misuse of the Services includes inviting other Members with whom you do not know to link with you; abusing the Icebook messaging services; creating multiple or false profiles; using the Services commercially without Icebook's authorisation, infringing any intellectual property rights, violating any of the Do's and Don'ts listed in Section 10, or any other behaviour that Icebook, in its sole discretion, deems contrary to its purpose. In addition, and without limiting the foregoing, Icebook has adopted a policy of terminating accounts of Members who, in Icebook's sole discretion, are deemed to be repeat infringers under the United Kingdom Copyright Act.

7.3. Effect of Termination

Upon termination of your Icebook account, you lose access to the Services. The terms of this Agreement shall survive any termination, except Section 3 ("Your Rights") and Sections 4.1., 4.2., and 4.3. ("Our Rights and Obligations").

8. Dispute Resolution

8.1. Law and Forum for Legal Disputes

In the unlikely event we end up in a legal dispute, it will take place in English Courts, applying UK law.

This Agreement or any claim, cause of action or dispute ("claim") arising out of or related to this Agreement shall be governed by the laws of the United Kingdom regardless of your country of origin or where you access Icebook, and notwithstanding of any conflicts of law principles and the United Nations Convention for the International Sale of Goods. You and Icebook agree that all claims arising out of or related to this Agreement must be resolved exclusively by a UK Court, except as otherwise agreed by the parties or as described in the Arbitration Option paragraph below. You and Icebook agree to submit to the personal jurisdiction of the courts located within the UK for the purpose of litigating all such claims. Notwithstanding the above, you agree that Icebook shall still be allowed to apply for injunctive remedies (or an equivalent type of urgent legal relief) in any jurisdiction.

8.2. Arbitration Option

Each of us will have the right to choose arbitration.

For any claim (excluding claims for injunctive or other equitable relief) where the total amount of the award sought is less than £10,000, the party requesting relief may elect to resolve the dispute in a cost effective manner through binding non-appearance-based arbitration. In the event a party elects arbitration, they shall initiate such arbitration through an established alternative dispute resolution ("ADR") provider mutually agreed upon by the parties. The ADR provider and the parties must comply with the following rules: (a) the arbitration shall be conducted by telephone, online and/or be solely based on written submissions, the specific manner shall be chosen by the party initiating the arbitration; (b) the arbitration shall not involve any personal appearance by the parties or witnesses unless otherwise mutually agreed by the parties; and (c) any judgment on the award rendered by the arbitrator shall be final and may be entered in any court of competent jurisdiction.

9. General Terms

9.1. Severability

Here are some important details about how to read the Agreement.

If any provision of this Agreement is found by a court of competent jurisdiction or arbitrator to be illegal, void, or unenforceable, the unenforceable provision will be modified so as to render it enforceable and effective to the maximum extent possible in order to effect the intention of the provision; if a court or arbitrator finds the modified provision invalid, illegal, void or unenforceable, the validity, legality and enforceability of the remaining provisions of this Agreement will not be affected in any way.

9.2. Language

Where Icebook has provided you with a translation of the English language version of this Agreement, the Privacy Policy, or any other documentation, you agree that the translation is provided for your convenience only and that the English language versions of this Agreement, the Privacy Policy, and any other documentation, including additional terms of service for Premium Services, will govern your relationship with Icebook.

9.3. Notices and Service of Process

In addition to Section 2.8. (“Notices and Service Messages”), we may notify you via personal messages on www.icebook.co.uk. You may contact us via mail or courier at: Icebook Ltd, Retford Enterprise Centre, Randall Walk, Retford, Nottinghamshire, DN227GR. Additionally, Icebook accepts service of process at this address.

9.4. Entire Agreement

You agree that this Agreement constitutes the entire, complete and exclusive agreement between you and Icebook regarding the Services and supersedes all prior agreements and understandings, whether written or oral, or whether established by custom, practice, policy or precedent, with respect to the subject matter of this Agreement. You also may be subject to additional terms and conditions that may apply when you use or purchase certain other Icebook services, third-party content or third party software.

9.5. Amendments to This Agreement

We reserve the right to modify, supplement, or replace the terms of this Agreement, effective prospectively upon entering details on the site at www.icebook.co.uk or notifying you otherwise. For example, we may present a banner on the Services when we have amended this Agreement or the Privacy Policy so that you may access and review the changes prior to your continued use of the site. If you do not want to agree to changes to this Agreement, you can terminate this Agreement at any time per Section 7 (Termination).

9.6. No informal waivers, agreements or representations

Our failure to act with respect to a breach of this Agreement by you or others does not waive our right to act with respect to that breach or subsequent similar or other breaches. Except as expressly and specifically contemplated by the Agreement, no representations, statements, consents, waivers or other acts or omissions by any Icebook Affiliate shall be deemed legally binding on any Icebook Affiliate, unless documented in a physical writing hand signed by a duly appointed officer of Icebook.

9.7. No Injunctive Relief

You waive your rights to try to stop Icebook, but we don't waive our rights to ask a court to stop your actions.

In no event shall you seek or be entitled to rescission, injunctive or other equitable relief, or to enjoin or restrain the operation of the Service, exploitation of any advertising or other materials issued in connection therewith, or exploitation of the Services or any content or other material used or displayed through the Services.

9.8. Beneficiaries

Entities other than Icebook Ltd, that Icebook Ltd owns a 50% or greater interest in (“Affiliate”) are not parties, but intended third party beneficiaries of this Agreement, with a right to enforce this Agreement directly against you.

9.9. Assignment and Delegation

You can't assign your rights under this Agreement, but we can.

You may not assign or delegate any rights or obligations under the Agreement. Any purported assignment and delegation shall be ineffective. We may freely assign or delegate all rights and obligations under the Agreement, fully or partially without notice to you. We may also substitute, by way of unilateral novation, effective upon notice to you, Icebook Ltd for any third party that assumes our rights and obligations under this Agreement.

9.10. Potential Other Rights and Obligations

You may have rights or obligations under local law other than those enumerated here if you are located outside the United Kingdom.

10. Icebook “DOs” and “DON'Ts.”

As a condition to access Icebook, you agree to this User Agreement and to strictly observe the following DOs and DON'Ts:

10.1. Do undertake the following:

Here's a list of some of the specific things we ask you to do and not do on Icebook.

1. Comply with all applicable laws, including, without limitation, privacy laws, intellectual property laws, export control laws, tax laws, and regulatory requirements;
2. Provide accurate information to us and update it as necessary;
3. Review and comply with our Privacy Policy;
4. Review and comply with notices sent by Icebook concerning the Services;
5. Use the Services in a professional manner; and
6. Use your real name and details on your profile.

10.2. Don't undertake the following:

1. Act dishonestly or unprofessionally by engaging in unprofessional behavior by posting inappropriate, inaccurate, or objectionable content to Icebook;
2. Publish inaccurate information in the designated fields on the profile form (e.g., do not include a link or an email address in the name field);
3. Create a Member profile for anyone other than a natural person or business;
4. Harass, abuse or harm another person, including sending unwelcomed communications to others using Icebook members;
5. Invite people you do not know to link accounts with you;
6. Upload a profile image that is not your photo or in the case if a business the company logo;
7. Use or attempt to use another's account or create a false identity on Icebook;

8. Upload, post, email, transmit or otherwise make available or initiate any content that:
 1. Falsely states, impersonates or otherwise misrepresents your identity, including but not limited to the use of a pseudonym, or misrepresenting your medical details, personal details, next of kin details or misrepresents your affiliations with a person or entity, past or present;
 2. Is unlawful, libelous, abusive, obscene, discriminatory or otherwise objectionable;
 3. Adds to a content field content that is not intended for such field (e.g. submitting a telephone number in the "title" or any other field, or including telephone numbers, email addresses, street addresses or any personally identifiable information for which there is not a field provided by Icebook);
 4. Includes information that you do not have the right to disclose or make available under any law or under contractual or fiduciary relationships;
 5. Infringes upon patents, trademarks, trade secrets, copyrights or other proprietary rights;
 6. Includes any unsolicited or unauthorised advertising, promotional materials, "junk mail," "spam," "chain letters," "pyramid schemes," or any other form of solicitation. This prohibition includes but is not limited to (a) using Icebook link requests to send messages to people who don't know you or who are unlikely to recognise you; (b) using Icebook to connect to people who don't know you and then sending unsolicited promotional messages to those direct connections without their permission;
 7. Contains software viruses, worms, or any other computer code, files or programs that interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment of Icebook or any user of Icebook;
 8. Forges headers or otherwise manipulate identifiers in order to disguise the origin of any communication transmitted through the Services; or
9. Duplicate, license, sublicense, publish, broadcast, transmit, distribute, perform, display, sell, rebrand, or otherwise transfer information found on Icebook (excluding content posted by you) except as permitted in this Agreement;
10. Reverse engineer, decompile, disassemble, decipher or otherwise attempt to derive the source code for any underlying intellectual property used to provide the Services, or any part thereof;
11. Utilise or copy information, content or any data you view on or obtain from Icebook to provide any service that is competitive, in Icebook's sole discretion, with Icebook;
12. Imply or state, directly or indirectly, that you are affiliated with or endorsed by Icebook unless you have entered into a written agreement with Icebook;
13. Adapt, modify or create derivative works based on Icebook or technology underlying the Services, or other Members' content, in whole or part, except as permitted under Icebook's developer program;
14. Rent, lease, loan, trade, sell/re-sell access to Icebook or any information therein, or the equivalent, in whole or part;
15. Sell, sponsor, or otherwise monetize any part of Icebook or any other service or functionality of Icebook, without the express written permission of Icebook;
16. Deep-link to the Site for any purpose, (i.e. creating or posting a link to a Icebook web page other than Icebook's home page) unless expressly authorised in writing by Icebook;
17. Remove any copyright, trademark or other proprietary rights notices contained in or on Icebook, including those of both Icebook and any of its licensors;
18. Remove, cover or otherwise obscure any form of advertisement included on Icebook;

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20. Infringe or use Icebook's brand, logos or trademarks, including, without limitation, using the word "Icebook" in any business name, email, or URL or including Icebook's trademarks and logos except as expressly permitted by Icebook;
21. Use manual or automated software, devices, scripts robots, other means or processes to access, "scrape," "crawl" or "spider" any web pages or other services contained in the site;
22. Use bots or other automated methods to access Icebook, add or download contacts, send or redirect messages, or perform other similar activities through Icebook, unless explicitly permitted by Icebook;
23. Access, via automated or manual means or processes, Icebook for purposes of monitoring Icebook's availability, performance or functionality for any competitive purpose;
24. Engage in "framing," "mirroring," or otherwise simulating the appearance or function of Icebook's website;
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