

DLB Terms & Conditions



Etive Technologies Limited

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE

WHO WE ARE AND HOW TO CONTACT US

Digitallogbook.org is a site operated by Etive Technologies Limited ("We"). We are registered with Companies House, company number SC407510 and have our registered office at 125 Princes Street, Edinburgh, EH2 4AD, Scotland. To contact us, please email support@digitallogbook.org.

BY USING OUR SITE YOU ACCEPT THESE TERMS

By using our site, you confirm that you accept these terms of use and that you agree to comply with them. If you do not agree to these terms, you must not use our site. We recommend that you print a copy of these terms for future reference.

THERE ARE OTHER TERMS THAT MAY APPLY TO YOU

These terms of use refer to the following additional terms, which also apply to your use of our site:

- [Our Privacy Policy](#), which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using our site, you consent to such processing and you warrant that all data provided by you is accurate.
- [Our Cookie Policy](#), which sets out information about the cookies on our site.

WE MAY MAKE CHANGES TO THESE TERMS

We amend these terms from time to time. Every time you wish to use our site, please check these terms to ensure you understand the terms that apply at that time.

WE MAY MAKE CHANGES TO OUR SITE

We may update and change our site from time to time to reflect changes to our products, our users' needs and our business priorities. We will try to give you reasonable notice of any major changes.

WE MAY SUSPEND OR WITHDRAW OUR SITE

Our site is made available to you free of charge.

We do not guarantee that our site, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our site for business and operational reasons. We will try to give you reasonable notice of any suspension or withdrawal.

You are also responsible for ensuring that all persons who access our site through your internet connection are aware of these terms of use and other applicable terms and conditions, and that they comply with them.

YOU MUST KEEP YOUR ACCOUNT DETAILS SAFE

If you choose, or you are provided with, a user identification code, password or any other piece of information as part of our security procedures, you must treat such information as confidential. You must not disclose it to any third party.



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We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of these terms of use.

If you know or suspect that anyone other than you knows or has access to your user identification code or password, you must promptly notify us at support@digitallogbook.org.

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INFORMATION ON THIS SITE

The content on our site is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our site. The Digital Log Book is augmented with links and information provided by third parties, such as local authorities and housing associations. You should always obtain professional and specialist advice before taking or refraining from and action on the basis of content in the Digital log Book.

Although we make reasonable efforts to update the information on our site, we make no representations, warranties or guarantees, whether express or implied, that the content on our site is accurate, complete or up to date.

WE ARE NOT RESPONSIBLE FOR WEBSITES WE LINK TO

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them. We have no control over the contents of those sites or resources such as attachments contained within those sites. For example, Etive/DLB links with other third-party sites organisations provided by and not limited to the Government, local authorities and housing associations. Etive are not liable for the information and/or advice provided by these third-party sites.

USER-GENERATED CONTENT IS NOT APPROVED BY US

This website may include information and materials uploaded by other users of the site, including to bulletin boards and chat rooms. This information and these materials have not been verified or approved by us. The views expressed by other users on our site do not represent our views or values.

If you wish to complain about information and materials uploaded by other users please contact us on support@digitallogbook.org.

UPLOADING CONTENT TO OUR SITE



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Any content you upload to our site will 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 limited licence to use, store and copy that content and to distribute and make it available to third parties.

We also have the right to disclose your identity to any third party who is claiming that any content posted or uploaded by you to our site constitutes a violation of their intellectual property rights, or of their right to privacy. We have the right to remove any posting you make on our site if, in our opinion, your post does not comply with our content standards. You are solely responsible for securing and backing up your content.

RIGHTS YOU ARE GIVING US TO USE MATERIAL YOU UPLOAD

When you upload or post content to our site, you grant us the following rights to use that content: licences granted to Etive Technologies Limited

WE ARE NOT RESPONSIBLE FOR VIRUSES AND YOU MUST NOT INTRODUCE THEM

We do not guarantee that our site will be secure or free from bugs or viruses. You are responsible for configuring your information technology, computer programmes and platform to access our site. You should use your own virus protection software.

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material that is 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. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

RULES ABOUT LINKING TO OUR SITE

You may link to our home page with our written consent provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it. You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists. You must not establish a link to our site in any website that is not owned by you. Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page. We reserve the right to withdraw linking permission without notice.

If you wish to link to or make any use of content on our site other than that set out above, please contact support@digitallogbook.org

WHICH COUNTRY'S LAWS APPLY TO ANY DISPUTES?

If you are a consumer, please note that these terms of use, their subject matter and their formation, are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction except that if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.

If you are a business, these terms of use, their subject matter and their formation and any non-contractual disputes or claims are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.

LOCAL AUTHORITY AND SOCIAL LANDLORD



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One of the purpose of the Digital Log Book is to provide a facility for local authorities and registered social landlords (RSLs) customers of local authorities and tenants to connect directly with services that will be required to manage their tenancy budgeting, personal details and a wide range of other services provided by the Government, local authorities and social landlords including but not limited to financial help and advice, employment information, education, skills, staying warm and well during cold periods, how to save on your energy bills, as well as being a one stop shop for you to pay your council tax, rent, and access other council services.

The website is run on behalf of RSLs, local authorities, third-sector service providers and other private companies by Etive Technologies Limited.

If you have been provided with a Digital Log Book as part of your tenancy, as a customer of a local authority, social landlord or even a credit union you are entirely responsible and liable for maintaining your accounts and ensuring that data is accurate and up-to-date. If you have been provided with a Digital Log Book but are unable to access it, please contact support@digitallogbook.org.

A local authority or RSL cannot accept any liability or responsibility for the accuracy of the information or the suitability of any of the services described on the site for a particular purpose. The RSL reserves the right to refuse access to the web-site, terminate accounts, remove or edit content. You are responsible for maintaining the confidentiality of your account and password. The details you provide should be current and correct.

You may wish to inform your landlord or council if you believe any of the content that has been provided is defamatory or offensive by emailing us at support@digitallogbook.org. You must satisfy yourself of a content provider's suitability before making use of any services that may be offered, and you will need to take full responsibility when using this information. You need to ensure that you understand and agree that by doing so neither the Council/landlord/RSL nor any partner bodies or employees are responsible or liable for any claim, loss or damage arising from its use.

Your local authority/landlord is unable to accept any responsible for resolving any issues or disputes you may have with any content providers listed on the Digital Log Book website. You should attempt to resolve any issues you have with a provider with them directly, their regulatory body or the appropriate Ombudsman. However, we are interested in your feedback on content providers listed, you may inform us by emailing us at support@digitallogbook.org.

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