

Meet.LBS Terms and Conditions of Use

Welcome to LBS's Meet Platform. We hope this enables you to interact and communicate with other admits to our degree programmes. It will also enable the School to keep in touch with you by providing information relating to your intended programme of study including any relevant events.

Meet.LBS is a closed community, not accessible to the public. All users on the platform are created by LBS. The users are comprised of admitted students for the current admissions cycle as well as student representatives and LBS staff.

The Terms outlined below, govern your access to and use of Meet.LBS and any information, text, graphics, photos or other materials uploaded, downloaded or appearing on the site. Users are responsible for all content posted in private messages, LBS does not have access to this content. These terms and conditions of use should be read in conjunction with our [Website Privacy Policy](#).

Definitions

In these terms and conditions of use

1. Meet.LBS means the online communication platform for admits, student representatives, and LBS staff.
2. Meet.mba means the service provider (as defined below).
3. School / LBS means London Business School, incorporated by Royal Charter with registered number RC721 of Regent's Park, London NW1 4SA, United Kingdom.
4. Admit means an applicant who has an open offer or has formally accepted a place on a London Business School degree programme, but has not yet matriculated.
5. SAAS Services Agreement means the agreement governing the supply of services and entered into by Meet.mba Limited and LBS.
6. Student representative means a person currently enrolled on a degree programme who is representing the student body on the platform (Student Ambassadors, Student Club Officers).
7. School community means:
 - Admits, Students, Alumni, faculty and staff
 - Any other persons who are at or connected with the School at any given time and who are authorised to access Meet.LBS.
8. You / your means a user of Meet.LBS website.
9. We means School / LBS.
10. Official profile means LBS staff and clubs, signified by a gold shield next to the user.
11. Official Huddle signified by a gold shield next to the user means group chats created by official profiles, these chats can be seen by a member LBS staff.

Service provider

Meet.LBS is operated under contract by Meet.mba Limited acting as our Data Processor under the Data Protection Act 2018 as outlined under the SAAS Services Agreement. Meet.mba is a limited

company registered in England and Wales under company number 11213422 with its registered office at Crown Chambers, Princes Street, Harrogate, North Yorkshire, HG1 1NJ.

Interpretation

The Terms and Conditions of use set out general principles for acceptable behaviour in connection with your use of Meet.LBS. To the extent that these Terms and Conditions do not address a particular aspect of usage of the platform, you must act in such a way as to:

- a. maintain and build trust within the School community
- b. respect the privacy of members of the School community
- c. observe the confidentiality of information and materials supplied on Meet.LBS and
- d. maintain and increase the respect in which the School is held both within and outside the School community.

Prohibitions

When using Meet.LBS, you must not:

- a. access, store, distribute or transmit any Viruses, or any material during the course of its use of the Services that:
 - i. is unlawful, harmful, threatening, defamatory, obscene, infringing, harassing or racially or ethnically offensive;
 - ii. facilitates illegal activity;
 - iii. depicts sexually explicit images;
 - iv. promotes unlawful violence;
 - v. is discriminatory based on race, gender, colour, religious belief, sexual orientation, disability; or
 - vi. is otherwise illegal or causes damage or injury to any person or property;
- b. except as may be allowed by any applicable law which is incapable of exclusion by agreement between the parties and except to the extent expressly permitted under this agreement
 - i. attempt to copy, modify, duplicate, create derivative works from, frame, mirror, republish, download, display, transmit, or distribute all or any portion of the Software and/or Documentation (as applicable) in any form or media or by any means;
 - ii. attempt to de-compile, reverse compile, disassemble, reverse engineer or otherwise reduce to human-perceivable form all or any part of the Software;
- c. access all or any part of the Services and Documentation in order to build a product or service which competes with the Services and/or the Documentation;
- d. use the Services and/or Documentation to provide services to third parties except Authorised Users for the Purpose;
- e. license, sell, rent, lease, transfer, assign, distribute, display, disclose, or otherwise commercially exploit, or otherwise make the Services and/or Documentation available to any third party except the Authorised Users,
- f. attempt to obtain, or assist third parties in obtaining, access to the Services and/or Documentation; or
- g. introduce or permit the introduction of, any Virus or Vulnerability into Supplier's network and information systems;
- h. post any commercial messages or advertisements in areas not specifically designated for that purpose. Where they are permitted, any such messages must be accompanied by a

'declaration of interests, that is, a truthful and descriptive declaration of how the poster is related to the business or service mentioned;

- i. post, upload, email or otherwise transmit any unsolicited advertising, promotional materials, "junk mail," "spam," "chain letters," "pyramid schemes," or any other form of solicitation or commercial exploitation, save as explicitly permitted by these Terms and Conditions;
- j. remove the copyright or trade mark notice(s) from any copies of any material made in accordance with these Terms and Conditions; or
- k. use the Meet.LBS platform in any way that might bring the School into disrepute.

The above requirements are applicable to all material posted, uploaded or otherwise transmitted and for the avoidance of doubt this includes private messages between users on Meet.LBS.

Log-in security

When accessing Meet.LBS, you must observe the following log-in security rules:

- a. You are absolutely responsible for the security of your password. Do not share it with anyone. Do not write it down or otherwise record it in an insecure place.
- b. Do not allow others to use your account to access the Meet.LBS platform. If you think that the security of your account may be compromised in any way, you must report it to the School immediately by emailing meet@london.edu. You must also immediately change your password.
- c. Ensure you are fully logged out of Meet.LBS on any computer you are no longer using.

Data security

In respect of any personal data about fellow members of the School community which you may access through Meet.LBS, you must observe the following data security rules:

- a. This data is confidential and may only be used in accordance with these Terms and Conditions.
- b. Personal data must not be disclosed to any third party unless the data subject has given their specific permission and only then in accordance with the provisions of relevant Data Protection legislation
- c. You are absolutely responsible for the security of any accessed data. If printed or recorded by hand or voice, you must not leave it in an insecure and/or public place. If downloaded, it must be to a computer or other device whose security you are in charge of, and it must be secure within that computer or device.
- d. Data files must not be left unprotected. If you are not sure how to secure data then do not download. If you download data onto a shared or networked computer (including the School's computers), in addition to assuming responsibility for the security of that data while you have access to that computer, you must also ensure that the data is erased when you cease to have access to that computer.
- e. You must not create a database (electronic or otherwise) that includes material downloaded or otherwise obtained from Meet.LBS.

Your obligations and acknowledgments

- a. You must ensure that you have installed adequate and up to date computer virus checking software on your computer or other device.
- b. You acknowledge that, notwithstanding our use of encryption software to attempt to prevent unauthorised access to your personal information, your communication of sensitive financial

and personal information to us through Meet.LBS or by email is not 100 per cent secure and may be compromised.

- c. You are responsible for keeping accurate and up to date your profile details
- d. You acknowledge that if you submit any material to Meet.LBS you understand and accept that the School and the School community may make use of that material in accordance with these Terms and Conditions and with relevant Data Protection legislation.

The School's obligations

- a. We will use reasonable endeavours to ensure that only the up-to-date contact details which you consent to publish are displayed in Meet.LBS
- b. Whilst we will use reasonable endeavours to ensure that information provided on Meet.LBS is accurate and complete, the contents of Meet.LBS are naturally subject to change from time to time and the School cannot guarantee the accuracy and completeness of that information.
- c. We do not guarantee that your use of Meet.LBS will be free from error and/or uninterrupted.
- d. We will use reasonable endeavours to ensure that Meet.LBS is free of computer viruses, but we do not warrant that it will be free of viruses.
- e. Some of the pages on Meet.LBS may include links to external websites. Any links are included to give you the opportunity to access other pages that it is felt may be of interest or assistance to you. The School is not responsible for the content of those sites.
- f. The School does not have any control or access to material posted in private Huddle messages.

Complaints procedure

- a. If you consider that another member of the School community has breached these Terms and Conditions in their dealings with you, you should first seek to resolve this matter informally by approaching them directly to explain the basis of your concern.
- b. If your informal approach does not render a satisfactory result (normally, an apology), then you may lodge a formal complaint with the School and this complaint will be referred to an appropriate member of School staff for initial consideration. The formal complaint must be in writing and clearly state:
 - i. who is raising the complaint;
 - ii. the identity of the person about whom the complaint is being made;
 - iii. the nature of the complaint;
 - iv. why the complainant considers the behaviour is not in accordance with these Terms and Conditions;
 - v. any supporting evidence, including emails; and
 - vi. whether an informal resolution was attempted first.
 - vii. Complaints should be sent to meet@london.edu
- c. We will respond to complaints made to the School within 10 working days
- d. We will consider any formal complaints received, contacting where necessary the complainant and the subject of the complaint. Our decision will be communicated to both parties and is final.

NB: If a complaint is against a student representative's behaviour then the student disciplinary process will take precedence.

Enforcement

- a. For Admits, failure to comply with the Terms and Conditions may result in your access to Meet.LBS being revoked. In serious instances, your offer may be revoked.
- b. For Student representatives, failure to comply may result in your access to Meet.LBS may be revoked. In serious instances, there may be disciplinary action from the relevant programme office.
- c. The School otherwise reserves all its legal rights.

Variation of Terms and Conditions

We may vary the Terms and Conditions from time to time. Please ensure that you review the Terms and Conditions regularly as you will be deemed to have accepted a variation if you continue to use Meet.LBS after any variation has been posted. We will use our reasonable endeavours to notify all substantive changes to the Terms and Conditions on Meet.LBS or via email.

Intellectual property

- a. All copyright and other rights that subsist in Meet.LBS, save where otherwise expressly indicated, are the property of the School.
- b. The names, images and logos identifying the School or third parties and their products and services, are the proprietary marks of the LBS, and/or as relevant the third parties. Any use made of these marks may be an infringement of rights in those marks and the School reserves generally its right to pursue such claims that may arise.

Indemnities

You agree to keep the School fully indemnified against all actions, claims, losses, damages and costs (whether paid by way of settlement or otherwise) suffered or incurred by or on behalf of the School and arising directly or indirectly from any breach (proven or alleged) by you of any of these Terms and Conditions.

Cookies

If you use Meet.LBS, our service provider will install certain cookies on your device. The details of how they use these technologies is further outlined in their [Cookie Policy](#). Through cookies and similar technologies, we may collect details about your device, such as IP address, internet browser type and operating system. We may also collect information about your browsing activity, such as how you use Meet.LBS, the pages you have visited, and the date and time of each visit.

Data Protection

For information on how we hold and process your data please see our [Website Privacy Policy](#). By agreeing to these Terms and Conditions, you also agree to comply with all relevant Data Protection Regulations.

Disclaimers

We exclude, in so far as it is legally possible, all liability and responsibility for any damages (other than liability for death or physical injury arising out of our negligence) including, but not limited to, indirect or consequential damages, damages for loss of opportunity or chance, or any damages whatsoever arising from use or loss of use, data, or profits, whether in action of contract, negligence or other tortious action, arising out of, or in connection with:

- a. any information on Meet.LBS or any other internet or web sites or the use of that information;
or
- b. the misuse or loss of data or information which you submit to us through Meet.LBS by email;
- c. any viruses or any other computer code, files or programs designed to interrupt, restrict, destroy, limit the functionality of or compromise the integrity of any computer software or hardware or telecommunications equipment or other material transmitted with or as part of Meet.LBS

Severance

If any of these Terms and Conditions is determined to be illegal, invalid or otherwise unenforceable, it will be severed and deleted from the Terms and Conditions and the remaining Terms and Conditions will survive, remain in full force and effect and continue to be binding and enforceable.

Choice of law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes arising from matters relating to Meet.LBS will be exclusively subject to the jurisdiction of the courts of England and Wales. By accessing Meet.LBS, you are accepting these Terms and Conditions.

Published November 2020