

Currently under review by our legal team, this is a holding document.

TruVPerm – Terms and Conditions of Use

1. About These Terms

These Terms and Conditions govern the use of the TruVPerm applicant tracking system. TruVPerm is operated by TruV Group Limited, a company incorporated in England and Wales. By accessing or using the service, users agree to be bound by these Terms.

2. Scope of the Service

TruVPerm is a cloud-based applicant tracking system provided on a software-as-a-service basis. It supports recruitment activities including vacancy management, application submission, application review, shortlisting support, communications, reporting, and auditability. The service must only be used for lawful recruitment purposes.

3. User Accounts and Access

Access to TruVPerm is provided on a role-based basis. Users are responsible for maintaining the confidentiality of their credentials and for all activities carried out using their account. TruV Group Limited may suspend or terminate access where misuse or security risks are identified.

4. Acceptable Use

Users must not misuse the service, attempt unauthorised access, introduce malicious code, breach applicable laws, or interfere with the operation of the service.

5. AI-Assisted Functionality

TruVPerm includes AI-assisted features that support recruitment activities such as application summarisation and shortlisting suggestions. These features operate as decision-support tools only and do not make automated recruitment decisions.

6. Data Protection and Privacy

Personal data is processed in accordance with UK data protection legislation, including UK GDPR and the Data Protection Act 2018. Data protection responsibilities are governed by applicable data processing agreements and privacy notices.

7. Information Security

The service is protected using industry-standard security measures, including encryption, access controls, and audit logging. Users must notify TruV Group Limited of any suspected security incidents.

8. Availability and Support

The service is provided with defined availability targets and support arrangements.

Scheduled maintenance may occur. TruV Group Limited does not guarantee uninterrupted availability.

9. Intellectual Property

All intellectual property rights in TruVPerm remain the property of TruV Group Limited or its licensors. Users are granted a limited, non-exclusive right to use the service during the contract term.

10. Liability

Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded under law. Subject to this, liability is limited as permitted by law.

11. Suspension and Termination

Access may be suspended or terminated where these Terms are breached, security is compromised, or required by law.

12. Changes to the Service or Terms

TruV Group Limited may update the service or these Terms. Continued use constitutes acceptance of updated Terms.

13. Governing Law and Jurisdiction

These Terms are governed by the law of England and Wales. The courts of England and Wales have exclusive jurisdiction.