

Engage – Terms and Conditions of Use

1. About these terms

These Terms and Conditions govern the use of **Engage**, a free-to-use, web-based mapping and engagement platform provided by **Greatbatch Ltd trading as Letterbox Distribution** (“we”, “us”, “our”). By accessing or using Engage, users agree to these terms.

Engage is provided without charge and does not require a formal contract. These terms apply solely to the use of the Engage platform and do not apply to any separate services provided by Letterbox Distribution.

2. The Engage service

Engage is an online platform that enables users to define, visualise and review geographic areas and associated datasets to support planning and engagement activities. Engage provides mapping and visualisation tools only and does not deliver communications, act as a system of record, or guarantee data accuracy.

3. Access and use

Access to Engage is provided through individual user accounts. Users must keep login details secure and must not share access credentials. We reserve the right to suspend or remove access where misuse, unauthorised access or security risks are identified.

4. Acceptable use

Users must not:

- attempt to gain unauthorised access to the service or related systems
- misuse, disrupt or interfere with the service
- upload unlawful or harmful content
- use Engage in a way that breaches applicable law

5. Data and privacy

Engage processes limited user and usage data in accordance with applicable data protection legislation. Data handling is governed by our Privacy Policy. Engage is not intended for the storage of sensitive or classified information.

6. Intellectual property

All intellectual property rights in Engage remain with Letterbox Distribution or its licensors. Users are granted a non-exclusive, non-transferable right to use the service for lawful purposes.

7. Availability and support

Engage is provided on a best-endeavours basis. While reasonable steps are taken to maintain availability, no service level agreement is offered. Support is provided via email during UK business hours.

8. Ending use of the service

Users may stop using Engage at any time. We may remove access where necessary for security, legal or operational reasons. There are no exit fees or termination charges.

9. Liability

Engage is provided “as is”. To the extent permitted by law, we exclude liability for indirect or consequential loss arising from use of the service. Nothing in these terms limits liability for death or personal injury caused by negligence or fraud.

10. Changes to the service or terms

We may update Engage or these terms from time to time. Continued use of the service indicates acceptance of updated terms.

11. Governing law

These terms are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.

12. Contact

For questions about Engage or these terms, please contact:

enquiries@letterboxdistribution.com