



ATHLETE HUB

ACCEPTABLE USE POLICY

Effective Date: 22/04/2026

Last Updated: 22/04/2026

This Acceptable Use Policy (“**Policy**”) sets out the rules governing acceptable and unacceptable use of the Athlete Hub platform and services (the “**Service**”) operated by Athlete Hub (“**Athlete Hub**”, “**we**”, “**us**”, “**our**”).

This Policy applies to **all users**, including athletes, junior athletes, parents, coaches, staff, volunteers, administrators, and any other authorised users (“**Users**”).

1. PURPOSE OF THIS POLICY

The purpose of this Policy is to:

- ensure the Service is used safely, lawfully, and responsibly;
- protect children, young people, and vulnerable individuals;
- prevent misuse, abuse, or exploitation of the platform;
- clearly define prohibited conduct;
- provide a clear basis for enforcement action.

This Policy should be read alongside:

- the Terms of Service;
- the Safeguarding & Child Protection Policy;
- the Messaging & Moderation Policy;
- the Coach Code of Conduct;
- the Privacy Policy.

2. GENERAL PRINCIPLES OF USE

Users must use the Service:

- only for legitimate Club-related purposes;
- in a manner that is lawful, honest, and respectful;
- in accordance with safeguarding principles;
- in compliance with data protection requirements;
- in good faith and without intent to cause harm.

Use of the Service is a **privilege**, not a right.

3. AUTHORISED USE ONLY

3.1 Account Integrity

Users must:

- use only their own account;
- keep login credentials secure;
- ensure account details remain accurate.

The following are prohibited:

- account sharing;
 - impersonation;
 - unauthorised access attempts.
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3.2 Role-Based Use

Users may:

- access only features and data permitted by their role;
- access only data relating to their own Club.

Any attempt to bypass or circumvent access controls is a breach of this Policy.

4. PROHIBITED CONDUCT (GENERAL)

Users must **not** use the Service to:

- harass, bully, threaten, intimidate, or abuse others;
 - engage in grooming, manipulation, or boundary-violating behaviour;
 - share sexual, exploitative, or inappropriate content;
 - discriminate on the basis of protected characteristics;
 - upload unlawful, offensive, or misleading material;
 - encourage harmful behaviour or unsafe practices;
 - retaliate against users who raise concerns or complaints.
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5. SAFEGUARDING-RELATED PROHIBITIONS

In addition to general prohibited conduct, Users must **never**:

- attempt to communicate privately with Junior users;
- attempt to circumvent or disable safeguarding features;

- encourage off-platform communication with Juniors;
- misuse Children's data or personal information;
- normalise inappropriate or unprofessional behaviour.

Any safeguarding-related breach will be treated as **serious misconduct**.

6. COMMUNICATION AND CONTENT RULES

6.1 Permitted Communications

Where communication features are enabled, messaging and posts must:

- relate to legitimate Club or sporting activities;
 - be appropriate in tone and content;
 - remain professional and respectful.
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6.2 Prohibited Communications

Communications must not:

- contain harassment, hate speech, or abuse;
 - contain sexualised or explicit material;
 - pressure or coerce athletes or staff;
 - involve commercial solicitation or advertising;
 - disclose personal data unlawfully.
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7. DATA MISUSE AND CONFIDENTIALITY

Users must not:

- export, copy, or store data without authorisation;
- share athlete or Club data outside the Service;
- use data for personal, commercial, or unauthorised purposes;
- attempt to re-identify anonymised or aggregated data.

Data misuse may result in both:

- immediate suspension, and
 - referral to Clubs or authorities where appropriate.
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8. TECHNICAL MISUSE AND SYSTEM ABUSE

Users must not:

- attempt to interfere with platform operation;
- attempt to reverse engineer, copy, or scrape the Service;
- introduce malware or malicious code;
- overload or disrupt system availability;
- exploit bugs or vulnerabilities.

Security incidents must be reported promptly to Athlete Hub.

9. REPORTING MISUSE OR CONCERNS

Users are encouraged to report suspected misuse, abuse, or policy breaches to:

Email: dan@athlete-hub.uk

Subject: Acceptable Use Concern

Reports should include:

- nature of the concern;
 - relevant accounts or activity;
 - dates or contextual information where available.
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10. ENFORCEMENT AND SANCTIONS

10.1 Athlete Hub Enforcement Powers

Where this Policy is breached, Athlete Hub may:

- issue warnings;
- restrict or disable features;
- suspend accounts immediately;
- terminate access permanently;
- preserve records for investigation;
- notify relevant Clubs or governing bodies;
- cooperate with law enforcement or authorities.

No prior notice is required where safeguarding, security, or legal risks exist.

10.2 Club Enforcement

Clubs retain responsibility for:

- disciplinary action;

- volunteer or employment consequences;
- safeguarding reporting obligations.

Athlete Hub actions do not replace or limit Club actions.

11. NO EXPECTATION OF MONITORING

Users acknowledge that:

- Athlete Hub does not continuously monitor all activity;
 - moderation is largely reactive;
 - Users remain responsible for their conduct at all times.
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12. RETALIATION PROHIBITION

Retaliation against any individual for reporting concerns, participating in investigations, or enforcing policies is strictly prohibited and may result in immediate removal from the Service.

13. POLICY UPDATES

This Policy may be updated periodically to reflect:

- legal or regulatory changes;
- safeguarding best practice;
- platform functionality changes.

Material updates will be communicated via the Service or email.

14. CONTACT DETAILS

For questions or concerns regarding acceptable use:

Athlete Hub

Email: dan@athlete-hub.uk

Website: <https://athlete-hub.uk>