Website Terms of Service

Version 1.1 — March 28th, 2026

Waybook

Table of Contents

1 Introduction & Acceptance 3
2 Permitted Use 4
3 Intellectual Property 5
4 Disclaimers & Liability 6
5 Privacy & Data 7

1 Introduction & Acceptance

Introduction & Acceptance of Terms

These Terms of Service ("Terms") govern your access to and use of the Metcor Group website (the "Website"). By accessing or using the Website, you agree to be bound by these Terms in their entirety. If you do not agree with any part of these Terms, you must discontinue use of the Website immediately.

Metcor Group Ltd is a company registered (Reg no: 02447811) in the United Kingdom, operating within the Environmental Services sector. These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Who These Terms Apply To

These Terms apply to all visitors, users, and any other persons who access or interact with the Website, regardless of the capacity in which they do so. This includes individuals browsing for information, prospective clients, existing clients, and third-party partners.

Metcor reserves the right to amend these Terms at any time without prior notice. Updated Terms will be published on this page with a revised effective date. It is your responsibility to review these Terms periodically to ensure you remain aware of any changes. Continued use of the Website following any amendments constitutes your acceptance of the revised Terms.

Contact Information

If you have any questions regarding these Terms or how they apply to your use of the Website, please contact Metcor directly through the contact details provided on the Website. We encourage users to raise any concerns promptly so that they may be addressed in an appropriate and timely manner.

> These Terms constitute a legally binding agreement. Please read them carefully before using the Website.

2 Permitted Use

Permitted Use of the Website

The Metcor Website is provided for lawful, informational, and business-related purposes. Users are permitted to access and browse the Website solely for legitimate purposes consistent with applicable laws and regulations. Any use of the Website that falls outside of these parameters is strictly prohibited.

Acceptable Use

Users may access the Website to:

- Obtain information about Metcor's services and capabilities.
- Make enquiries or submit contact requests through designated forms.
- Access publicly available resources, publications, or case studies provided by Metcor.
- Navigate to any linked third-party resources where applicable. All use of the Website must be conducted in good faith and in a manner that does not interfere with the experience of other users or the operational integrity of the Website itself.

Prohibited Activities

Users must not engage in any of the following activities when accessing the Website:

- Attempting to gain unauthorised access to any part of the Website, its servers, or associated systems.
- Uploading, transmitting, or distributing any malicious code, viruses, or harmful software.
- Using automated tools, bots, or scrapers to extract data from the Website without prior written consent from Metcor.
- Reproducing, duplicating, or exploiting any part of the Website for commercial purposes without authorisation.
- Engaging in any conduct that is unlawful, defamatory, offensive, or otherwise harmful to Metcor or any third party.

Consequences of Misuse

Metcor reserves the right to restrict or terminate access to the Website for any user found to be in breach of these permitted use conditions, without prior notice. Where misuse constitutes a criminal offence or gives rise to civil liability, Metcor may report such activity to the relevant authorities and pursue appropriate legal remedies.

Metcor further reserves the right to monitor Website usage to ensure compliance with these Terms and to maintain the security and performance of the Website.

3 Intellectual Property

Intellectual Property Rights

All content published on the Metcor Website, including but not limited to text, graphics, logos, images, data compilations, and software, is the intellectual property of Metcor or its licensed content providers. This content is protected under applicable United Kingdom and international intellectual property laws.

Ownership of Content

Metcor retains full ownership of all original content produced for and published on the Website. This includes technical documentation, service descriptions, case studies, reports, and any other materials made available to users. Nothing on the Website should be construed as granting any licence or right to use Metcor's intellectual property without express written permission.

The Metcor name, logo, and any associated trademarks or service marks displayed on the Website are the registered or unregistered property of Metcor. Unauthorised use of these marks is strictly prohibited and may constitute an infringement of trademark law.

Permitted Use of Content

Users may access and view Website content for personal, non-commercial reference purposes only. Limited reproduction of content is permitted solely where:

- Explicit written consent has been obtained from Metcor in advance.
- The content is clearly attributed to Metcor as the original source.
- The reproduction does not misrepresent or alter the original content in any way. Any other reproduction, distribution, modification, or commercial exploitation of Website content is prohibited without prior written authorisation from Metcor.

Third-Party Content

Where the Website contains links to or content from third-party sources, such content remains the intellectual property of the respective third parties. Metcor does not claim ownership over third-party content and accepts no responsibility for its accuracy, legality, or appropriateness. Users should review the terms and conditions of any third-party websites they access via links on the Metcor Website.

> If you wish to reproduce or reference any Metcor content, please contact us in advance to obtain the necessary permissions.

4 Disclaimers & Liability

Disclaimers & Limitation of Liability

Metcor endeavours to ensure that the information published on the Website is accurate, current, and relevant. However, the Website is provided on an "as is" and "as available" basis, and Metcor makes no representations or warranties of any kind, express or implied, regarding the completeness, accuracy, reliability, or suitability of the content for any particular purpose.

Accuracy of Information

Whilst reasonable care is taken to maintain the accuracy of the content on the Website, information within the environmental services sector is subject to change. Regulatory frameworks, technical standards, and operational data may be updated, and Website content may not always reflect the most current position. Users should not rely solely on information obtained from the Website when making decisions of a technical, legal, or commercial nature, and are advised to seek professional guidance where appropriate.

Limitation of Liability

To the fullest extent permitted by applicable law, Metcor shall not be liable for any direct, indirect, incidental, consequential, or special damages arising from:

- Access to or use of the Website.
- Inability to access or use the Website for any reason.
- Reliance on any information or content published on the Website.
- Unauthorised access to or alteration of user data or transmissions. This limitation of liability applies regardless of whether such damages were foreseeable or whether Metcor had been advised of the possibility of such damages.

Website Availability

Metcor does not guarantee uninterrupted or error-free access to the Website. The Website may be temporarily unavailable due to scheduled maintenance, technical issues, or circumstances beyond Metcor's reasonable control. Metcor accepts no liability for any loss or inconvenience arising from such interruptions.

External Links

The Website may contain hyperlinks to third-party websites. These links are provided for informational convenience only. Metcor does not endorse, control, or accept responsibility for the content, privacy practices, or availability of any linked third-party websites. Users access such sites entirely at their own risk.

5 Privacy & Data

Privacy & Data Collection

Metcor is committed to protecting the privacy of all individuals who interact with the Website. The collection, use, and storage of personal data obtained through the Website is conducted in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Data We May Collect

When you use the Website, Metcor may collect certain information, including:

- **Contact information** submitted via enquiry or contact forms, such as name, email address, and telephone number.
- **Technical data** such as IP addresses, browser type, operating system, and pages visited, collected automatically through cookies and similar technologies.
- **Communication records** where you correspond with Metcor via the Website. This data is collected only to the extent necessary for the purposes for which it is processed, in line with the principle of data minimisation under UK GDPR.

How We Use Your Data

Personal data collected through the Website may be used to:

- Respond to enquiries and provide requested information.
- Improve the functionality and user experience of the Website.
- Comply with legal and regulatory obligations applicable to Metcor. Metcor will not sell, rent, or share personal data with third parties for marketing purposes. Data may be shared with trusted service providers who assist in the operation of the Website, subject to appropriate data processing agreements.

Cookies

The Website uses cookies to enhance user experience and gather analytical data. Users may manage cookie preferences through their browser settings. Please note that disabling certain cookies may affect the functionality of the Website.

Your Rights

Under UK GDPR, users have the right to access, rectify, or request erasure of their personal data, as well as the right to object to or restrict certain types of processing. To exercise any of these rights, please contact Metcor using the details available on the Website.

> For full details on how Metcor handles personal data, please refer to our Privacy Policy, available on the Website.