

Website & App Acceptable Use Policy

PUB-LEG-010 | Effective 27 July 2026 | 5 min read

Plain English overview

Rules protecting the Mosey website, app, users and technical infrastructure.

Chapter 1: Acceptable Use & Account Responsibilities

Effective 27 July 2026

Plain English summary

Mosey is designed to encourage healthy activity, community engagement and charitable giving. This Acceptable Use Policy explains how our website and mobile application should be used and the types of behaviour that are not permitted. By using Mosey, you agree to use our services responsibly, lawfully and in accordance with this Policy.

1. Purpose

This Acceptable Use Policy forms part of the Mosey Legal Suite and should be read together with our:

- Terms & Conditions
- Community Guidelines
- Fair Play & Anti-Cheat Policy
- Privacy Policy

It applies to all users of the Mosey website and mobile application.

2. Our Principles

We expect members to use Mosey in a manner that is:

- lawful
- honest
- respectful
- secure
- responsible

Members should not use Mosey in ways that interfere with other users or the operation of our services.

3. Account Responsibility

You are responsible for:

- maintaining the security of your account
- ensuring information you provide is accurate
- keeping login credentials confidential
- notifying us if you believe your account has been compromised

You remain responsible for activities carried out using your account unless you have notified us of unauthorised access without undue delay.

4. Lawful Use

You must not use Mosey:

- in breach of any applicable law or regulation
- to facilitate unlawful activities
- to infringe another person's legal rights
- to commit fraud or deception

- to interfere with law enforcement investigations

5. Respect for Other Members

You must not use Mosey to:

- harass others
- intimidate others
- discriminate against others
- threaten violence
- encourage unlawful behaviour
- abuse charity partners or volunteers

Community expectations are described in more detail within our Community Guidelines.

6. Accurate Information

Where Mosey asks you to provide information, you agree that it will be accurate to the best of your knowledge.

You must not knowingly:

- impersonate another person
- create false identities
- provide fraudulent verification information
- misrepresent your eligibility for rewards or promotions

7. Responsible Use of Features

Members should use all Mosey features only for their intended purpose.

Examples include:

- earning points fairly
- participating honestly in challenges
- using referrals appropriately
- redeeming rewards legitimately
- interacting respectfully within community features

Any attempt to misuse features may result in action under our Fair Play & Anti-Cheat Policy.

8. Availability of Services

While we aim to provide reliable services, Mosey may occasionally experience:

- maintenance
- software updates
- technical faults
- security-related interruptions
- third-party outages

Members must not attempt to bypass maintenance restrictions or interfere with service availability.

9. Software Updates

To help maintain security and functionality, members should install updates to the Mosey application when they become available.

Using outdated software may affect:

- functionality
- compatibility
- security
- access to certain features

Some features may require a minimum supported application version.

10. Reporting Problems

If you discover:

- technical faults
- security concerns
- accessibility issues
- suspected abuse
- inappropriate content,

we encourage you to report them through the appropriate support channels so that we can investigate.

Chapter 2: Technical Restrictions, Enforcement & Final Provisions

Effective 27 July 2026

Plain English summary

Mosey is designed to be used by people—not bots, malicious software or automated systems that disrupt the platform. To protect our members, partners and infrastructure, certain technical activities are prohibited. Where misuse occurs, we may investigate and take appropriate action.

11. Automated Access

Unless we have given you prior written permission, you must not use automated methods to access or interact with Mosey.

Examples include:

- automated account creation
- bots
- scripts
- crawlers
- scraping tools
- automated reward claims
- automated gameplay

Reasonable indexing by recognised search engines of publicly available website content is permitted unless expressly restricted.

12. Scraping and Data Extraction

You must not copy, extract, harvest or systematically collect information from the Mosey website or mobile application for commercial purposes without our prior written permission.

This includes, but is not limited to:

- user data
- rewards information
- images and graphics
- databases
- source code
- application content
- proprietary datasets

Nothing in this section prevents activity that is expressly permitted by applicable law.

13. Reverse Engineering

Except where permitted by applicable law, you must not:

- reverse engineer
- decompile
- disassemble
- modify
- create derivative works from
- attempt to discover proprietary source code or algorithms used by Mosey

This restriction does not affect any rights that cannot legally be excluded under applicable law.

14. Malware and Harmful Activity

You must not introduce or attempt to introduce:

- malware
- ransomware
- viruses
- worms
- trojans
- malicious scripts
- harmful code
- any software intended to disrupt or compromise our services

You must also not knowingly use Mosey to distribute malicious content to others.

15. Security Testing

We support responsible security research carried out in good faith.

However, you must not conduct penetration testing, vulnerability scanning or other security testing against Mosey without our prior written authorisation.

If you believe you have discovered a security vulnerability, please report it responsibly in accordance with our Security Statement.

16. Public APIs

If Mosey introduces public application programming interfaces (APIs) in the future:

- API-specific terms may apply
- usage limits may be imposed
- authentication may be required
- access may be suspended for misuse

Use of any public API must comply with both this Acceptable Use Policy and any API documentation published by Moseyaround Limited.

17. Intellectual Property

All intellectual property rights in the Mosey website, mobile application, branding, graphics, software, databases and original content remain the property of Moseyaround Limited or its licensors, unless otherwise stated.

Nothing in this Policy grants you ownership of any intellectual property belonging to Moseyaround Limited.

18. Enforcement

Where we reasonably believe this Policy has been breached, we may take appropriate action, including:

- issuing a warning

- temporarily restricting access
- suspending or terminating an account
- removing content
- cancelling rewards obtained through misuse
- referring matters to law enforcement or other authorities where appropriate

The action taken will generally be proportionate to the nature and seriousness of the breach.

19. Appeals

If enforcement action has been taken against your account and you believe it was incorrect, you may contact us to request a review.

Appeals should include any information you believe is relevant.

Each appeal will be considered on its own merits. Submission of an appeal does not guarantee that the original decision will be changed.

20. Changes to This Policy

We may update this Acceptable Use Policy from time to time to reflect:

- changes in law
- technological developments
- new platform features
- operational experience
- emerging security threats

Where significant changes are made, we will update the Effective Date and provide notice where appropriate.

21. Contact Us

For questions about this Policy, please contact:

support@moseyaround.com – General support

legal@moseyaround.com – Legal enquiries

security@moseyaround.com – Security matters

22. Relationship with Other Documents

This Acceptable Use Policy forms part of the Mosey Legal Suite and should be read alongside the:

- Terms & Conditions
- Community Guidelines
- Fair Play & Anti-Cheat Policy
- Privacy Policy
- Security Statement

Where another document contains more detailed requirements relating to a particular topic, both documents should be read together.

23. Final Statement

Mosey is built to encourage healthier lifestyles, positive community engagement and support for charitable causes.

By using the platform responsibly and respecting these rules, members help create a safe, reliable and enjoyable experience for everyone.

Moseyaround Limited appreciates the cooperation of all members in protecting the integrity of the Mosey platform.