Risk Management
Advice – Support - Response

Subscriptions Policy

Definitions

Where the following words appear, they will have the following meanings:

Intermediary	The third party through whom you may acquire your Membership (where you do not purchase your Membership directly from red24).
Membership	The red24 membership and associated benefits provided to you under the Membership Terms.
Membership Terms	The terms and conditions from time to time applying to your Membership
red24 (also referred to as 'we', 'our' and 'us')	The red24 Group which includes red24 Limited, red24 Operations Limited, red24 CRM (Pty) Limited, red24 Inc, red24 Sales Limited and green24 Limited, as well as their staff, agents and assigns. Details of our registered office addresses and VAT numbers are set out at the end of this document.
Subscribers	All users of the Subscription Services.
Subscription Services	Our subscription-based services from time to time offered by us as a benefit to your Membership, including • Daily News • Travel Safety Alerts • Security Briefing • Recall Review and • Other such newsletters as may be made available to you from time to time via our Website or otherwise
Subscription Term	The period during which you are authorised to access the Subscription Services, subject to termination as set out in this Subscription Policy.
Website	Our websites at www.red24.com, www.red24assist.com, and https://traveltracker.red24.com or any other website or internet or cloud based services launched or utilised by us from which the Subscription Services are from time to time accessed by you as part of your Membership.
You/your	The person/company named as the member on the schedule relating to your Membership, as notified to you by your Intermediary (if applicable). Depending on the nature of the schedule, this may include your spouse or partner, and dependent children residing with you but not exceeding the age of 21 years.

Your Subscription

By using the Subscription Services, regardless of any other terms and conditions between you and any Intermediary, you agree to be bound by this Subscription Policy as a direct contractual commitment between you and red24.

Other Applicable Terms

This Policy should be read in conjunction with the following additional terms, which also apply to your use of the Subscription Services:

- Our Terms of Website Use, which sets out the terms on which you can access the Website.

- Our Privacy Policy, which sets out the terms on which we process any personal data that is collected from you or that is provided to us. By using our Website, you consent to such processing and you warrant that all data provided by you is accurate.
- Our Cookie Policy, which sets out information about the cookies on the Website.

The Subscription Services are provided to you subject to our Terms and Conditions of a red24 membership ("Membership Terms") will apply to the membership. Where there is a conflict between this Subscription Policy and the Membership Terms, the Membership Terms will prevail.

Our obligations to You

For our part, we commit to provide the Subscription Services to you in accordance with this Subscription Policy.

We will provide you with a secure means of authenticated access to the Subscription Services, which we will make commercially reasonable endeavours to make available for Subscribers 24 hours a day, 7 days a week all year round, except for planned maintenance or unscheduled downtime to correct any important system failures on our IT systems.

We will check the identity of all Subscribers before a secure means of authenticated access is given; and we will manage and oversee the Website and Subscription Services and ensure that all Subscribers are using the Subscription Services in accordance with this Subscription Policy.

You will be able to update your subscription within the parameters permitted by your Membership, and also to unsubscribe if you so choose or deselect any location-based services you do not wish activated.

Your obligations to us

You are solely responsible for maintaining the confidentiality of the means of the authenticated access we provide to you, once it is issued to you, and for its ongoing use. In managing the Subscription Services and monitoring the Website, you accept that, in relation to managing the Subscription Services and monitoring the Website, red24 shall be entitled to assume that you are the person responsible for all data input or any other activity on the Website if the authenticated access we provide to you is used for that purpose; this can be produced to support or defend any dispute or issue arising as a consequence of such use.

The Subscription Services require data input from you via the online forms on our Website. This is a service which is personal to you and those of your immediate family. It must not be used on behalf of any third party, nor must the information be used or released or sold for commercial gain; however, this may with our consent be extended to permit use by an individual, such as a Security Manager, who has responsibility for the safety of a group of travellers.

Access to the Subscription Services requires an individual email address (i.e. one relating to an individual person, whether a personal or business email address) for each individual Subscriber. We reserve the right to refuse to supply this service where we have reason to believe that the email address provided is a group email address and not for an individual. In this event, we will notify of our concerns and give you a reasonable opportunity to provide replacement compliant email address(es).

You must follow any reasonable instructions from us relating to the security of the Website and efficient access to and integrity of the Subscription Services, including any request from us for you to confirm or re-confirm your identity as a Subscriber before your Subscription Services are activated or continued.

You are solely responsible for the accuracy, legality, currency and compliance of all data and information provided by you in connection with the Subscription Services and you will be solely liable if any such data or information is false, misleading, inaccurate or otherwise infringing any applicable laws in any jurisdiction.

You are also responsible for ensuring that you have the means to access the Subscription Services on our website and to receive any data or information on your PC, tablet or mobile. We are not responsible for any connectivity issues outside of our control to or from our Website or for any failure by you to receive any data or information from the Subscription Services, due to any spam filters, firewalls or other system setting and configurations beyond our control.

Subscription Content

The Subscription Services provide information by way of automated response to the data entry fields completed by a Subscriber on our Website. The Subscription Services are not designed to cover any Subscriber's particular circumstances or detailed travel itinerary and its use is at your sole discretion. It is for Subscribers to assess the information we provide under the Subscription Services and to make further enquiries of us under your Membership.

Accordingly, although we take commercially reasonable steps to ensure that information is accurate, relevant and up-to-date, we do not accept a duty of care via our automated Subscription Services to provide any information which can be relied upon; the exception to this would be a generalised guide as known within our organisation and as scheduled by us for updates on the Subscription Services area of our Website. The status of the information may vary and is subject to change or alteration at any given time. We accept no liability or responsibility in respect to actions taken or harm incurred related to any information provided to you.

Your attention is drawn to the Warranty and Limitation of Liability section in the Membership Terms.

Ownership of Content and License to Use

We retain all right, title and interest in all information we provide to you as part of the Subscription Services, including where such information includes information which you input via our Website in order to receive the Subscription Services. We retain all and any copyright in the content on or database rights in the databases we use to store the generic information which informs the deliverables we send to Subscribers under the Subscription Services. For this purpose, you hereby assign to us with full title guarantee the legal and equitable interests you may have in any original information and data.

During the Subscription Term, only you are licensed to access the Subscription Services and to use the information we provide to you for your own purposes only.

This license is for worldwide use and included within your Membership and is royalty free. However, it is personal to you and is not transferable to any third party, whether for remuneration or otherwise.

Termination or Suspension of Subscription Services

We reserve the right to terminate your Subscription Service in the event:

- You materially breach any of the terms of this Subscription Policy, other policies listed above or Membership Terms. This would include the transfer or attempted transfer of your license to access the Subscription Services or use of these beyond your personal use.
- Being an individual you become bankrupt or being a company you become insolvent or in any event you make any arrangement with you creditors

We shall be entitled to suspend your Subscription Services in lieu of termination for as long as we deem fit.

Enquiries

If you have any questions regarding this policy, please contact us at enquiries@red24.com.

red24 Limited
Millar & Bryce Ltd
Bonnington Road
2 Anderson Place
Edinburgh EH6 5NP

Company Number: SC086069
Registered in Scotland
VAT Number: 823845027

red24 Operations Limited
28 Lime Street
London EC3M 7HR

Company Number: 04327790
Registered in England and Wales
VAT Number: 823845027

red24 CRM (Pty) Ltd
Greenwood Chartered Accountants
21st Floor
ABSA Centre
Heerengracht Street
Cape Town 8001

Company Number: 2002/012490/07
Registered in South Africa
VAT Number: 4310205572

red24 Inc
185 Cochrane Drive
Suite 300
Annapolis
Maryland 21401
USA

Tax Number: 27 2957844
Registered in State of Delaware

red24 Sales Limited
28 Lime Street
London EC3M 7HR

Company Number: 4004496
Registered in England and Wales
VAT Number: 823845027

Green 24 Limited
28 Lime Street
London EC3M 7HR

Company Number: 07335949
Registered in England and Wales
VAT Number: 823845027