Terms of Use – Listening Beyond Words

1. Introduction

Welcome to Listening Beyond Words. These Terms of Use explain how you may access and use our website, physical products, and digital subscription-based tools (including our online card-sorting activities).

By using our website or purchasing any product or subscription, you agree to follow these terms.

If you do not agree with these terms, please do not use our website or digital tools.

2. Who We Are

Listening Beyond Words

Email: info@listeningbeyondwords.co.uk

We are a UK-based small business providing educational resources for families, practitioners, and schools.

3. Use of Our Website

You may use our website for lawful purposes only.

You agree not to:

- Copy, reproduce, or distribute any content without permission
- Attempt to disrupt or interfere with the website's functionality
- Use the website in a way that could harm others or the service

All content on this website (text, images, tools, branding) is owned by Listening Beyond Words and protected by copyright.

4. Digital Subscriptions (Online Card Sorting Tools)

A. Access to digital tools

Our digital products are online, interactive tools accessed through your account.

They are not downloadable files.

Access begins immediately once your purchase is completed.

B. Account use

Your account is for your personal or professional use only.

You agree not to:

- Share your login details with others
- Allow multiple users to access the tool through one account
- Copy, reproduce, or recreate the digital tool or its content

If we detect misuse, we may suspend or terminate access.

C. Service availability

We aim to keep the digital tools available at all times, but occasional downtime may occur due to:

- Maintenance
- Updates
- Technical issues
- Server interruptions

We will always try to minimise disruption.

D. User-entered information

Some digital tools allow you to enter optional information (e.g., child initials, practitioner notes).

Important:

- We do not store, access, or view any information you enter
- Data stays on your device or browser
- You are responsible for ensuring any personal data complies with your organisation's confidentiality and data protection requirements

We recommend using anonymised identifiers where appropriate.

5. Physical Products

All physical products (cards, printed resources, etc.) must be used safely and appropriately.

You agree not to:

- Reproduce or resell our products
- Use them in ways that may cause harm
- Remove copyright notices

6. Payments & Subscriptions

All payments must be made through the secure checkout system provided on our website.

For digital subscriptions:

- Access begins immediately
- Subscription duration is stated at purchase
- Renewal terms (if applicable) will be clearly displayed

We do not store payment card details.

7. Refunds & Returns

Refunds and returns are covered in our Refunds & Returns Policy, which is available separately on our website.

Digital subscriptions cannot be refunded once access has been provided.

8. Shipping

Shipping information is covered in our Shipping Policy, available separately on our website.

9. Intellectual Property

All content, tools, designs, and materials on this website are the intellectual property of Listening Beyond Words.

You may not:

- Copy
- Modify
- Distribute
- Sell

- Reproduce

any part of our resources without written permission.

10. Limitation of Liability

Listening Beyond Words is not responsible for:

- Losses caused by misuse of our products
- Technical issues beyond our control
- Data entered by users into digital tools
- Decisions made based on the use of our resources

Our tools are designed to support communication and reflection, not to replace professional judgement.

11. Changes to These Terms

We may update these Terms of Use occasionally to reflect changes in our services or legal requirements.

The latest version will always be available on this page.

12. Contact Us

If you have any questions about these terms, please contact:

info@listeningbeyondwords.co.uk

We aim to respond within 2–3 working days.