



**Shell**  
**ENERGY**

# Acceptable Use Policy

For customers who signed up to Green Star Energy

Effective from 8 February 2019

Version number: 1.0

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## 1. Meaning of words and phrases used in this policy

Policy	means this acceptable use policy
Site	means <a href="https://www.shellenergy.co.uk/">https://www.shellenergy.co.uk/</a> and all associated web pages
We	means Shell Energy Retail Limited (Company Number 05070887: Registered Office: Shell Energy House, Westwood Way, Westwood Business Park, Coventry, CV4 8HS). . References to us in this Policy includes our group companies from time to time.
You	means the person accessing or using this Site or its content (and your shall have the same meaning).

## 2. How you can use the Site

You may only use the Site for personal purposes. We do not allow you to use the Site in any other way. If you do not agree with the terms of this Policy, you may not use the Site.

## 3. Rules about use of the Site

You agree NOT to use the Site:

- for any purpose that is against the law or that is not allowed under this Policy or our website terms and conditions of use, found at [shellenergy.co.uk](http://shellenergy.co.uk)
- to commit fraud;
- to introduce viruses or malware or other similar harmful software code; for promoting unwanted advertising or sending spam;
- to send any form of fake communication from us or another service or entity in order to collect identity information, authentication credentials, or other information ('phishing');
- in any way that may disrupt the operation of our Site or business or the website or business of any other entity;
- in any way that may harm children;
- to promote any activity that may be against the law;
- to suggest that we endorse any other business, product or service unless we have separately agreed to this in writing;
- to gain unauthorised access to or use of computers, data, systems, accounts or networks; and
- to over-ride password or user authentication methods

You agree to comply with the provisions relating to our intellectual property rights and software contained in our website terms and conditions of use, found at [shellenergy.co.uk](http://shellenergy.co.uk)

## 4. Rules about linking to our Site

You may create a link to our Site from another website without our prior written consent provided the link:

- does not create a frame or any other browser or border environment around the content of our Site;

- does not imply that we endorse your products or services or any of the products or services of, or available through, the website that you place a link to our Site;
- does not display any of the trade-marks or logos used on our Site without our permission or that of the owner of such trademarks or logos; and
- is not placed on a website that itself does not meet the acceptable use requirements of this Policy.

We reserve the right to require you to immediately remove any link to the Site at any time, and you shall immediately comply with any request by us to remove any such link.

#### 5. Using the Shell Energy Retail name and logo

You may not use our trademarks, logos or trade names except in accordance with this Policy and our website terms and conditions of use, found at [shellenergy.co.uk](http://shellenergy.co.uk)

#### 6. What happens if you do not comply with this Policy

We shall apply the terms of this Policy in our absolute discretion. If you do not comply with this Policy we may terminate or suspend your use of the Site or take any action we consider necessary.

#### 7. Disputes

- We will try to resolve any disputes with you quickly and efficiently.
- If you are unhappy with us please contact us as soon as possible.
- If you and we cannot resolve a dispute using our complaint handling procedure, we will let you know that we cannot settle the dispute with you and give you certain information about our alternative dispute resolution provider.

#### 8. Which country's laws apply to any disputes

This Policy, its subject matter and its formation is governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction.