Website Terms of Use

Version 1.0 | Last updated 1 November 2026

1. About these terms

These terms govern the use of our website at www.kairosim.co.uk. By using the site you accept them. If you do not accept them, please do not use the site.

We may change these terms from time to time. The version shown on the site when you use it is the one that applies, so please check them occasionally. We suggest you keep a copy of the version you relied on.

We may also update, change, suspend or withdraw the site or any part of it for business or operational reasons. Where a change is significant we will give reasonable notice of it if we are able to do so.

We may transfer our rights and obligations under these terms to another organisation. We will tell you in writing if that happens, and the transfer will not affect your rights.

2. Who we are

The site is operated by KairoSim (Solutions) Ltd, a company registered in England and Wales under company number 17283579, whose registered office is at 26 Eagle Wharf Court, Lafone Street, London SE1 2LZ.

We can be contacted at info@kairosim.co.uk.

3. Using the site

The site is made available free of charge. We do not guarantee that it will always be available or uninterrupted, or that it will be free of errors or omissions. We may restrict access to parts of it, or to the whole of it, to registered users.

You are responsible for making the arrangements necessary to access the site, and for ensuring that everyone who accesses it through your connection is aware of these terms and complies with them.

We do not guarantee that the site will be secure or free from bugs or viruses. You are responsible for configuring your own equipment and software to access it, and for using your own virus protection.

4. Acceptable use

You may use the site only for lawful purposes. You must not:

- use it in any way that breaches any applicable law or regulation, or for any fraudulent or harmful purpose;
- introduce any virus, trojan, worm, logic bomb or other material which is malicious or technologically harmful;
- attempt to gain unauthorised access to the site, the server on which it is stored, or any server, computer or database connected to it;
- attack the site by means of a denial-of-service attack or a distributed denial-of-service attack;
- use any robot, spider, scraper or other automated means to access, copy or monitor the site or any part of it, other than conventional indexing by a search engine; or
- reproduce, duplicate, copy, resell or otherwise exploit any part of the site for a commercial purpose without our written consent.

Breach of this section may be a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and will co-operate with them, including by disclosing your identity. We may also withdraw your right to use the site.

5. Accounts and restricted areas

Parts of the site are, or will be, available only to registered users such as facilitators and staff. Where we provide you with a user identification code, password or other credential, you must treat it as confidential and must not disclose it to anyone else.

You must tell us as soon as possible at info@kairosim.co.uk if you know or suspect that anyone other than you knows your credentials. We may disable any credential at any time if in our reasonable opinion you have failed to comply with these terms.

Use of a restricted area is also governed by any separate agreement between us, including the facilitator framework agreement and our information security policy, and in the event of any conflict that agreement prevails.

6. Our content and intellectual property

We own or are licensed to use all intellectual property rights in the site and in the material published on it. Some of that material is licensed to us, or to our founders, by the University of Cambridge or Cambridge Enterprise Limited. All such rights are reserved.

You may print one copy, and download extracts, of any page for your own personal reference, and you may draw the attention of others within your organisation to material on the site. You must not modify any copy you have made, and you must not use any illustration, photograph, video or graphic separately from the text that accompanies it.

Our status, and that of any identified contributor, as the author of material on the site must always be acknowledged. You must not use any part of the site for commercial purposes without a licence from us. If you print, copy or download any part of the site in breach of these terms, your right to use it ceases immediately and you must return or destroy any copies you have made.

KairoSim is our trade mark. You may not use it, or any of our logos or branding, without our written permission.

7. Text and data mining

We expressly reserve all rights in the site and its content for the purposes of text and data mining. No part of the site may be used to develop, train, fine-tune or evaluate any machine learning model, artificial intelligence system or similar technology without our prior written consent.

This reservation applies in addition to, and is not limited by, anything stated in our robots file or any similar technical measure, and applies whether access is obtained directly or through a third party. It is an express reservation of rights, including for the purposes of Article 4(3) of Directive (EU) 2019/790 on copyright in the Digital Single Market.

This section does not apply to the extent that we are unable to restrict text or data mining by contract under the law that applies to us.

8. Linking to the site

You may link to our home page, provided you do so in a way that is fair and lawful and does not damage our reputation or take advantage of it. You must not suggest any form of association, approval or endorsement on our part where none exists.

You must not establish a link in any website that is not owned by you, and you must not frame the site on any other site or create a link to any part of it other than the home page. We may withdraw linking permission at any time without notice.

9. Material you send us

If you send us material through the site, by email or otherwise, you confirm that it is accurate, that you own it or have the right to provide it to us, and that it does not infringe anyone else's rights or breach any law. You grant us a licence to use it for the purpose for which you provided it., and you are responsible for any loss we suffer if that confirmation turns out to be wrong.

We may disclose your identity to anyone claiming that material you have sent us infringes their intellectual property rights or their right to privacy, and we may remove any material from the site at our discretion.

Where a facilitator provides a photograph and a professional biography for publication on the site, we use them to describe our panel to prospective and existing clients. They are published with consent, and if consent is withdrawn we remove them within a reasonable period. Our privacy notice explains how we handle personal information.

10. No reliance on the information on the site

The content of the site is provided for general information only. It is not advice, and it is not a substitute for professional advice on security, risk, legal, financial or other matters. You should obtain appropriate advice before taking, or refraining from, any action on the basis of anything on the site.

Our exercises deal with hypothetical scenarios involving real states, institutions and events. Scenario material described or referred to on the site is illustrative and designed to test decision-making. It does not represent our assessment of the likelihood of any event, our view of any government, organisation or individual, or a prediction of any kind.

Although we make reasonable efforts to keep the site up to date, we make no representation or warranty that the content is accurate, complete or current.

11. Our liability

Nothing in these terms excludes or limits our liability for death or personal injury arising from our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot lawfully be excluded or limited.

If you are a business user, we exclude all implied conditions, warranties and other terms so far as the law allows, and we are not liable for any loss of profits, sales, business or revenue, business interruption, loss of anticipated savings, loss of business opportunity, goodwill or reputation, or any indirect or consequential loss, arising from your use of the site or of any content on it.

If you are a consumer, we are responsible to you for loss or damage you suffer that is a foreseeable result of our breaking these terms or failing to use reasonable care and skill. We are not responsible for loss or damage that is not foreseeable. Nothing in these terms affects your statutory rights.

We are not liable for any loss or damage caused by a virus, distributed denial-of-service attack or other technologically harmful material that may infect your equipment because of your use of the site or of anything downloaded from it.

12. Other websites

Where the site contains links to other sites or resources provided by third parties, those links are provided for information only. We have no control over their contents and accept no responsibility for them or for any loss arising from your use of them.

13. Privacy and cookies

Our privacy notice explains what personal information we collect through the site, what we do with it, and the rights available to you. It also explains our position on cookies and similar technologies.

Anyone who is dissatisfied with the way we have handled their personal information may complain to us under our data protection complaints procedure, which is also available on the site.

14. Governing law

These terms, their subject matter and their formation are governed by the law of England and Wales. The courts of England and Wales have exclusive jurisdiction, except that if you are a consumer resident in Scotland or Northern Ireland you may also bring proceedings in your own jurisdiction.