

Website Terms of Use

Client Culture Pty Ltd – ABN 88 619 177 132

Effective 10 September 2026. Replaces the Website and Services Terms of Use (2024 edition and earlier).

These terms govern use of clientculture.com and app.clientculture.com ("the Site"). Services supplied to client firms are governed by the Client Services Terms and the relevant engagement letter, not by this page.

1. Using the Site

- 1.1 By using the Site you accept these terms and our Privacy Policy. If you do not accept them, do not use the Site.
- 1.2 Access to app.clientculture.com is limited to users authorised by a client firm under a current engagement. Users sign in through their firm's single sign-on; there are no passwords. Users must not allow anyone else to use their access. Tell us at contact@clientculture.com if you believe your access has been used by someone else. Use of app.clientculture.com is also subject to the Client Services Terms agreed by your firm.
- 1.3 You must not interfere with the security or operation of the Site, attempt to access data or systems you are not authorised to access, introduce malicious code, or copy, scrape, reproduce, reverse engineer or frame any part of the Site.

2. Content and intellectual property

- 2.1 We own or licence all intellectual property in the Site and its content, software, design, methodology, marks and brands. Net Promoter, NPS and Net Promoter Score are trademarks of Bain & Company, Inc., Satmetrix Systems, Inc. and Fred Reichheld.
- 2.2 You may view, and print or download extracts of, the public pages of the Site for your own reference. Any other use, including commercial use, requires our written permission.
- 2.3 Client Culture marks, credentials, badges, widgets and published client ratings may be used only under a current licence or engagement and in accordance with the Client Services Terms and the Trusted Firms Credential and Mark Use Terms.
- 2.4 You may link to the Site, but not in a way that suggests association with or endorsement by us where none exists.

3. Information on the Site

- 3.1 Information on the Site is general and is not advice. We take care with the client feedback, scores and analysis we publish, but we do not warrant that the Site is error-free or always available, and we may change or withdraw content at any time.
- 3.2 Links to other sites are provided for convenience; we are not responsible for their content.

4. Privacy

- 4.1 We handle personal information in accordance with our Privacy Policy, published on the Site.

5. Liability

- 5.1 Nothing in these terms excludes any right or guarantee you have under consumer protection law that cannot be excluded, including the Australian Consumer Law and, where it applies, the consumer law of the United Kingdom or of a member state of the European Union. Otherwise, to the extent permitted by law, we are not liable for loss arising from use of, or inability to use, the Site, or from reliance on its content.

6. General

- 6.1 We may update these terms by publishing a new version on this page, with the date of the change. Continued use after publication is acceptance of the change.
- 6.2 We may suspend or end access to the Site for breach of these terms, for security reasons or where required by law.
- 6.3 If any provision of these terms is invalid the remainder continues. These terms, with the Privacy Policy, are the whole agreement about use of the Site.
- 6.4 These terms are governed by the law of Victoria, Australia. Questions and concerns: contact@clientculture.com.