



Terms and Conditions

Information correct as of: Wednesday 7th March 2018



Welcome to Fight Malaria

These terms and conditions outline the rules and regulations for the use of www.fightmalaria.co.uk and its affiliates.

By accessing this website we assume you accept these terms and conditions in full. Do not continue to use Fight Malaria's website if you do not accept all of the terms and conditions stated on this page.

The following terminology applies to these Terms and Conditions, Privacy Statement and Disclaimer Notice and any or all Agreements: “Client”, “You” and “Your” refers to you, the person accessing this website and accepting the Company’s terms and conditions. “The Company”, “Ourselves”, “We” and “Our”, refers to our Company. “Party”, “Parties”, or “Us”, refers to both the Client and ourselves, or either the Client or ourselves. All terms refer to the offer, acceptance and consideration of payment necessary to undertake the process of our assistance to the Client in the most appropriate manner, whether by formal meetings of a fixed duration, or any other means, for the express purpose of meeting the Client’s needs in respect of provision of the Company’s stated services/products, in accordance with and subject to, prevailing law of . Any use of the above terminology or other words in the singular, plural, capitalisation and/or he/she or they, are taken as interchangeable and therefore as referring to same.

Cookies

We employ the use of cookies. By using Fight Malaria's website you consent to the use of cookies in accordance with Fight Malaria’s privacy policy (See Page 3). In order for our site to work properly, we sometimes place small data files called cookies on your device.

What are cookies?

A cookie is a small text file saved on your computer or mobile device by a website when you visit www.fightmalaria.co.uk The cookie enables the website to remember your actions and preferences such as login, language, font size and other display preferences to keep you from having to re-enter them on every visit to the website or when browsing from page to page.

How do we use cookies?

A number of the pages on our website use cookies to remember:

- Your display preferences, such as contrast and colour settings or font size
- Whether or not you have already replied to a survey popup that asks you if the content was helpful or not so that you won’t be asked over and over again
- Whether or not you have agreed to our use of cookies on this site



In addition, some embedded videos in our pages use a cookie to anonymously gather statistics on how you got there and what videos you viewed. Although enabling these cookies is not strictly necessary for the website to work, it will provide you with a better browsing experience. Cookies can be deleted or blocked, but some features of this site may not work as intended should you do so. The cookie-related information is not used to identify you personally and the pattern data is fully under our control. The cookies on this website are not used for any purpose other than those described here.

We may also collect information about your computer, including your IP address, operating system and browser type, for system administration and in order to create reports. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

License

Unless otherwise stated, Fight Malaria and/or its licensors own the intellectual property rights for all material on Fight Malaria. All intellectual property rights are reserved. You may view and/or print pages from <http://fightmalaria.co.uk> and its affiliates for your own personal use subject to restrictions set in these terms and conditions. Educational Institutes may also use content from Fight Malaria for educational purposes free of charge.

You must not:

- Republish material from Fight Malaria
- Sell, rent or sub-license material from Fight Malaria

Privacy Policy

Fight Malaria wants to ensure that your privacy is protected and this privacy policy relates how uses and protects any information provided to Fight Malaria when you use this website. Any information you provide will only be used in accordance with this privacy statement.

This Privacy Policy governs the manner in which Fight Malaria collects, uses, maintains and discloses information collected from users (each, a "User") of the www.fightmalaria.co.uk website ("Site"). This privacy policy applies to the Site and all products and services offered by Fight Malaria.



Personal identification information.

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site fill out a form respond to a survey subscribe to the newsletter and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate:

- name
- contact information including email address
- demographic information such as postcode, preferences and interests

Security

To stop any unauthorized access or disclosure of your information, appropriate electronic, physical and managerial procedures have been implemented to protect the information we gather online and ensure its security.

We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

Web Browser Cookies

In order for this site to work properly, we sometimes place small data files called cookies on your device. For information on how we use cookies, read our Cookie Policy (Page 1).

How We Use Collected Information

Fight Malaria collects and uses Users personal information for the following purposes:

- To improve customer service. Your information helps us to more effectively respond to your customer service requests and support needs.
- To personalize the user experience. We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- To improve our Site. We continually strive to improve our website offerings based on the information and feedback we receive from you.
- To process transactions. We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.



- To administer a content, promotion, survey or other Site feature. To send Users information they agreed to receive about topics we think will be of interest to them.

The email address Users provide for order processing, will only be used to send them information and updates pertaining to their order. It may also be used to respond to their inquiries, and/or other requests or questions. If a User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or User may contact us via our Site

How We Protect Your Information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site. Sensitive and private data exchange between the Site and its Users happens over an SSL secured communication channel

Sharing Your Personal Information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third-party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

Third Party Websites.

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

Changes to This Privacy Policy

Fight Malaria has the discretion to update this privacy policy at any time. When we do, post a notification on the main page of our Site. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.



Your Acceptance of These Terms

By using this Site, you signify your acceptance of this policy and <https://www.fightmalaria.co.uk>. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

User Comments and messages

Certain parts of this website offer the opportunity for users to post and exchange opinions, information, material and data ('Comments and messages') in areas of the website. Fight Malaria does not screen, edit, publish or review Comments and messages prior to their appearance on the website and Comments and messages do not reflect the views or opinions of Fight Malaria, its agents or affiliates. Comments and messages reflect the view and opinion of the person who posts such view or opinion. To the extent permitted by applicable laws Fight Malaria shall not be responsible or liable for the Comments and messages or for any loss, liability, damages or expenses caused and or suffered as a result of any use of and/or posting of and/or appearance of the Comments and messages on this website. Fight Malaria reserves the right to monitor all Comments and messages and to remove any Comments and messages which it considers in its absolute discretion to be inappropriate, offensive or otherwise in breach of these Terms and Conditions.

You warrant and represent that:

You are entitled to post the Comments and messages on our website and have all necessary licenses and consents to do so;

- The Comments and messages do not infringe any intellectual property right, including without limitation copyright, patent or trademark, or other proprietary right of any third party;
- The Comments and messages do not contain any defamatory, libellous, offensive, indecent or otherwise unlawful material or material which is an invasion of privacy
- The Comments and messages will not be used to solicit or promote business or custom or present commercial activities or unlawful activity.

You hereby grant to Fight Malaria a non-exclusive royalty-free license to use, reproduce, edit and authorize others to use, reproduce and edit any of your Comments or messages in any and all forms, formats or media.



Hyperlinking to our Content

The following organizations may link to our Web site without prior written approval:

- Government agencies;
- Search engines;
- News organizations;
- Online directory distributors when they list us in the directory may link to our Web site in the same manner as they hyperlink to the Web sites of other listed businesses; and
- Systemwide Accredited Businesses except soliciting non-profit organizations, charity shopping malls, and charity fundraising groups which may not hyperlink to our website.

These organizations may link to our home page, to publications or to other Web site information so long as the link: (a) is not in any way misleading; (b) does not falsely imply sponsorship, endorsement or approval of the linking party and its products or services; and (c) fits within the context of the linking party's site.

We may consider and approve in our sole discretion other link requests from the following types of organizations:

- Commonly-known consumer and/or business information sources such as Chambers of Commerce, American
- Automobile Association, AARP and Consumers Union; dot.com community sites; associations or other groups representing charities, including charity giving sites, online directory distributors; internet portals; accounting, law and consulting firms whose primary clients are businesses; and educational institutions and trade associations.

We will approve link requests from these organizations if we determine that: (a) the link would not reflect unfavourably on us or our accredited businesses (for example, trade associations or other organizations representing inherently suspect types of business, such as work-at-home opportunities, shall not be allowed to link); (b) the organization does not have an unsatisfactory record with us; (c) the benefit to us from the visibility associated with the hyperlink outweighs the absence of and (d) where the link is in the context of general resource information or is otherwise consistent with editorial content in a newsletter or similar product furthering the mission of the organization.

If you represent an organization and are interested in linking to our website, you must notify us by sending an e-mail to info@fightmalaria.co.uk. Please include your name, your organization name, contact information (such as a phone number and/or e-mail address) as well as the URL of your site, a list of any URLs from which you intend to link to our Web site, and a list of the URL(s) on our site to which you would like to link. Allow 2-3 weeks for a response.



Approved organizations may hyperlink to our Web site as follows:

- By use of our corporate name; or
- By use of the uniform resource locator (Web address) being linked to; or
- By use of any other description of our website or material being linked to that makes sense within the context and format of content on the linking party's site.

No use of Fight Malaria's logo or other artwork will be allowed for linking absent a trademark license agreement.

Iframes

Without prior approval and express written permission, you may not create frames around our Web pages or use other techniques that alter in any way the visual presentation or appearance of our Web site.

Reservation of Rights

We reserve the right at any time and in its sole discretion to request that you remove all links or any particular link to our Web site. You agree to immediately remove all links to our Web site upon such request. We also reserve the right to amend these terms and conditions and its linking policy at any time. By continuing to link to our Web site, you agree to be bound to and abide by these linking terms and conditions.

Removal of links from our website

If you find any link on our Web site or any linked web site objectionable for any reason, you may contact us about this. We will consider requests to remove links but will have no obligation to do so or to respond directly to you.

Whilst we endeavour to ensure that the information on this website is correct, we do not warrant its completeness or accuracy; nor do we commit to ensuring that the website remains available or that the material on the website is kept up to date.

Content Liability for External Web Sites

Fight Malaria's content may be featured on other websites other than our own. We assume no responsibility or liability for any content appearing on external web sites linked to Fight Malaria. No link(s) may appear on any page on an external Web site or within any context containing



content or materials that may be interpreted as libelous, obscene or criminal, or which infringes, otherwise violates, or advocates the infringement or other violation of, any third party rights.

Our Relationship with GSK

Between September - November 2016, Fight Malaria was in partnership with GlaxoSmithKline under the “Fight Malaria Competition 2016” which was operated by a division of GlaxoSmithKline titled called GSK Science Education (gskscienceeducation.com). This partnership involved various communications between GlaxoSmithKline and Fight Malaria regarding the development of our company. It is important to emphasise that after November of 2016, Fight Malaria ended its association with GlaxoSmithKline, GSK Science Education or any of its affiliates. The GSK logo and credentials are property of GlaxoSmithKline Services Unlimited (registered in England and Wales No. 1047315), which is a member of the GlaxoSmithKline group of companies. The registered address of GlaxoSmithKline Services Unlimited is 980 Great West Road, Brentford, Middlesex TW8 9GS.

Our Relationship with Hobsons International

For the creation of ‘The Fight Malaria Podcast’, Fight Malaria worked with Hobsons International Voice Over Agency. This involved a selected group of their clients recording a script provided by Fight Malaria. The voice actors had the choice to omit sections of the script that they did not wish to present. All vocal actors who feature in the podcast wished to do so and were under no legal obligation to participate.

Testimonials

Since September 2016 when Fight Malaria was established, we have accumulated several testimonials from individuals and organisations who have shared their views on Fight Malaria. Some of these have been published on our website. The testimonials from organisations are representative of their Staff and not necessarily a view of the organisation as a whole.

Surge by Fight Malaria

Surge by Fight Malaria is a commercial scheme which involves Fight Malaria partnering with reputable independent businesses to help them grow with a web site and online store. Fight Malaria operates all of the business’ online stores and they are available under the www.fightmalaria.co.uk domain.



Businesses who have a Surge by Fight Malaria Web site are classified as external providers or ‘vendors’. Fight Malaria assumes no responsibility for loss, liability, damages or expenses caused and or suffered as a result of any use of a vendor’s service.

When an order is placed through a Surge by Fight Malaria site, your details such as name, address and phone number will only be shared securely with the relevant vendor. Their processing of this data is subject to the vendor’s Privacy Policy. The vendor is responsible for the dispatch and shipping of your order, including processing and handling returns. All payments are processed via Fight Malaria’s payment solution, PayPal, so your card details are never shared with the vendor or us.

Fight Malaria takes a commission from all sales through Surge by Fight Malaria. Details of how this commission is spent can be found in our “Finance Section” (Page 12). Please note that Fight Malaria is not responsible for any content published on a Surge by Fight Malaria web site.

How to identify a Surge by Fight Malaria page

We use the logo below to signify whether a page hosted on Fight Malaria is part of the Surge by Fight Malaria scheme. If you see this logo on any pages by Fight Malaria, you can be sure that it is part of the scheme.



Delivery & Returns

You may have purchased items online from our vendors via Surge by Fight Malaria. All items sold through Surge by Fight Malaria are not shipped by Fight Malaria. Your order details, including name and address, and in some cases a telephone number, are shared with our partners who are responsible for shipping your order. Fight Malaria accepts no responsibility for loss or damage to your items whilst in transit.

If you wish to return an item, you are informed that you must ship the item to the listed return address for products sold by your vendor, not to Fight Malaria Offices. Please note that different vendors operating an Online Store with Surge by Fight Malaria may have different returns policies. It is important to check the FAQ section of each vendor before returning an item.

If a return is sent to one of Fight Malaria’s Offices, we will try to redirect your package to the relevant address but cannot guarantee that this will be possible. In this case, our Communications



Team will try and contact you based on the available information to try and resolve the issue. In some cases, you may be asked to pay a small fee for the shipping of your product.

Social Media

Social media enables us to interact and communicate with our customers in a way that traditional websites cannot. We use social media as part of our commitment to transparency and to provide timely information to our users.

We offer several social media channels that you can use to keep up to date with Fight Malaria news and activities. Some of these are subject to codes of conduct which can be read in the pages below or within the social media account itself.

We have been notified that individuals/organisations have attempted to replicate Fight Malaria's Social Media pages in an attempt to deceive our users. We take these cases seriously and have taken action immediately when we are made aware of these cases. If you suspect a social media account to be an unofficial copy of Fight Malaria, please email us urgently at:
info@fightmalaria.co.uk

On some social media platforms, there is the possibility to contact or message us. If we deem the content of such communication appropriate, we will try to respond to your inquiry. However, if the balance between professional and unprofessional communication seems inappropriate we are under no obligation to respond and some form of regulatory action may be considered.

All communication from Fight Malaria to users via Social Media is subject to our Standard Communications Policies which can be found below.

Twitter:

We operate a Twitter feed that allow you to follow Fight Malaria news and activities, here is our Code of Conduct:

We do not commit to responding to @ mentions and/or replies, and are not responsible for content altered via retweets by other Twitter users. You are encouraged to report any adverse events with Fight Malaria products using contact details provided. Fight Malaria is not responsible for the terms and conditions, privacy policy or content of any website accessed through links or references in our tweets.



Liking or Retweeting does not mean that Fight Malaria endorses or supports the information within the tweet.

Fight Malaria reserves all rights relating to the organisation's Twitter account, including but not limited to:

- adding, removing, or modifying any content posted on the account
- blocking other Twitter users
- discontinuing the account at any time
- Medical and health topics may be discussed but should not be construed as medical advice.

Facebook:

Our official Facebook page contains news and features about our organisation, here are our Terms of Use:

We do not commit to responding to comments left on any content posted on our Facebook page, and are not responsible for content posted by our followers. Fight Malaria reserves the right to remove any comment which violates any of our Facebook terms and conditions.

Our Facebook page is not a suitable place to report adverse events related to Fight malaria products, please contact us directly instead.

Google+

Our official Google+ page contains news and information about our organisation, here are our Terms Of Use:

We do not commit to responding to comments left on any content posted on our Google+ page, and are not responsible for content posted by our followers. Fight Malaria reserves the right to remove any comment which violates any of our Facebook terms and conditions.

Communications

Fight Malaria strives to provide accurate information in all of its communications however we cannot guarantee that any information provided electronically or verbally is 100% accurate. Fight Malaria accepts no liability for information provided, or for the consequences of any actions taken on the basis of that information, unless that information is subsequently confirmed in writing. If you are not the intended recipient of any communication from Fight Malaria you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.



Blog

Fight Malaria operates a blog on its website to share news and articles on the organisation but also to give a platform for others to share research or opinions on malaria. If an article is written by someone outside of the organisation, credit will be given below the title of the article.

Occasionally, Fight Malaria will publish content from writers whose article is already listed on another site. In this instance, credit will be given to both the author and the platform where the article was originally posted. Fight Malaria are permitted to publish articles under for free, online or in print, under Creative Commons licence. Please note that any views shared on the blog by individuals outside of the organisation do not necessarily reflect the views of Fight Malaria.

Website Advertisements

Ads have been placed on our Website in order to provide funding for our Education Programme. These ads are present on certain areas of the blog and are designed to be discreet and unobtrusive. There are no ads are positioned on the ‘Resources’ page or the ‘Podcast’ page. Ads are displayed on both desktop and mobile devices and promote products and services related to the content shown on the on page. Yahoo and Bing Network owned, Media.net provides our Website ads and is the sole supplier of ads across our site.

Finances

Fight Malaria is not a registered charity and is not considered a non-profit organisation.

All information accessible online under our Education Programme (podcasts, downloadable material etc.) is not for profit. Any income generated through our Education Programme is reinvested into the production and distribution of such resources. The same is for advertisements, with all ad revenue reinvested into our Education Programme.

Fight Malaria also operates a division called “Surge by Fight Malaria” which connects independent retailers with a wider audience through a website managed by Fight Malaria. This is a commercial operation in which Fight Malaria earns a commission of all sales. This commission is not reinvested in the programme and so dividends are shared with staff, shareholders and affiliates.

Any donations received via Fight Malaria go towards the maintenance of our services, including but not limited to: website development and HR.



Surge by Fight Malaria was launched on Wednesday 8th November 2017. Before this date, communications from Fight Malaria may have stated that Fight Malaria is categorically a non-profit organisation. Due to the introduction of Surge by Fight Malaria, we cannot state that Fight Malaria is a non profit organisation as a percentage of income is through our commercial scheme.

Any previous communications gave electronically or verbally regarding whether Fight Malaria is a non-profit organisation may have been incorrect and Fight Malaria accepts no liability for any further action taken based on the information Fight Malaria has provided in the past.