

Dr Frost

Website Terms of Use

By using our site, you confirm that you accept these terms of service and that you agree to comply with them. If you do not agree to these terms, you must not use our site.

Last Updated: 22/09/2025

Overview

Information about Dr. Frost Learning and our Terms of Use



PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE USING THIS SITE

By using our site, you confirm that you accept these terms of service and agree to comply with them.

If you do not agree to these terms, you must not use our site. We recommend that you print a copy of these terms for future reference.

You can view the most current version of these Terms of Use online at <https://www.dr frost.org/website-terms>



Who We Are and How to Contact Us

www.dr frost.org is a site operated by Dr. Frost Learning. We are a registered charity in England and Wales (1194954) and have our registered office at 28 Elmcroft Dr, Chessington, Surrey KT9 1DU.

Contact Information:

Email: support@drfrost.org



Additional Terms That May Apply

These terms of service refer to the following additional terms, which also apply to your use of our site:

- Our [Privacy Policy](#), which explains how we collect, use and store your personal data.
- Our [Cookie Policy](#), which sets out information about the cookies on our site.
- Our [Terms and Conditions of Subscription Service](#) will apply if you purchase a subscription from our site.

Changes to Terms and Site

We change these terms from time to time. Every time you want to use our site, please check these terms to ensure you understand the terms that apply at that time.

We may also update and change our site from time to time to reflect changes to what we offer, our users' needs and our charitable priorities. We will try to give you reasonable notice of any major changes.

Access to Our Site

Age Requirements

Children of any age can access our site, but if you are under the age of 13 years old, you should always make sure that your parent or guardian is aware of your use of the site.

Site Availability

We can't promise that our site, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our site for any reason. We will try to give you reasonable notice of any suspension or withdrawal.

Your Responsibility

You are also responsible for ensuring that anyone who accesses our site through your internet connection are aware of these terms of service and other applicable terms of service, and that they comply with them.

UK Focus

Our site is accessible worldwide, but it is operated from the United Kingdom and governed by UK law. The information and services we provide are designed primarily for users in the UK, and we do not guarantee that they are appropriate or available in other countries. If you choose to access our site from outside the UK, you do so at your own risk and are responsible for complying with local laws where they apply.

Account Security

Keep Your Details Safe

If you choose, or you are provided with, a username, password or any other piece of information as part of our security procedures, you must treat such information as confidential and not disclose it to any third party.

We have the right to disable any username or password if in our reasonable opinion you have failed to comply with any of the provisions of these terms of service.

If you know or suspect that anyone has used this site in contravention of these website terms, then you must let us know as soon as possible by emailing us at support@drfrost.org

Transfer of Agreement

We may transfer this agreement to someone else

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

How You May Use Material on Our Site

Intellectual Property Rights

We either own or have the right to use all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

If you print off, copy, download, share or repost any part of our site in breach of these terms of service, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made (except that you are permitted to print off a copy of these terms of service).

What You May Do:

- Print off copies and download extracts of any page(s) from our site for your personal use (or for the use of your students)
- Draw the attention of others within your organisation to content posted on our site
- Modify materials for educational purposes only, such as using our PowerPoint templates in your classroom or educational setting

What You Must Not Do:

- Use any part of the content for business or commercial purposes without obtaining a licence
- Fail to acknowledge our status (and that of anyone who is identified as a contributor) as the authors of content on our site (except where content is user-generated)

No Text or Data Mining, or Web Scraping

Prohibited Activities

You agree that you will not enable, authorise or permit any text or data mining or web scraping in relation to our site for any purpose, including the development, training, fine-tuning or validation of AI systems or models.

This includes using (or permitting, authorising, or attempting the use of):

- Any "robot", "bot", "spider", "scraper" or other automated device, program, tool, algorithm, code, process or methodology to access, obtain, copy, monitor or republish any portion of our site or any data, content, information or services accessed via the same
- Any automated analytical technique aimed at analysing text and data in digital form to generate information or develop, train, fine-tune or validate AI systems or models which includes but is not limited to patterns, trends and correlations

The provisions in this clause should be treated as an express reservation of our rights, including for the purposes of Article 4(3) of the Digital Copyright Directive ((EU) 2019/790).

You shall not use, and we do not consent to the use of, our site, or any data published by, or contained in our site or any services provided through or in relation to our site for the purposes of developing, training, fine-tuning or validating any AI system or model or for any other purposes not explicitly set out in these website terms of use.

Rules About Linking to Our Site

Permitted Linking:

- You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it.

What You Must Not Do:

- Establish a link that suggests association, approval or endorsement where none exists
- Establish a link to our site in any website that is not owned by you
- Frame our site on any other site
- Create a link to any part of our site other than the home page

We reserve the right to withdraw linking permission without notice. The website in which you are linking must comply in all respects with the Acceptable Use provisions set out below.

If you wish to link to or make any use of content on our site other than that set out above, please contact support@drfrost.org

Independent Controllers

If you are a teacher, tutor or a school using this site and you choose to upload personal data belonging to students, you warrant that you have complied with all the obligations imposed on a controller under the Data Protection Legislation.

Information Reliability

Do Not Rely on Information on This Site

The information on our site is provided for general information only. Although we make reasonable efforts to update the information on our site, any of the material or content on our site may be out of date, and we are under no obligation to update such material or content.

We Are Not Responsible for Websites We Link To

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources and accept no responsibility for them or any losses which might occur as a result of your use of them.

We Are Not Responsible for Viruses

We do not promise that our site will be secure or free from bugs or viruses. You are responsible for configuring your information technology, computer programs and platform to access our site. You should use your own virus protection software.

You Must Not Misuse Our Site

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful, or otherwise harmfully interacting with our site or any part of it.

You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site or any other equipment or network connected with our site.

You must not interfere with, damage or disrupt any software used in the provision of our site or any equipment or network or software owned or used by any third party on which this site relies in any way.

You must not attack our site via a denial-of-service attack or a distributed denial-of-service attack.

By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

Our Responsibility for Loss or Damage

General Principles

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence and for fraud or fraudulent misrepresentation.

Different limitations and exclusions of liability will apply to liability arising as a result of the supply of any subscription services to you, which will be set out in our **Terms and Conditions of Subscription**.

If You Are a Business User:

- We exclude all implied conditions, warranties, representations or other terms that may apply to our site or any content on it.
- We will not be liable for loss of profits, sales, business, revenue, business interruption, loss of anticipated savings, business opportunity, goodwill or reputation, or any indirect or consequential loss or damage.
 - use of, or inability to use, our site; or
 - use of or reliance on any content displayed on our site.
- In particular, we will not be liable for:
 - 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 or damage.

If You Are a Consumer User:

- We only provide our site for domestic and private use. You agree not to use our site for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- If defective digital content that we have supplied damages a device or digital content belonging to you and this is caused by our failure to use reasonable care and skill, we will either repair the damage or pay you compensation. However, we will not be liable for damage that you could have avoided by following our advice to apply an update offered to you free of charge or for damage that was caused by you failing to correctly follow installation instructions or to have in place the minimum system requirements advised by us.



How We May Use Your Personal Information

We will only use your personal information as set out in our [Privacy Policy](#).



Which Country's Laws Apply to Any Disputes?

If You Are a Consumer:

These terms of service are governed by English law. We both agree that the courts of England and Wales will have exclusive jurisdiction, except that if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.

If You Are a Business:

These terms of service are governed by English law. We both agree to the exclusive jurisdiction of the courts of England and Wales.



Acceptable Use Policy



Account Suspension

We are committed to the site being used for constructive learning purposes but we reserve the right to either temporarily or permanently suspend your accounts for any misuse of the site as set out below. We will determine, in our sole discretion, whether your use of the site breaches these acceptable use provisions.

You May Not Use Our Site:

- In any way that breaches any local, national or international law or regulation
- In any way that is unlawful or fraudulent
- For the purpose of harming or attempting to harm minors in any way
- To bully, insult, intimidate or humiliate any person
- To send, knowingly receive, upload, download, share, post, use or re-use any material which does not comply with our content standards.
- To transmit any unsolicited advertising or promotional material (spam)
- To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.
- To cause or, through negligence, enable a Denial of Service (DoS/DDos) attack.

Prohibited Behaviours:

- Use of automated scripts/bots to repetitively answer questions
- Excessive patterns of repetitive question answering behaviour



Consequences of Prohibited Behaviour

If this happens, then users will receive warnings where they repeatedly answer a large number of consecutive questions of the same type. The user account may be automatically suspended if warnings are ignored. If the user account belongs to a student, it can only be reinstated at the request of a teacher from the school the student attends – not from the student or their parent/guardian.

Content Standards for Text Submissions:

We provide text boxes for students and teachers to communicate with each other in connection with the learning materials we provide. Any text you submit through our communication features must not:

- Be defamatory, obscene, offensive, hateful or inflammatory
- Infringe any copyright, database right or trade mark
- Include material that might impair the development of persons under 18
- Be likely to deceive any person
- Breach any legal duty owed to a third party
- Contain illegal content or promote illegal activity
- Be threatening, abusive or invade another's privacy
- Impersonate any person or misrepresent your identity
- Advocate or promote any unlawful or criminal act
- Be pornographic