Tribal - Website terms and conditions

Last updated: 16 November 2026

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE

1. Introduction

These terms govern your use of our website, https://www.tribalgroup.com/ (our site). Tribal supplies software and services only to institutions and businesses under separate agreements. These website terms apply to all visitors to our site, whether acting in a business or personal capacity. They do not govern the supply or use of our software or services, which are subject to separate terms.

2. Who we are

Our site is operated by Tribal Education Limited (we, us or our), a company registered in England and Wales under company number 04163300, with its registered office at St Mary's Court, 55 St Mary's Road, Sheffield, S2 4AN. You can contact us at hello@tribalgroup.com or by writing to our registered office.

3. By using our site you accept these terms

By using our site, you confirm that you accept these terms of use and that you agree to comply with them. If you do not agree to these terms, you must not use our site. We recommend that you save or print a copy of these terms for future reference.

4. Other terms and policies which may apply

Please read the following:

- Our **Privacy Notice** explains how we collect and use personal information. It is provided for information and does not form part of these terms. Using our site does not, by itself, constitute consent to the processing of personal information
- Our **Cookie Policy** explains how our site uses cookies and similar technologies and how you can manage your preferences. Using our site does not, by itself, constitute consent to cookies that require your consent
- Our **Modern Slavery Statement**

Separate terms apply if you purchase or use our software or services. Those terms will be provided to you before you enter into the relevant agreement and take precedence over these website terms in relation to that software or those services.

5. Changes to these terms

We may amend these terms from time to time to reflect changes in the law, our site, or how we operate. Changes take effect when the revised terms are published on our site and apply to your use of our site from that point onwards. They do not affect rights or obligations that arose before the changes took effect. Please check these terms whenever you use our site.

6. Changes to our site

We may update and change our site from time to time to reflect changes to our services or our users' needs and our business priorities. We will try to give you reasonable notice of any major changes.

7. Suspension or withdrawal of our site

We do not guarantee that our site, or any content on it, will always be available or uninterrupted. We may suspend, withdraw or restrict access to all or part of our site for business, operational, legal or security reasons. Where reasonably practicable, we will give you reasonable notice of any suspension or withdrawal, but we may need to act immediately, for example to address a security risk.

You are responsible for making the arrangements necessary to access our site. Where you provide others with access to our site through an internet connection you control, please take reasonable steps to make them aware of these terms and any other applicable terms.

8. Use of material on our site

We are the owner or the licensee of 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.

You may print one copy of any page and download extracts from our site for your personal reference or your organisation's internal business reference. You may also draw the attention of others within your organisation to content on our site. These permissions do not allow you to resell, redistribute or otherwise commercially exploit our site content.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.

Our status (and that of any identified contributors) as the authors of content on our site must always be acknowledged (except where the content is user-generated).

Except for the uses expressly permitted above or by applicable law, you must not use any part of the content on our site for commercial purposes without obtaining a licence from us or our licensors. Nothing in these terms restricts any use of our content that cannot lawfully be restricted by contract.

If you print off, copy, download, share or repost any part of our site in breach of these terms of use, 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.

9. No text or data mining, or web scraping

You shall not conduct, facilitate, authorise or permit any text or data mining or web scraping in relation to our site or any services provided via, or in relation to, our site. 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 the 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 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 in this regard, including for the purposes of Article 4(3) of Digital Copyright Directive ((EU) 2019/790).

This clause shall not apply insofar as (but only to the extent that) we are unable to exclude or limit text or data mining or web scraping activity by contract under the laws which are applicable to us.

10. Non-reliance on site information

The content on our site is provided for general information only. It is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice before taking, or refraining from, any action on the basis of the content on our site.

Although we make reasonable efforts to update the information on our site, we do not guarantee that it is accurate, complete or up to date. This statement is subject to the section below headed "Our responsibility for loss or damage suffered by you" and does not affect any rights you have that cannot lawfully be excluded or restricted.

11. No responsibility for linked websites

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them. We have no control over the content of those sites or resources.

12. Complaints or reports about site content

To ask a question about these terms, complain about content on our site or report a problem, please contact us at hello@tribalgroup.com. When reporting content or a problem, please include the relevant page address and enough detail to help us investigate.

13. Responsibility for loss or damage

For all users: Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited. Nothing in these terms excludes or restricts any rights or remedies you have, or any liability we owe you, that cannot lawfully be excluded or restricted. All exclusions and limitations in these terms are subject to this paragraph.

If you are a business user: The following exclusions apply only if you use our site for purposes relating to your trade, business, craft or profession, and only to the extent permitted by law:

- 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 to you for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:
    - 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;
    - wasted expenditure;
    - loss of anticipated savings;
    - loss of business opportunity, goodwill or reputation; or
    - any indirect or consequential loss or damage.

14. Disclaimer

Nothing on our site constitutes an offer of securities to investors, whether located within or outside of England and Wales.

15. Website security and prohibited use

We do not guarantee that our site will be secure or free from bugs or viruses.

You are responsible for configuring your information technology, computer programmes and platform to access our site. You should use your own virus protection software.

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other malicious or technologically harmful material. You must not attempt to gain unauthorised access to our site, the server on which it is stored or any connected server, computer or database. You must not attack our site through a denial-of-service or distributed denial-of-service attack. Breaching these requirements may constitute a criminal offence under the Computer Misuse Act 1990. We may report suspected offences to the relevant law enforcement authorities and co-operate with them, including by disclosing relevant information where permitted or required by law. If you breach these requirements, your right to use our site will cease immediately.

16. Linking to our site

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

You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

You must not establish a link to our site in any website that is not owned by you.

Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page.

We reserve the right to withdraw linking permission without notice.

To request permission to link to our site or use our content beyond the permissions set out in these terms, please contact hello@tribalgroup.com.

17. Disputes

These terms, their subject matter and formation, and any non-contractual disputes or claims, are governed by the laws of England and Wales. You and we agree to the exclusive jurisdiction of the courts of England and Wales, subject to any mandatory rights you have under applicable law to bring proceedings elsewhere. Nothing in this section deprives you of any protections that cannot lawfully be excluded under applicable law.