

GATHR REVIEW GUIDELINES

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Please follow our Review Guidelines (which form part of our User Terms of Service which can be found on www.gathrtofind.com) when leaving a review about a Service Provider or Client Service. This will help to make sure reviews are honest and helpful to other users of the Gathr Service ("**Users**").

We have also provided some information about how reviews are collected and moderated.

How are reviews collected:

Reviews collected by Service Providers. As part of our onboarding process, providers ("**Service Provider**") of professional services, software companies and/or software products ("**Client Services**") provide to us reviews that they have collected from users about the Service Provider and/or the Client Services.

Reviews submitted by Users. Once a Service Provider's profile is live on the Gathr Service, Users can submit reviews directly to Gathr via the Gathr Service or to the relevant Service Provider via the Service Provider sending a review link from the Gathr Service to the User.

Gathr's verification of reviews. Reviews will be uploaded once verified by Gathr. Gathr reserves the right to not upload any reviews it deems to be suspicious or in breach of the User Terms of Service (including the Acceptable User Policy) or these Review Guidelines.

How are reviews scored and rated:

Review scores and ratings. Each Service Provider is given an overall rating within its category (which may change from time to time). The lists will be in order of rating from high to low, based on review scores received from Users about the Service Provider. For any companies with a joint score, they will be listed in alphabetical order. The position of any company in a list is purely based on the ratings from Users and will change as additional reviews come in.

How are reviews moderated:

Moderation of reviews. Gathr has the right, but not the obligation, to verify, monitor, and/or moderate reviews. Gathr will decide in each case whether it is appropriate to verify or moderate any review and the form of verification and/or moderation to use.

Removal of reviews. We may remove reviews at our sole discretion, if we consider them to be unverified, or if we deem them to be suspicious or in breach of the User Terms of Service or these Review Guidelines.

Guidelines for submitting reviews:

Follow these guidelines when submitting a review.

Do not:

- write a review about a Service Provider if you are an employee or other staff member of the Service Provider, or if you have any ownership rights in the Service Provider;
- write a review about a Service Provider if you are a friend or family member of an employee or other staff member of the Service Provider, or of someone who has ownership rights in the Service Provider, (unless you are writing a review in your capacity as a User);
- write a fake or biased review (including fake or biased reviews about Service Providers that are or may be competitors of a Service Provider of which you are an employee or other staff member or in which you have ownership rights, or if you are a friend or family member of any of the foregoing);
- encourage anyone to do any of the above or otherwise pressure or try to manipulate someone into doing any of the above or into changing their legitimate reviews.

Do:

- submit fair and honest reviews based on your experience of using a Service Provider or any of their Client Services;
- make sure your review only includes relevant information about your experience using a Service Provider or Client Services. If you have any feedback or queries about the Gathr Service, please contact Gathr at legal@gathrtofind.com;
- ensure reviews comply with our Acceptable Use Policy (set out in our [User Terms of Service](#) which can be found on www.gathrtofind.com).

Keep hold of any proof of your interactions and experience with using the Service Provider and their Client Services, as we may ask you to submit this to us as part of our verification of your review.

Illegal content:

If you frequently upload or submit material that is clearly illegal, we may ban you from accessing our service or suspend your access to our service for a reasonable period of time. We will warn you in advance if we plan to ban or suspend you. When deciding whether to suspend you, we will consider:

- how many items of clearly illegal content you have uploaded within a given time frame in terms of the volume of other content uploaded by other Users during that time;
- the gravity of the misuse, including the nature of the illegal content and its consequences (potential or otherwise);
- where possible to identify, your intention in posting the material.

If you frequently submit notices or complaints that are clearly unfounded, we may suspend the processing of any further notices or complaints from you for a reasonable period of time. We will

warn you in advance if we propose to suspend processing of your notices or complaints. When deciding whether to suspend you, we will consider:

- how many items of clearly unfounded notices or complaints you submitted within a given time frame in terms of the volume of other notices or complaints submitted by other users during that time;
- the gravity of the misuse;
- where possible to identify, your intention in submitting the notices or complaints.

HOW TO COMPLAIN ABOUT OR REPORT CONTENT

If you become aware of any material that is illegal or could comprise or be connected to child sexual abuse or exploitation or could comprise terrorist content or be connected to terrorism, please contact us immediately on legal@gathrtofind.com

If you wish to complain about any other content, please contact us on legal@gathrtofind.com