

Terms and Conditions

December 2023

The Jinfo Subscription is a product of Jinfo Limited (hereafter “Jinfo”), and consists of annual access to a range of resources to support content purchasing and information strategy within organisations.

1. Definitions

- “Account” refers to an organisation purchasing a Jinfo Subscription.
- “Primary Contact” refers to the individual at an Account with primary responsibility for adding and removing users, and Subscription purchase and renewal. This person may or may not be a User (see below).
- “Content” refers to published Articles (HTML) and Reports (PDF), and recorded Webinars.
- “Community” refers to confidential online discussion sessions.
- “User” means a named individual with access to Content and Community.
- “Jinfo Subscription” is defined as access to Content and Community for two Users for one calendar year. Additional Users access may be purchased (pro rata) at any time.

2. Access

- Users access Content and Community through email/password login via “MyJinfo” at www.jinfo.com
- Jinfo provides a variety of alerting mechanisms, including a newsletter, blog and RSS feeds, to inform Users of new Content and Community.
- Content and Community can be starred, and access to starred materials is through MyJinfo.
- Articles can be printed using the “Printable version” option.
- Reports can be downloaded or emailed to the logged-in User, using the appropriate option.

- Continues -

- Content may not be shared within the Account to non-Users (including in printed or electronic form, and on an Intranet or similar system), without prior written agreement by Jinfo.
- Content may not be shared outside the Account, without prior written agreement by Jinfo.
- Up to two Users may register for any particular Community session. However, additional Users may be able to attend by special request.
- Requests for additional access to Content and Community should be made to <support@jinfo.com>
- The Jinfo Subscription does not include access to Jinfo Consulting, which may be purchased separately.

3. Support

- Support for the Jinfo Subscription is provided through the Web site Contact Form, email to <support@jinfo.com>, telephone and live chat.
- We aim to respond to all enquiries within one business day.

4. Renewal

- Jinfo Subscription renewal is not automatic. A quote will be sent to the Primary Contact approximately two months prior to expiry.
- Confirmation that the Account wishes to renew must be received by the date of expiry of the current Subscription, to prevent interruption to access.
- Upon written confirmation of renewal (and supply of a Purchase Order if required), an invoice will be sent for payment. Standard terms are Net 30, and payment is requested by credit card or wire transfer (cheques/checks are not accepted).

5. Liability and Warranty

- Content and Community are provided by Jinfo without warranty of any kind, whether they be the implied warranties of merchantability, fitness for a particular purpose, non-infringement or any other.
- Jinfo will not be liable to any party for any kind of damages, including lost revenue or lost profits, whether incurred by Account or by a third party, which may result from the use of the Content, Community, the Jinfo Web site, or any site linked to or from it, even if we are advised of the possibility of such damages.
- Jinfo makes no representations whatsoever about any other website which Users may access through Content or the Jinfo website. Such linked sites are not under Jinfo's control, and Jinfo is not responsible for the contents of any linked site. Such links are provided as a convenience, and the inclusion of a link does not imply Jinfo's endorsement of the linked site.

- Continues -

- Whilst reasonable care is taken to ensure accuracy and completeness, Jinfo makes no representations or warranties whatsoever, express or implied, that the Content or Community is free from errors or omissions.
 - Information in the Content and any products or services to which the Content refers may be changed at any time without notice
 - Jinfo reserves the right to amend these terms and conditions at any time.
 - Last updated: December 2023
-

- *Ends* -