Last updated: 6th October 2026
Applies to: All Customers, Authorised Users and Supplier Users of compraPRO.

Purpose of this Policy

This Acceptable Use Policy ("AUP") sets out the rules for using the compraPRO Service. It is designed to protect the security, integrity and performance of the Service and the data processed within it, and this Acceptable Use Policy forms part of the Terms of Service. Capitalised terms have the meaning given in the Terms.

General Obligations

You must use the Service responsibly, lawfully and in accordance with this AUP. You are responsible for ensuring that your Authorised Users and Supplier Users comply with this AUP.

Prohibited Activities

You must not use the Service to:

Security Violations

- Upload, transmit or distribute malware, viruses, worms, ransomware or any other harmful code.
- Attempt to gain unauthorised access to the Service, other accounts, or any related systems or networks.
- Probe, scan or test the vulnerability of the Service or bypass any security or authentication measures.

System Misuse

- Perform automated scraping, bulk data extraction or data harvesting.
- Use bots, scripts, crawlers or automated tools to access or interact with the Service.
- Interfere with or disrupt the integrity, performance or availability of the Service.

Unlawful or Harmful Content

- Upload or transmit content that is unlawful, defamatory, discriminatory, threatening, fraudulent or otherwise harmful.
- Upload content that infringes intellectual property rights or violates data protection laws.

Misrepresentation

- Impersonate any person or entity or misrepresent your identity or affiliation.
- Falsify or manipulate data in a way that misleads other users or affects procurement decisions.

Misuse of Supplier Portal

- Use the Supplier Portal to harass, intimidate or pressure suppliers.
- Upload supplier information without having the right to do so.

Resource Usage

You must not use the Service in a way that imposes an unreasonable or disproportionately large load on our infrastructure, including excessive API calls or data transfers.

Third Party Services

Where you connect Third Party Services to compraPRO, you must comply with the terms of those services. You must not use integrations in a way that breaches this AUP or the third party's policies.

Data Protection

You must ensure that any personal data uploaded to the Service is lawful, accurate and processed in accordance with applicable data protection laws.

Reporting Issues

If you become aware of any security issue, misuse or breach of this AUP, you must notify us immediately at support@millbanktech.com.

Enforcement

We may suspend or restrict access to the Service if you or your users breach this AUP. Repeated or serious breaches may result in termination under the Terms of Service.

Updates

We may update this AUP from time to time. Material updates will be notified in accordance with the Terms of Service.