

CarePair Terms of Use

Service	CarePair is an online matching and introduction service for people seeking care or support, carers, support workers, employers, and authorised representatives. It is intended to help both people seeking support and carers seeking suitable roles to find and contact one another.
Key position	CarePair is not the employer, agency, care provider, or party to any care, support, or working arrangement between users, and does not recommend one side to the other.

1. About these Terms

These Terms of Use govern access to and use of the CarePair website, platform, messaging tools, matching functions, and related services made available under the trading name CarePair.

By creating an account, accessing CarePair, or using any part of the service, you agree to be bound by these Terms.

If you do not agree to these Terms, you must not use CarePair.

These Terms should be read together with the CarePair Privacy Notice and CarePair Cookie Policy.

2. Who we are

CarePair is an online matching and introduction service intended to help people seeking care or support, carers, support workers, employers, and people acting on behalf of someone needing support to find and contact one another. It is intended to support both people seeking suitable care or support and carers seeking suitable roles or working arrangements.

CarePair is not an employment business, employment agency, care provider, regulated care service, recruitment consultancy, or guarantor of any user.

CarePair does not assess, endorse, or recommend the suitability, safety, competence, character, legality, or appropriateness of any match beyond presenting profile information, preferences, and matching criteria entered into the system by users. CarePair does not recommend carers to people seeking support, or people seeking support or employers to carers.

Unless CarePair expressly states otherwise in writing, any arrangement for care, support, employment, engagement, interview, trial, introduction, payment, or ongoing relationship is strictly between the relevant users. CarePair is not a party to that arrangement and is not responsible for it.

3. Eligibility and account registration

You may use CarePair only if: (a) you are at least 18 years old; (b) you have legal capacity to enter into a binding agreement; (c) the information you provide is accurate, current, and not misleading; and (d) your use of the service is lawful in the United Kingdom and any other relevant jurisdiction.

CarePair is intended only for users aged 18 or over.

You must register in your own name or on behalf of another person only where you are authorised to do so.

You are responsible for keeping your login details confidential and for all activity carried out through your account unless caused by CarePair's failure to maintain reasonable security.

You must notify CarePair promptly if you believe your account has been accessed without permission.

4. Nature of the service

CarePair provides profile creation, profile display, matching tools, search functions, messaging, service communications, moderation processes, and related administrative functions.

CarePair may use profile information, preferences, availability, location, and similar account information to suggest or rank potential matches. This is a matching tool only. It does not amount to a guarantee, recommendation, endorsement, vetting decision, or assurance that any proposed match, role, employer, care recipient, household, or working arrangement is suitable.

CarePair does not currently offer paid subscriptions or paid premium access. CarePair may introduce paid or additional features in future. If it does, CarePair may update these Terms and provide notice before those changes take effect.

CarePair may change, suspend, withdraw, or improve any part of the service where reasonably necessary for security, maintenance, legal compliance, safeguarding, or business development.

5. User profiles, content, and communications

You are responsible for all information, text, profile statements, role descriptions, preferences, and messages you submit through CarePair, whether you use the platform to seek care or support, to seek work or opportunities as a carer or support worker, or to act on behalf of another person.

You must ensure that any information you provide: (a) is accurate to the best of your knowledge; (b) is not false, defamatory, abusive, threatening, discriminatory, obscene, or unlawful; (c) does not infringe another person's privacy, confidentiality, intellectual property rights, or other legal rights; (d) does not misrepresent your identity, qualifications, availability, experience, or authority; and (e) does not include another person's personal data unless you are entitled to share it.

At present, users may create profile text and send messages through the platform. Users may not use CarePair to publish wider public content or upload files unless and until CarePair introduces those features.

You acknowledge that messages sent through CarePair may be stored, logged, and reviewed where reasonably necessary for platform operation, moderation, complaints, safeguarding, dispute handling, fraud prevention, security, legal compliance, and enforcement of these Terms.

Users are encouraged to communicate through CarePair where possible because platform communications may assist with audit trails, moderation, and complaint handling. However, users may

choose to exchange contact details and communicate away from the platform. Once users communicate or transact off-platform, CarePair has reduced visibility and is not responsible for off-platform communications, decisions, conduct, arrangements, or outcomes. All users should exercise caution when deciding what personal information to share, whether to meet, and whether to proceed with any arrangement.

6. Acceptable use

You must not use CarePair: (a) for any unlawful purpose; (b) to harass, threaten, exploit, abuse, intimidate, or discriminate against any person; (c) to post or send misleading, fraudulent, deceptive, or impersonating content; (d) to collect, scrape, harvest, or copy user data without permission; (e) to advertise unrelated goods or services, spam users, or send unsolicited promotions; (f) to upload malware, harmful code, or material intended to interfere with the platform; (g) to bypass security features, probe vulnerabilities, or attempt unauthorised access; (h) to use another person's account without permission; (i) to publish information that creates a safeguarding risk; or (j) in any way that could damage the reputation, security, operation, or lawful use of CarePair.

CarePair may monitor use of the platform and moderate content or account activity where reasonably necessary to operate the service, enforce these Terms, investigate concerns, protect users, and comply with law.

7. No vetting, no recommendation, and user responsibility

CarePair does not routinely verify every statement made in a profile or message.

CarePair does not warrant that any user is suitable, trustworthy, appropriately qualified, available, legally entitled to work, insured, compatible, safe, or appropriate for any role or arrangement. This applies equally to carers, support workers, people seeking care or support, employers, and anyone acting on behalf of another person.

Users must carry out their own checks before entering into any arrangement, including checks relating to identity, references, qualifications, experience, right to work, safeguarding, DBS status where relevant, insurance, availability, the legitimacy of a role or arrangement, and overall suitability.

Any decision to interview, engage, employ, contract with, invite into a home, attend a meeting, share personal details with, or otherwise rely on another user is made entirely at the user's own discretion and risk. This includes decisions made by carers or support workers about their own safety, the safety of others, the legitimacy of a proposed role, and whether a household or working arrangement is suitable.

All users are responsible for taking reasonable steps to protect their own safety and the safety of others. This includes using care when sharing personal information, assessing whether a proposed role or arrangement appears legitimate and suitable, deciding whether to move communications off-platform, and making appropriate checks before any meeting, engagement, or ongoing arrangement.

8. Special category information and privacy

CarePair profiles and messages may include information about health, disability, care needs, support needs, or similar sensitive matters.

Where users choose to provide such information, CarePair handles it as special category data under UK data protection law and applies additional safeguards, as set out in the CarePair Privacy Notice.

Users should share sensitive information carefully and only to the extent necessary for using the service.

CarePair acts as data controller for the personal information described in its Privacy Notice and is responsible for compliance with UK GDPR obligations relating to that processing.

9. Messaging, moderation, and records

CarePair may retain records relating to accounts, messaging, moderation decisions, complaints, reports, suspensions, and security events for the periods described in the Privacy Notice.

CarePair may review messages, account activity, and related records where reasonably necessary to: (a) investigate complaints or reports; (b) protect users or third parties; (c) address misuse, fraud, harassment, or safeguarding concerns; (d) enforce these Terms; (e) comply with legal obligations; or (f) establish, exercise, or defend legal claims.

CarePair may preserve relevant records after account closure where reasonably necessary for complaints, legal claims, safeguarding, moderation, fraud, security, or audit purposes.

10. Intellectual property

All intellectual property rights in the CarePair platform, website design, branding, software, database structure, and service materials belong to CarePair or its licensors, unless otherwise stated.

You retain ownership of content you submit, but you grant CarePair a non-exclusive, worldwide, royalty-free licence to host, store, reproduce, display, adapt, and use that content as reasonably necessary to operate the service, provide matching, display your profile in accordance with your settings, moderate content, investigate complaints, and enforce these Terms.

You must not copy, extract, reverse engineer, republish, or commercially exploit any part of CarePair except as permitted by law or with written permission.

11. Suspension, restriction, and termination

CarePair may suspend, restrict, hide, moderate, or terminate an account, profile, message function, or access to the service where it reasonably considers that: (a) these Terms have been breached; (b) information provided is false, misleading, or materially incomplete; (c) there is a complaint, safeguarding concern, security concern, fraud risk, or legal risk; (d) continued access may harm another user, CarePair, or a third party; (e) moderation action is reasonably necessary; or (f) CarePair is required to do so by law, court order, regulator, or law enforcement body.

CarePair may also suspend or restrict access where reasonably necessary for maintenance, technical issues, platform changes, or security upgrades.

Where appropriate, CarePair will give reasons for suspension or restriction, but it may withhold detail where disclosure would prejudice an investigation, compromise security, infringe another person's rights, or be unlawful.

You may stop using CarePair and request account closure at any time, subject to any records CarePair needs to retain under its Privacy Notice or for legitimate legal and security reasons.

12. Appeals and complaints about platform decisions

If you believe CarePair has suspended, restricted, moderated, or removed your account or content in error, you may contact CarePair and request a review.

You should provide enough detail to identify the account and explain why you believe the decision should be reconsidered.

CarePair will review appeals within a reasonable period and may uphold, vary, or reverse the original decision.

Submission of an appeal does not guarantee reinstatement.

If your complaint concerns personal data or how moderation information has been used, you also have the rights described in the Privacy Notice, including the right to complain to the Information Commissioner's Office.

13. Service availability

CarePair does not guarantee that the service will always be available, uninterrupted, secure, or error-free.

CarePair will use reasonable care and skill in providing the service, but the service is provided on an as-available and as-updated basis.

CarePair may experience interruptions for maintenance, updates, network failure, hosting issues, cyber incidents, third-party outages, or events outside its reasonable control.

14. Limitation of liability

Nothing in these Terms excludes or limits liability where it would be unlawful to do so. In particular, nothing excludes or limits liability for: (a) death or personal injury caused by negligence; (b) fraud or fraudulent misrepresentation; or (c) any other liability that cannot lawfully be excluded or limited.

Subject to the paragraph above, CarePair shall not be liable for: (a) any loss arising from reliance on profile information, matching results, rankings, messages, introductions, or user statements; (b) any care arrangement, employment arrangement, interview, engagement, payment dispute, safeguarding issue, misconduct, negligence, criminal act, omission, or breach of duty by any user or third party; (c) any loss arising from a user's decision to meet, engage with, employ, contract with, invite into a home, or otherwise rely on another user; (d) any indirect or consequential loss; (e) loss of profits, income, business, contracts, goodwill, opportunity, or anticipated savings; (f) data loss or corruption not caused by CarePair's failure to exercise reasonable care and skill; or (g) any loss arising from suspension, moderation, delay, or unavailability where CarePair has acted reasonably.

Subject to the first paragraph of this clause, CarePair's total aggregate liability to a user arising out of or in connection with the service or these Terms shall not exceed £100.

The liability cap above reflects that CarePair is currently offered as a free service and is intended to allocate risk fairly, while preserving users' non-excludable rights.

15. Indemnity

You agree to indemnify and keep CarePair indemnified against losses, costs, claims, liabilities, and expenses reasonably incurred by CarePair arising out of: (a) your breach of these Terms; (b) your unlawful

use of the service; (c) your infringement of another person's rights; or (d) content or information you submit that is false, unlawful, or misleading.

This clause does not require you to indemnify CarePair for losses caused by CarePair's own negligence, fraud, or breach of law.

16. Changes to the service and these Terms

CarePair may update these Terms from time to time.

If CarePair makes a material change, it will post the updated Terms on the website and may also notify users through the platform or by email.

Continued use of CarePair after updated Terms take effect constitutes acceptance of the revised Terms.

If you do not agree to the revised Terms, you must stop using the service.

17. Governing law and jurisdiction

These Terms and any dispute or claim arising out of or in connection with them shall be governed by the law of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction, except that consumers resident in Scotland or Northern Ireland may also have any mandatory rights to bring proceedings in their home jurisdiction where applicable.

18. Contact

Questions, complaints, and appeals concerning these Terms may be sent to CarePair using the contact details set out in the Privacy Notice.