



SAFE AND RESPONSIBLE USE

Acceptable Use Policy

The conduct expected from everyone using MotorRelay accounts, listings, chat and vehicle-movement features.

Acceptable Use Policy

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In short: Use MotorRelay honestly, lawfully and safely. Respect other people, their information, their vehicles and the evidence kept for each run.

1. Who this applies to

This policy applies to dealers, drivers, business representatives and anyone else accessing MotorRelay. It forms part of the Terms and Conditions.

2. Honest accounts and listings

Users must provide accurate, current information and must not impersonate another person or business. A user must not share an account in a way that defeats identity, licence, insurance or security checks. Vehicle, route, timing and payment information must not be deliberately misleading.

3. Safe use

Never interact with MotorRelay while driving or where doing so creates danger. App actions, photographs and messages must be completed while safely parked. Users must follow road laws, site rules and reasonable safety instructions.

4. Communications

Messages must relate to legitimate MotorRelay activity. Users must not threaten, harass, discriminate against, sexually harass, intimidate or abuse another person. Spam, unsolicited marketing and attempts to move a transaction off-platform to avoid rules or charges are prohibited.

5. Fraud and manipulation

Users must not submit false documents, alter photographs or timestamps, manipulate location records, create sham runs, misuse payment cards, fabricate breakdowns or disputes, coordinate false claims, or interfere with another user's account.

6. Personal information

Contact, identity, licence, location and vehicle information seen through MotorRelay may be used only for the relevant run, safety, a legitimate claim or a legal obligation. It must not be published, sold, used for unrelated marketing or retained unnecessarily.

7. Platform security

Users must not attempt to bypass access controls, probe or attack the service, introduce malicious software, scrape information, reverse engineer protected features, overload systems or use automation without written permission. Security concerns should be reported privately.

8. Content and evidence

Uploads must be relevant, lawful and safe to retain. Do not upload illegal material, intimate content, unnecessary personal documents, malicious files or material that infringes another person's rights. Run evidence must not be edited in a misleading way.

9. Enforcement

MotorRelay may remove content, limit a feature, request verification, pause a payment, restrict or suspend an account, preserve evidence, or report serious conduct to an insurer, payment provider or authority. Action will be proportionate to the risk, evidence and applicable terms.

10. Reporting misuse

Use the relevant in-app report feature or email support@motorrelay.com. Include the run reference and a clear explanation. Do not place yourself at risk to gather evidence.

11. Changes

We may update this policy as the service and risks change. Material changes will be notified where appropriate.