

# Avaana

## Community Guidelines

*Effective: May 2017*

### INTRODUCTION

Welcome to [www.avaana.com.au](http://www.avaana.com.au), an online marketplace connecting health, fitness, wellbeing, spa, beauty and other practitioners and businesses with Australians through an interactive online platform. The Platform is owned and operated by Avaana Pty Ltd ACN 610 520 600 (**Avaana**).

As the context requires, terms not otherwise defined in these Community Guidelines (**Guidelines**) will have their corresponding meaning in the Avaana Terms of Use and Booking Conditions.

These Guidelines aim to establish a few ground rules to keep the Platform safe and useful for everyone. Please read the Guidelines contained in this document carefully. By posting Provider Content or User Content onto the Platform you acknowledge that you have read and understood and accept these Guidelines. We trust that you can be responsible in your use of the Platform but if you can't or you do not agree with any part of these Guidelines, you must not use the Platform.

### GUIDELINES

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#### 1. Prohibited Content

Provider Content and User Content must not contain content that:

- (a) is implicitly or explicitly offensive, such as content that engages in, endorses or promotes racism, bigotry, discrimination, violence, hatred or physical harm of any kind against any group or individual;
- (b) threatens, harasses, incites harassment or advocates harassment of any group or individual;
- (c) promotes or endorses an illegal or unauthorised copy of another person's copyrighted work;
- (d) promotes or endorses false, inaccurate, or misleading information or illegal activities or conduct that is abusive, threatening, obscene, defamatory or libellous;
- (e) displays or links to pornographic, indecent or sexually explicit material of any kind;
- (f) provides instructional information about illegal activities;
- (g) solicits passwords or personal identifying information from other Users, Providers or Practitioners;
- (h) provides material or links to material that exploits people in a sexual, violent or other manner, or solicits personal information from anyone under the age of 18; or
- (i) involves "spamming", "phishing" or the transmission of any unwanted and/or

unsolicited content.

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## **2. Removal and Termination**

- (a) Avaana is only providing a platform for Providers, Practitioners and Users to communicate and does not endorse any content made available on the Platform. Avaana reserves the right, but not the obligation, to delete videos and/or content that it believes, in its sole discretion, violate these Guidelines. However, the failure of Avaana to delete any video or any other content does not constitute an endorsement of it.
- (b) Avaana is not responsible for any content posted on the Platform by Providers, Users or Practitioners.

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## **3. Report**

If you believe any content on the Platform breaches these Guidelines, or violates your rights or those of a third party in any way, you may contact Avaana by email at [hello@avaana.com.au](mailto:hello@avaana.com.au)