



Sort Code Validation Accreditation Scheme

Code of Conduct

1. Policy statement

- 1.1 This Code of Conduct (Code) should be read in conjunction with our Dispute Resolution and Appeals Procedure (DRA). The aim of this Code is to set out standards of conduct expected of all Providers whose Products are accredited and to provide a framework within which Providers can work with their staff to maintain those standards and encourage improvement where necessary
- 1.2 It is our policy to ensure that any dispute or appeal that may arise as a result of the application of this Code is dealt with fairly and in accordance with the DRA
- 1.3 If you are in any doubt with respect to this Code, please do not hesitate to contact us at scvas@wearepay.uk
- 1.4 We may amend this Code or our DRA at any time

2. Code of Conduct

- 2.1 While any Product is accredited under the Scheme, we expect each Provider to maintain their accredited Product in accordance with the relevant accreditation criteria. In particular, all Providers must notify the Scheme immediately if:
 - 2.1.1 The Product/s no longer function/s according to the relevant functionality specification; or
 - 2.1.2 The Product/s have been removed from circulation; or
 - 2.1.3 The Product/s fail to meet the parameters outlined in the annual self-certification questionnaire
- 2.2 In addition, Providers who supply accredited Products to end-users are expected to act at all times in good faith and in the best interests of the industry
- 2.3 Providers are required to notify the Scheme of any actual or potential conflicts of interests as noted in the undertaking contained in the accreditation application form
- 2.4 Failure to abide by this Code may result in suspension or removal of a Product's accreditation

3. Use of the Accreditation Confirmation

Product literature confirming the accreditation may be used. By using the accreditation confirmation you agree:

- 3.1 That the accreditation confirmation will only be used for the purpose of indicating your accredited status and for no other purpose for the duration of your one year accreditation period.
- 3.2 That the name of your accredited Product will appear on the Table of Accredited Products on the Pay.UK website.
- 3.3 You will ensure there is no confusion within the market with regards to your association with the Scheme.
- 3.4 Should any confusion within the market occur, you will take all necessary steps to clarify your position and the use of the accreditation confirmation and/or will take all necessary steps as instructed by the Scheme in order to allay any confusion.
- 3.5 You will ensure that all intellectual property rights of the accreditation confirmation and all other trademarks, design rights and copyrights belonging to the Scheme will not be used other than as set out here.
- 3.6 You will indemnify the Scheme for any breaches of its intellectual property rights as a result of inappropriate or unauthorised use of the accreditation confirmation or any other intellectual property.
- 3.7 You will inform the Scheme immediately of any claims or actions as a result of your use of the accreditation confirmation.
- 3.8 You will cease using the accreditation confirmation and remove the same from all websites, papers and campaign/marketing material upon exiting the Scheme or should the Scheme, in its absolute discretion, so instruct.