

Website Terms of Use

Trusted Firms Global – TFG Certification Pty Ltd

Effective 10 September 2026

These terms govern use of trustedfirms.global ("the Site"), including the public verification and review pages. Certification, credentials and marks are governed by the Certification Services Terms and the Credential and Mark Use Terms, not by this page.

1. Using the Site

- 1.1 By using the Site you accept these terms and our Privacy Policy. If you do not accept them, do not use the Site.
- 1.2 The Site publishes verification pages for firms and advisers that hold a current Trusted Firms credential, and consented client reviews. You may read, link to and cite those pages. You must not scrape, copy or republish them in bulk, present their content as your own, or use it to build a competing directory or rating.
- 1.3 You must not interfere with the security or operation of the Site, attempt to access data or systems you are not authorised to access, introduce malicious code, or frame or mirror any part of the Site.

2. Content and intellectual property

- 2.1 We own or licence all intellectual property in the Site, the Trusted Firms name and marks, the certification methodology and the design of credentials and badges. Net Promoter, NPS and Net Promoter Score are trademarks of Bain & Company, Inc., Satmetrix Systems, Inc. and Fred Reichheld.
- 2.2 Client reviews on the Site are published with the consent of the people who wrote them and remain their words. They may be quoted with attribution to the verification page; they may not be altered.
- 2.3 Trusted Firms marks, badges and credentials may be displayed only by the firm or adviser to whom they were issued, while current, in accordance with the Credential and Mark Use Terms. Any other use requires our written permission.
- 2.4 You may link to the Site, but not in a way that suggests certification, association or endorsement where none exists.

3. Information on the Site

- 3.1 Scores and review counts on verification pages are computed from the verified response record held by our measurement partner, Client Culture Pty Ltd, at the time the page is loaded, and are stated with their date and basis. A credential's status is shown as at the

time of viewing. We take care with accuracy and correct errors in place, with the correction visible, but we do not warrant that the Site is error-free or always available.

- 3.2 Information on the Site is not advice. A credential records measured client feedback against published standards; it is not a guarantee of the outcome of any engagement.
- 3.3 If you believe a page is inaccurate or a review has been published without consent, tell us at contact@trustedfirms.global. We investigate and, where warranted, correct or remove.

4. Privacy

- 4.1 We handle personal information in accordance with our Privacy Policy, published on the Site. Reviewers' names appear only at the level of attribution they consented to.

5. Liability

- 5.1 Nothing in these terms excludes any right or guarantee under consumer protection law that cannot be excluded, including the Australian Consumer Law and, where they apply, the UK Consumer Rights Act 2015 or the consumer law of the relevant EU member state. Otherwise, to the extent permitted by law, we are not liable for loss arising from use of, or inability to use, the Site, or from reliance on its content.

6. General

- 6.1 We may update these terms by publishing a new version on this page with the date of the change. Continued use after publication is acceptance of the change.
- 6.2 We may suspend or end access to the Site for breach of these terms, for security reasons or where required by law.
- 6.3 If any provision is invalid the remainder continues. These terms, with the Privacy Policy, are the whole agreement about use of the Site. They are governed by the law of Victoria, Australia. Questions: contact@trustedfirms.global.