

Code of Conduct for service providers

Section 1: What is the Copyright Hub?

- Copyright Hub services provide the technical service of connecting content to information about the content; specifically about how it may be used. That is, it provides a free online service, accessible through API, that connects identifiers of any type to permissions information for the content that has been identified.
- A complete set of services is listed at <https://github.com/openpermissions/> where the underlying code is also available as open source, subject to defined open source licences. Key relevant services are: query, which returns information in response to identifiers and repository and onboarding, used by content providers.
- Copyright Hub services connect licensees, parties which want to use content, to licensors, who can grant permission (a licence) to use the content in defined ways. A licence may or may not involve a monetary transaction.
- In this way, the Copyright Hub creates an open market place in which content providers and end users are connected together to trade and to conduct business. To be successful, this market place needs to be used. The marketplace therefore needs to be orderly and needs to be trusted. This is to the benefit of all service providers.

Section 2: Who am I making this agreement with?

- As a service provider using the Copyright Hub market place, you are effectively entering into an agreement with all the other signatories to the agreement.
- When you enter into this agreement with The Copyright Hub Foundation, The CHF represents the body of current service providers.

Section 3: What am I agreeing to?

- As a service provider, you are agreeing to three responsibilities:
 1. You or your organisation must always be contactable by representatives of the Copyright Hub Foundation (this will be checked following receipt of your agreement) and you should keep your contact details up to date
 2. You should stand behind any assertions you make regarding your ability to offer licences for content and/or any other assertions you may make about data.
 3. If questions are raised regarding the validity of any assertions made by you or your organisation, you should act to resolve these queries in a timely fashion.

Section 4: What does the Copyright Hub Foundation do?

- The Copyright Hub will make reasonable commercial efforts to provide the connectivity services at all times. Where this is not possible, for example because of unavoidable maintenance, it will clearly indicate that services are unavailable.
- Planned maintenance and potential service restrictions will be published on the CH web site.
- The Copyright Hub will maintain a rating of reliability of a registered organisation's assertions and behaviour. When this rating drops below acceptable standard, the relevant organisation will be asked to rectify the position and if this is not done in a timely way (see

above) the CHF will act to deprioritise results for that organisation. The CHF retains the ultimate sanction of removing the organisation from results returned by Hub service altogether.

- The Copyright Hub Foundation provides a dispute resolution service (paid for) if you need help resolving any queries or issues.
- Code for the Copyright Hub services is available as Open Source.

Section 5: How are decisions made by the Copyright Hub?

- The Copyright Hub Foundation runs a User Group, to which service providers are automatically given membership, as a consequence of entering into this agreement. This group is active in setting the roadmap for development and maintenance of the underlying software. Its views are also shared with the CHF board.
- The User Group agrees a set of Best Practice guidelines which can be read on www.copyrighthub.org for service providers
- From time to time these Terms and Conditions may change. You should keep up to date with these changes, either online or through the User Group.