

Green Skills Coach Terms of Use

Introduction These Terms of Use ("Terms") apply when you access or use the Green Skills Coach website, chatbot and related features (together, the "Service"), whether as a guest or registered user. The Service is operated by Generation NetZero Limited, trading as GetZero.

Please read these Terms before using the Service. By using the Service, you agree to these Terms. If you do not agree, you must not use the Service.

1. Other terms that apply

Our [Privacy Policy](#) explains how we collect and use personal information.

Our [Cookie Policy](#) explains how cookies and similar technologies are used.

If a school, college, local authority, employer, charity or other organisation provides your access, a separate agreement with that organisation may also apply. If there is a conflict, that separate agreement will take priority for the organisation's use of the Service.

2. About us

Generation NetZero Limited (trading as GetZero) is registered in England and Wales under company number 13795409. Our registered office is 28 Heysham Road, London, England, N15 6HL. Contact: info@getzero.earth

3. Who may use the Service

The Service is intended mainly for people in the United Kingdom who are exploring education, skills, training and careers, and for organisations supporting them.

- You must be at least 13 years old to use the Service.
- If you are under 18, you should review these Terms and use the Service with support from a parent, guardian, teacher, careers adviser or other responsible adult.
- We may ask for appropriate authorisation from a parent, guardian or participating organisation where this is reasonably necessary.
- The Service may describe opportunities across the UK, but eligibility, education rules and funding arrangements can differ across England, Scotland, Wales and Northern Ireland.

4. What the Service provides

Green Skills Coach is an AI-supported education and career exploration service. Depending on the features available, it may help you:

- explore green careers, occupations and skills;
- find and compare jobs, apprenticeships, courses and other training;
- receive feedback on a CV or practise interview questions;
- create action plans, save progress and set reminders; and
- access information from public bodies, education providers, employers and job services.

The Service does not employ or recruit users, submit applications on your behalf, decide whether you will be hired or admitted to a course, or guarantee funding, eligibility, interview invitations, offers or outcomes.

5. AI-generated guidance

Some responses, recommendations, summaries and feedback are generated or assisted by artificial intelligence. AI can be useful, but it can also produce information that is incomplete, inaccurate, out of date, biased or inappropriate.

- Treat AI responses as guidance and a starting point, not as a final decision or professional advice.
- Check important information, including entry requirements, salary, dates, eligibility, funding and application instructions, against the original provider or official source.
- AI responses may vary, and another user may receive the same or similar output. We do not guarantee that an output is unique.
- Green Skills Coach does not make solely automated decisions that determine your legal rights, employment, admission, funding or access to public services.
- You can report an inaccurate, unsafe, biased or inappropriate response through the feedback tools or by contacting us.

The Service is not an emergency, safeguarding, medical, mental-health, legal or financial advice service. Seek a qualified person or appropriate emergency support where needed.

6. Jobs, courses, apprenticeships and external information

The Service combines information from external sources with AI-generated summaries and coaching guidance. Listings and source information can change without notice.

- A job, apprenticeship or course shown as available may close, change or become unavailable after it was retrieved.
- We may reformat, filter, rank, group or summarise source information to make it easier to use. This can introduce errors, so check the original listing.
- Links normally take you to a third-party website to obtain full details or apply. That website's own terms, privacy policy and accessibility arrangements apply.
- References to an employer, provider, course or opportunity do not mean that GetZero endorses it or that the third party endorses GetZero.
- Reminders are a convenience only. Delivery is not guaranteed, so do not rely on a reminder as your only way of tracking a deadline.

7. Guest access and accounts

Some parts of the Service may be available without an account. Guest sessions may be temporary and may not preserve all messages, plans, uploads or progress.

- Provide accurate information where it is needed for the Service.
- Keep your sign-in details secure and do not allow another person to use your account.
- Tell us promptly if you believe your account has been accessed without permission.
- We may disable an account or guest session where reasonably necessary to protect users, the Service or third parties, or where these Terms have been seriously or repeatedly breached.

8. Your content, prompts and uploads

You keep ownership of content you provide, including prompts, messages, CVs, documents and feedback. You give us a limited, non-exclusive licence to host, copy and process that content only as reasonably necessary to provide, secure, support and operate the Service, in accordance with our Privacy Policy.

- Only upload your own content or content that you are authorised to use. Do not upload another person's CV, personal information or confidential material without permission.

- Avoid including unnecessary sensitive information, such as health details, ethnicity, religion, sexual orientation, political opinions or criminal-record information.
- Your content is not treated as a public post and is not made available to other users through the Service.
- We do not claim ownership of your content. We do not use personal data to train general-purpose AI models, as explained further in our Privacy Policy.

9. Use of outputs

To the extent that GetZero owns intellectual property rights in an output generated specifically for you, we give you a non-exclusive, worldwide, royalty-free permission to use, copy and adapt it for your personal education, career planning and applications.

This permission does not transfer rights in third-party data, logos, images, job adverts, course information or other material included or linked in an output. You are responsible for checking that your use of an output is lawful and accurate.

10. Acceptable use

You must not use the Service:

- for any unlawful, fraudulent, abusive, threatening, discriminatory or harmful purpose;
- to upload malware, malicious code or content that infringes another person's intellectual property, privacy or confidentiality;
- to gain or attempt to gain unauthorised access to accounts, systems, data, security controls or restricted parts of the Service;
- to probe, scan, scrape, reverse engineer, overload or disrupt the Service, except where expressly authorised in writing;
- to bypass safety measures, extract system instructions, obtain another user's information or cause the Service to generate prohibited content;
- to make employment, admissions, funding or similarly important decisions about another person without appropriate human review and compliance with applicable law; or
- in a way that could damage GetZero, another user, a source provider or any third party.

11. Intellectual property

Except for your content and material identified as belonging to third parties, GetZero owns or licenses the Service, its software, design, branding and original content. Those rights are protected by intellectual property laws.

You may use the Service for personal education and career planning. An organisation may use the Service only under a separate agreement with GetZero or with our written permission. You must not copy, sell, license, commercially exploit or create a competing service from a substantial part of the Service or its content without permission.

12. Availability and changes to the Service

We aim to provide the Service with reasonable care and skill, but we do not guarantee that it will always be available, uninterrupted, secure or free from errors. We may maintain, update, suspend, withdraw or change features where reasonably necessary.

Where practical, we will give reasonable notice of a material change that significantly affects registered users. Features may also be labelled as preview, beta or experimental and may change more frequently.

13. Ending or suspending access

You may stop using the Service at any time. We may suspend or end access where reasonably necessary because of a serious or repeated breach of these Terms, security or safety risk, legal requirement, misuse of third-party data, or withdrawal of a feature or source. Where appropriate, we will explain the reason and allow you to contact us.

14. Our responsibility to you

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation. Nothing in these Terms affects your statutory rights as a consumer.

If you are a consumer, we are responsible for foreseeable loss or damage caused by our breach of these Terms or failure to use reasonable care and skill. We are not responsible for loss that was not foreseeable, was caused by your failure to follow clear instructions, or arose from information or a service supplied independently by a third party.

The Service is provided for personal, educational and career-planning use. We are not responsible for business losses, including loss of profit, revenue, contracts, opportunity, goodwill or business data. Different terms may apply under a separate agreement with an organisation.

15. Changes to these Terms

We may update these Terms to reflect changes to the Service, law, regulation, safety requirements or third-party source terms. The updated version will show a new review date.

If a change is material, we will take reasonable steps to bring it to the attention of registered users. Changes apply from the date stated and do not apply retrospectively. If you do not agree to the updated Terms, you should stop using the Service.

16. Governing law

These Terms are governed by English law. If you are a consumer, the courts of England and Wales will have non-exclusive jurisdiction. If you live in Scotland or Northern Ireland, you may also bring proceedings in the courts of the country where you live.

If you use the Service for business purposes, the courts of England and Wales will have exclusive jurisdiction unless a separate written agreement says otherwise.

17. Complaints and contact

Please contact us if you have a complaint, wish to report harmful or inaccurate content, or have a question about these Terms. We will review the issue and respond within a reasonable time.

Email: info@getzero.earth

Privacy enquiries: privacy@getzero.earth

18. Information sources and credits

Green Skills Coach uses information from trusted external sources. Source information may be cached, filtered, reformatted, ranked or summarised. Users should check the original source before applying or making an important education or career decision.

Skills England Occupational Maps © Skills England 2025

This information is licensed under the Open Government Licence

<https://www.nationalarchives.gov.uk/doc/open-government-licence/version/3>.

Products using the Skills England Public API must also display the Skills England logo. Skills England information may have been reformatted or summarised by GetZero.

National Careers Service

Contains public sector information from the [National Careers Service](#) licensed under the [Open Government Licence v3.0](#). © Crown copyright.

Some skills and working-environment information may include O*NET OnLine data from the U.S. Department of Labor, Employment and Training Administration, used under the Creative Commons Attribution 4.0 licence and modified by the National Careers Service.

Find an apprenticeship

Contains public sector information from the Department for Education's [Find an apprenticeship service](#) and Display Advert API, available under the [Open Government Licence v3.0](#). © Crown copyright.

Discover Uni

Contains information from the [Discover Uni dataset](#). Credit: HESA, www.hesa.ac.uk. Licensed under the [Creative Commons Attribution 4.0 International licence](#). The data has been adapted, reformatted or summarised by GetZero.

Reed.co.uk

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Last updated / reviewed: 30 July 2026