NWM Website Terms of Use

October 2026

These terms explain how you may use nwm.uk.com and the information, enquiry forms and online features provided through it. Please read them before using the website.

1 Who operates this website

The website is operated by NWM Commercial Ltd (company number 10263310) and NWM Contracting Ltd (company number 10267288), companies registered in England and Wales, together referred to as NWM, we, us or our. Your service agreement identifies the company providing your particular service.

NWM, Merchant Court, Milburn Road, Bournemouth, BH4 9HJ.
0330 333 4240 | enquiries@nwm.uk.com

2 Website use and separate service agreements

These terms concern use of the website. Employment contracts, CIS agreements, agency agreements, portal terms and the NWM My Rewards terms govern those particular relationships and services. These website terms do not amend them or remove rights you have under them or under the law.

Submitting an enquiry, requesting a pay illustration or downloading a brochure does not, by itself, create an employment contract or an agreement for a payment service. Registration and acceptance of the relevant service documents are separate steps.

Our Privacy Policy explains how we handle personal information. Our Cookie Policy explains cookies and similar technologies. Reading or using the website is not treated as consent to optional marketing or tracking.

3 Information and pay illustrations

We take reasonable care with our website content. General articles, guides, examples and automated responses are intended to explain services and common questions; they do not replace advice based on your circumstances or the terms agreed for your engagement.

Pay illustrations are estimates using the information and assumptions stated. Actual pay depends on the assignment, approved work, applicable tax code, deductions, pension arrangements, holiday pay treatment, NWM's agreed margin and other relevant circumstances. An assignment rate is not the same as gross salary or take-home pay.

For CIS, an illustration is not a final calculation of your personal tax liability or confirmation of employment status. CIS treatment depends on the relevant checks, the engagement and the applicable rules. Ask us to explain any assumption you do not understand before deciding whether to proceed.

If you spot an error or receive information that conflicts with your agreement or pay records, please contact us so that we can investigate and correct it where appropriate.

4 Acceptable use

Use the website lawfully and provide information that is accurate to the best of your knowledge. Do not impersonate another person, submit someone else's confidential information without authority, send abusive or unlawful material, introduce malicious software, attempt unauthorised access or disrupt the website.

Do not use forms or chat for spam or unsolicited bulk messages. We may restrict access where reasonably necessary to address misuse or a security risk. This does not remove our obligations to you under a separate service agreement.

5 Enquiries and automated assistance

An automated acknowledgement confirms receipt of an enquiry, not acceptance of a contract, registration or reward request. If a form fails or your enquiry is urgent, contact us directly.

Where automated chat is available, it can help with general questions and arrange follow-up. Automated answers may be incomplete or mistaken. Ask our team to confirm anything that affects your pay, tax treatment, eligibility or contractual rights. An automated response does not itself vary your agreement.

Do not submit passwords, bank details, National Insurance numbers, identity documents or sensitive personal information through public forms or chat. We will explain the appropriate route when such information is needed.

6 Portal access and NWM My Rewards

Portal access is for authorised users. Keep login details secure, do not share them with others and tell us promptly if you suspect unauthorised access. Any additional portal terms apply to its use.

NWM My Rewards is available to eligible contractors paid through NWM, including eligible Umbrella employees and CIS subcontractors. Membership, qualifying activity, points, redemptions and referrals are governed by the separate NWM My Rewards terms and conditions.

Rewards imagery illustrates possible types of reward. Availability, eligibility and the terms applying to a particular reward must be checked before redemption. Website examples do not create an entitlement to a reward or change the programme terms.

7 Intellectual property and sharing content

Website content, branding and materials are owned by NWM or used with the permission of the relevant rights holder, subject to any applicable third-party rights. Accreditation logos and third-party marks remain the property of their owners.

You may view, download and print publicly available information for your own use or internal business reference. You may share our public webpages and distribute brochures intended for sharing, provided you keep them intact, identify NWM as the source and do not imply an endorsement or partnership that does not exist.

Other commercial republication, modification or use of NWM’s branding requires permission unless the law allows it. These terms do not restrict statutory copyright exceptions.

8 Links and third party services

You may link fairly and lawfully to public pages on our website without suggesting an unauthorised endorsement. Do not frame the website or present our material as your own. We may ask you to remove a link that is misleading or infringes rights.

Links to external sites are provided for convenience or further information. Those sites have their own terms and privacy arrangements. We are responsible for our own statements and obligations, but do not control content or changes made by independent third parties.

9 Website availability and changes

We aim to keep the website available, but maintenance, security work and technical faults may interrupt access. Where practical, we will give notice of planned disruption affecting account access. Contact us by telephone or email if you cannot use a feature.

We may update website content and these terms to reflect changes to the site, services or law. The version date identifies the current wording. A website update does not retrospectively change an existing agreement or remove an entitlement you already have. Changes to a service or rewards programme must follow the relevant agreement and applicable law.

10 Responsibility and your rights

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot lawfully be excluded or limited.

If you use the website as a consumer, we are responsible for loss or damage caused by our breach of these terms or failure to use reasonable care and skill where that loss was reasonably foreseeable. We do not exclude mandatory consumer rights or rights relating to information you reasonably rely on when entering a service contract.

If you use the website for business purposes, and subject to the first paragraph of this section, we are not responsible under these website terms for indirect or consequential losses arising from that use. Responsibility for supplying a contracted service is dealt with in the relevant service agreement and applicable law.

These terms do not reduce rights to wages, statutory payments, contractual payments, data protection remedies or other rights that apply to your relationship with NWM. The Website Disclaimer explains the scope of general information and illustrations; it does not override this section.

11 Resolving concerns

Please contact us if you have a concern about the website, its content or use of a feature. Include the relevant page or document and enough detail for us to understand the issue. Privacy requests and complaints are handled as explained in our Privacy Policy.

If a provision of these terms is found unenforceable, the remaining provisions continue to apply where they can do so lawfully. A delay in exercising a right does not by itself mean that right has been waived.

12 Governing law

These website terms are governed by the law of England and Wales. For business users, disputes under these terms are subject to the courts of England and Wales. Consumers retain any mandatory protections and rights to bring proceedings in the courts available to them under applicable law, including their home courts where the law permits.

NWM, Merchant Court, Milburn Road, Bournemouth, BH4 9HJ.
0330 333 4240 | enquiries@nwm.uk.com