



## Helpforce I&I Service Terms and Conditions

Access to the support and websites provided by the Helpforce Insight and Impact (I&I) service, the 'Service', constitutes acceptance by you, the 'User' of our [Privacy Policy](#), which explains how we use personal information, and our Terms and Conditions (T&Cs) set out below.

The T&Cs will take effect from the date of first direct contact with the Service, so please read them carefully before using the button to confirm that "I agree to the terms and conditions for using Insight & Impact." If you do not agree with the T&Cs, or our Privacy Policy, please do not attempt to use the Service.

These T&Cs are governed by English law. The courts of England and Wales will have jurisdiction over any dispute arising from them.

## About Helpforce

Helpforce CIC ("Helpforce") is a registered Community Interest Company (C.I.C) 10919485 whose registered office is at South Wing, Somerset House, Strand, London WC2R 1LA

## About the Service

The Service has been created to achieve the following Service objectives (Objectives):

- Help the User to measure the difference volunteering makes to their organisation, its staff, and other beneficiaries
- Help the User to undertake the evaluation of volunteering initiatives by simplifying key steps in the process and offering Helpforce support when required
- Help the User to collect and evaluate data and information about their volunteering initiatives to provide:
  - Insights – Greater understanding of important issues that can be used to guide continuous improvement in their initiatives
  - Evidence of Impact – Data which demonstrates that activities undertaken by volunteers have / have not resulted in the expected outcomes.
- Assist Helpforce with the achievement of our organisational goal of aiding partner organisations, working in health and care, to increase volunteering opportunities and accelerate their impact

## Ownership of Your Content

You retain ownership of all intellectual property rights associated with the Content that you create, and data that you capture, as part of your evaluation project/s. These T&Cs do not grant Helpforce any licenses or rights to your Content except for the limited rights required for the delivery of the Service and where otherwise described in these T&Cs.

When you use the Service Helpforce will act as data controller of the data you input into the service, for the purpose of producing the outputs you require such as evidence findings and insights (which will be the User's property). The User has the right to delete their account on the service and all associated data and can request this action from Helpforce via an email to [insight@helpforce.community](mailto:insight@helpforce.community).

## Our Limited License for the use of your Content

You grant Helpforce the right to use your Content to the extent necessary, for successful day-to-day delivery of the Service and achievement of the stated Objectives and as otherwise permitted by our privacy policy. This license for such limited purposes continues even after you stop using the Service, with respect to aggregate and de-identified data derived from your Content and any residual backup copies of your Content made in the ordinary course of our business. This license also extends to any trusted third parties we work with to the extent necessary to provide the Service. If you provide us with feedback about the Service, we may use your feedback without any obligation to you.

## Service User obligations

By agreeing to these T&Cs Helpforce expects the User to comply with the following:

- You must take responsibility for Content that you create or share, when using the Service, and where applicable should seek the appropriate permissions or consents to provide and share.
- You must use materials provided by the Service (including our websites and their content) solely for lawful purposes and in a manner that does not infringe or interfere with the rights of others
- You must not use materials provided by the Service for commercial purposes or in any way which is abusive, defamatory or obscene or which harasses or distresses anyone or restricts or inhibits their use and enjoyment of the Service or otherwise damages the reputation of Helpforce
- You may use materials provided by the Service for your own purposes, e.g. to create your own reports or data visualisations. In such an event Helpforce is unable to warrant the quality or accuracy of the outputs that you create. If you wish to seek the advice and assistance of the team that provides the Service please contact us at [insight@helpforce.community](mailto:insight@helpforce.community)
- You must comply with all applicable requirements of, and all obligations under, the Data Protection Legislation which arise in connection with the use of the Service.
- You must not use any of the digital materials provided by Helpforce to transmit software viruses or code designed to interrupt, destroy or compromise the integrity of computer software, hardware or telecommunications equipment

- You are encouraged to report any inappropriate Content found on our websites to us at [insight@helpforce.community](mailto:insight@helpforce.community).
- In the event these T&Cs change we will alert all Users of the Service.

## Helpforce reserves the right to

- At our discretion, remove any user posted material from our websites which we deem to be either unsuitable, or inappropriate, or otherwise in breach of these T&Cs.
- At our discretion either prevent, delay or remove access to our Service. This may occur in the following situations:
  - Where we need to limit the number of Users of the Service, for instance in the event that our team is overwhelmed by demands for support.
  - Where the User has been identified as having behaved offensively to another Service User or a member of the team delivering the Service
  - Where the User has acted in such a way as to mean that the team delivering the Service loses confidence in the User's willingness to undertake agreed tasks associated with their evaluation project.
- At our discretion, edit, add to, or change, any aspect of our Service, including our websites, without prior warning.

## Additional terms

- Helpforce cannot guarantee that the information made available by the Service will always be accurate and up-to-date. We will endeavor to correct any inaccuracies identified by Users within a reasonable time.
- Helpforce cannot guarantee that our websites will always be available or free from errors or viruses. You are responsible for installing virus-checking software to protect your hardware. As far as legally possible, we and our partners exclude all liability for any loss or damage suffered as a result of using or accessing our websites, whether direct or indirect, and however arising, including any loss of data or damage caused by downloading content from these sites.