

Code of Practice

Volunteer Now will:

- Provide support to organisations wishing to use volunteernow.co.uk.
- Help organisations to provide high quality opportunity information to volunteers searching volunteernow.co.uk.
- Keep organisations informed about volunteernow.co.uk with regular updates.
- Ensure that the website is online and available as consistently as possible, and inform relevant organisations when unavoidable downtime is scheduled.

Organisations who advertise volunteering opportunities will:

- Ensure their advertised opportunities provide high quality, current information – and that this information (including contact details) is checked and updated on a regular basis. We recommend that organisations review their opportunities and information monthly and advise Volunteer Now of any changes to be made.
- Inform Volunteer Now of any changes to their organisation or contact details, including office closures and interruptions to internet service
- Contact prospective volunteers who have enquired or applied for one of their opportunities as soon as Volunteer Now forwards the volunteer's details to the organisation contact person. In line with good volunteer practice, we recommend that organisations follow up with applications within 10 working days.
- Act promptly on requests from Volunteer Now to modify or update their opportunities.

Terms and Conditions - Organisations - March 2012

Volunteer Now operates a volunteering database/website facilitating organisations to advertise information about volunteering opportunities (free of charge) on the Volunteer Now website (www.volunteernow.co.uk).

Please read the terms and conditions carefully as they apply to your use of the Volunteer Now database and website.

Volunteer Now reserves the right to vary the Terms and Conditions from time to time. Organisations registered on the database will receive notification of any update (to the email address provided by the organisation on the database). The revised terms will take effect from the date of notification and the Terms & Conditions information on the website will be updated accordingly.

Registration

- a. The site facilitates **not-for-profit** organisations to advertise volunteer opportunities on the website for access by potential volunteers. You will be required to register with us in order to advertise volunteer opportunities on the site. When you register:
 - you must provide information that's true, accurate and complete;
 - you must safeguard any user name and password which is provided to you;
 - you must agree to notify us of any changes which are relevant to your registration; and
 - you may cancel such registration at any time by notifying us.

- b. You acknowledge and agree that we are under no obligation to accept any application for registration by you or any other person, including if you fail to meet our registration criteria or for any other reason.
- c. We may cancel your registration if you do not update any of your opportunities on the site for an extended period of time. We will notify you in advance of any cancellation due to non-usage.
- d. Registered volunteer organisations are independent organisations responsible for their own actions and not agents of Volunteer Now. Volunteer Now is not responsible for the operations or conduct of listed organisations or volunteers referred to listed organisations.
- e. If you are a regional organisation, recruiting volunteers across Northern Ireland, please ensure that you register your organisation only once. If you are a branch/site of a regional organisation, you should add your location etc to your registration details.
- f. You will be issued with a password and user name as your login. You are responsible for the security and proper use of your password, your user name and your registration on Volunteer Now. You must inform Volunteer Now immediately if you have any reason to believe that your password and/or user name has become known to someone who is not authorised to use them.
- g. You shall ensure that the opportunities do not include an offer for paid employment and is relevant only to an offer for a voluntary position within your organisation.

Use of the database/website

You must not advertise any content that:

- a. you do not have the right to advertise;
- b. is defamatory or in contempt of any legal or other proceedings;
- c. is misleading or deceptive;
- d. incites hatred or discrimination against any group of persons being a group defined by reference to colour, race, sex, origin, nationality or ethnic or national origins;
- e. denounces religious or political beliefs;
- f. includes religious or political material which is or is likely to be offensive;
- g. is indecent, obscene, vulgar, pornographic, offensive or of doubtful propriety or of a menacing character or is likely to annoy or concern any person;
- h. infringes any copyright, trade mark, patent or other intellectual property right of another person;
- i. contains any unsolicited or unauthorised advertising or promotional material;
- j. contains viruses or similar software or data which is designed to interrupt, destroy or limit the functionality of any computer software or hardware; or impersonates any person or misrepresents your relationship with any person.

Use of Information

- a. Where a potential volunteer registers interest in a volunteer opportunity advertised by you, the information provided by the volunteer will be forwarded to your organisation via email.
- b. We exercise some editorial control over the Content on the Site; any volunteer opportunities posted by organisations will be proofed and checked by Volunteer Now before advertised on the website. We reserve the right, at our discretion, to remove any third party content which we consider, to breach any applicable law or to be otherwise unacceptable.

- c. Your correspondence or dealings with any potential volunteers or any other third parties are solely between you and those potential volunteers or third parties. You are responsible for selecting volunteers that are suitable for your organisation and for meeting all legal and other requirements in relation to those volunteers. We make no recommendation regarding the suitability of any volunteer. You agree that we will not be liable or responsible for any loss or damage of any sort incurred as the result of your dealings with volunteers.
- d. We will monitor the use of the site by organisations and you will receive emails or surveys to seek feedback on usage and potential development.
- e. We may send you details of other volunteer related services we provide.

Faults

We cannot guarantee that the database/website will never be faulty or that it will be available at all times but Volunteer Now will endeavour to correct reported faults as soon as possible. If a fault occurs in the database/website you should report your fault to Volunteer Now via an email to info@volunteernow.co.uk

Intellectual Property Rights

- a. You acknowledge that Content on the Site is subject to copyright and possibly other intellectual property rights (Intellectual Property Rights).
- b. Unless you are expressly authorised by law you must not yourself, or participate in or permit any other person, to sell, reproduce, distribute, modify, display, publicly perform or otherwise use any of Content in any way for any public or commercial purpose without our prior written consent.
- c. In relation to any Content Posted by you, you grant us a perpetual, irrevocable, royalty-free license throughout the world to use, reproduce, modify, adapt, publish, translate, sublicense, create derivative works from, incorporate in other works (whether electronic or not), distribute, perform and display such Content, whether in whole or in part.

Links

We have not reviewed all of the sites linked to this Site and are not responsible for the content or accuracy of any off-site pages or any other sites linked to this Site (including without limitation sites linked through advertisements). The inclusion of any link does not imply that we endorse the linked site, and you use the links at your own risk.

Privacy Policy for Organisations using Database/Website to Advertise Volunteer Opportunities

View our full Privacy Policy at <https://www.volunteernow.co.uk/privacy-policy/>

Volunteer Now obtains information about you in the course of the dealings it has with you. This statement explains how we look after the information and what we do with it. We have a legal duty under the Data Protection Act to prevent your information falling into the wrong hands.

We must also ensure that the data we hold is accurate, adequate, relevant and not excessive. We do not hold any information about you apart from the information you provide and our own records about services we have delivered.

The only information our website automatically records is your IP address, so that we can assess which pages are the most popular. These IP addresses aren't linked to any personal data. So that visitors to our site remain anonymous. We do not send cookies from our website. We only provide your information to another organisation for the purposes of finding a volunteer placement, which is the purpose of your registration on the site.

We store all your information securely, we restrict access to those who have a need to know and we train our staff in handling the information securely.

Whenever we contact you to market Volunteer Now services (for example Volunteer Campaigns, Publications, Volunteer Management / Safeguarding Training etc) you will be given the opportunity to opt out of receiving any further information from us.

You have the right to a copy of all the information we hold about you (apart from a very few things which we may be obliged to withhold because they concern other people as well as you).

To obtain a copy, write or email to:

Data Protection Officer, Volunteer Now, 34 Shaftesbury Square, Belfast BT2 7DB or email kelli.cleland@volunteernow.co.uk

There is no charge for this service however we will require proof of your identity. We aim to reply as promptly as we can in any case within the legal maximum of 40 calendar days.

Limitation of Liability

To the extent permitted by law we have no liability to you, whether for breach of these terms or in negligence or for any other common law or statutory cause of action arising in relation to these terms, the Site or the Content.

To the extent permitted by law no party involved in creating, producing, or delivering the Site or any Content will be liable for any direct, incidental, consequential or indirect damages, loss or corruption of data, loss of profits, goodwill, bargain or opportunity or loss of anticipated savings resulting from your access to, or use of, or inability to use the Site and the Content, whether based on warranty, contract, negligence or any other legal theory, and whether or not we know of the possibility of such damage.

Disclaimer

The organisation using this referral service agrees that it is an independent organisation responsible for its own actions and not agents of Volunteer Now. The organisation further agrees that Volunteer Now is not responsible for the operations or conduct of volunteers or organisations using this service.