

NATIONAL CARE FORCE WEBSITE TERMS AND CONDITIONS

Date last updated: 21.3.2020

1. WHAT'S IN THESE TERMS?

These terms tell you the rules for using our website www.nationalcareforce.co.uk (our site).

They cover:

- individuals signing up as volunteers; and
- care providers, such as care homes, home care providers or local authorities, seeking help from volunteers.

Our site is for people in the United Kingdom (including Northern Ireland) only and we help to match volunteers and healthcare workers with care providers in need of help.

If you are a volunteer, terms 1 – 7 apply to you.

If you are a care provider looking for a volunteer, terms 1 – 6 and 8 apply to you.

2. WHO WE ARE AND HOW TO CONTACT US

Our site is operated by National Care Force Ltd (**We** or **Us**). We are a private company limited by guarantee, registered in England and Wales under company number 12530707 and have our registered office at 201 Haverstock Hill, London, United Kingdom, NW3 4QG.

To contact us with any questions or concerns, please email hello@nationalcareforce.co.uk.

3. BY USING OUR SITE YOU ACCEPT THESE TERMS

By using our site, you confirm that you accept these terms of use and that you agree to comply with them. If you do not agree to these terms, you must not use our site. We recommend that you print a copy of these terms for future reference.

4. WE MAY MAKE CHANGES TO THESE TERMS AND OUR SITE

We may amend these terms from time to time. Every time you wish to use our site, please check these terms to ensure you understand the terms that apply at that time.

We may update and change our site from time to time to reflect changes to the country's needs and priorities. We will try to give you reasonable notice of any major changes.

5. YOU MUST KEEP YOUR ACCOUNT DETAILS SAFE

When you sign up you will be asked to create an account. Please keep your login details (e.g. password and other security information) secure and confidential. You must not disclose your login details to any third party or allow any person to use your account.

We have the right to disable and delete any user profile, at any time and for any reasonable reason, for example, if you have failed to comply with these terms of use or you may cause harm to yourself or a third person through your volunteering.

If you know or suspect that anyone other than you knows your login details you must promptly notify us at hello@nationalcareforce.co.uk.

6. OTHER TERMS THAT APPLY TO YOU

- Our Privacy Policy (nationalcareforce.co.uk/privacy), which covers how we use your personal data, also applies to your use of our site.
- We do not guarantee that our site, or any content on it, will always be available, accurate, error free, uninterrupted or secure. We may suspend or withdraw or restrict the availability of all or any part of our site at any time. We will try to give you reasonable notice of any suspension or withdrawal.
- Do not use our site for illegal purpose and do not upload any viruses or other harmful material to our site. Do not access or change our site's code.
- If you do anything illegal, or we think you are going to do anything illegal, or we think that your involvement with the volunteering opportunities may put yourself or someone else in danger, we will share this information and your details with the relevant authorities. We will then suspend or delete your profile.
- We are the owner or the licensee of all intellectual property rights in our site and in the material published on it. Those works are protected by copyright and other laws around the world. You must not use any illustrations, photographs, video, graphic or other content on the site in any way without our permission.
- We may transfer our rights and obligations under these terms to another organisation. We will tell you in writing if this happens.
- These terms are governed by English law and any claims relating to these terms must be brought in the courts of England only (except that if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland).

7. I AM A VOLUNTEER

The following terms also apply if you are a volunteer:

- You agree to take up any opportunities on a voluntary basis and that you will not be paid for your work when you take up any opportunities through our site. You must also be over 18 to sign up as a volunteer or healthcare worker.
- This site allows care providers to post about volunteering opportunities. We will take reasonable steps to verify the opportunities posted on our site with the relevant care provider, but please also make sure that you are comfortable with applying for a particular opportunity.
- We are not responsible in any way for anything that happens to you during your volunteering opportunities. Please make sure that you are happy and able to get involved with a particular volunteering opportunity before applying for it.
- You must provide true, accurate and complete information about yourself when signing up on the site. You must not create multiple profiles.

- Once you sign up, your profile and information will be checked by a third party. Once your profile is approved, you will be able to see and apply for available volunteering opportunities in your area.
- We do not guarantee that any care provider will make available any appropriate volunteering opportunities in your area or that you will be able to apply for all opportunities. We do not guarantee that you will be successful in volunteering through the site.
- We do not exclude or limit in any way our liability to you where it would be unlawful to do so. We have no liability to you for any loss of profit, loss of business or loss of business opportunity due to your volunteering opportunities or if you try to make money from your volunteering opportunities or our site.
- Where our site contains links to other sites and resources provided by care providers, we have no control over, and are not responsible for, these links.

8. I AM A CARE PROVIDER

The following terms also apply if you are care provider:

- You must not use our site for commercial purposes.
- You are entirely responsible for: assessing an individual's profile; determining if an individual is suitable for your volunteering opportunity; and undertaking all necessary checks on individuals who apply for your opportunities.
- We do take reasonable steps to verify a volunteer's identification and enquire as to whether the volunteer has had a Disclosure and Barring Service check in the last 24 months. However, we do not complete any other checks on an individual's profile or take any responsibility in any way for the individuals applying for and taking up your volunteering opportunities.
- We are not responsible, and exclude all liability for, any actions or omissions of any volunteers. Once an individual accepts your opportunity, you are fully responsible, and liable, for organising the opportunity, instructing the individual and for any actions or omission of the individual.
- You are also responsible for making clear to any person receiving help from the volunteer, that they are doing so on a voluntary basis.
- You must only promote volunteering opportunities (i.e. an activity that someone can perform without payment) that relate to assisting the most vulnerable in the UK.
- If you receive an expression of interest for your volunteering opportunity, you must respond to each volunteer promptly and in a professional manner, even where the opportunity is no longer available.
- We do not guarantee that any suitable volunteer will be available or will meet the needs of your opportunities.
- Where you post a volunteering opportunity, you grant us all necessary rights for us to make available that opportunity on the site. Do not include any confidential or sensitive information in your posts.

- We have the right to remove any post you make on our site if, in our sole opinion, your post does not comply with the National Care Force's purpose of assisting the most vulnerable in the UK, breaches any third party intellectual property rights, does not comply with these terms or otherwise contains any inappropriate content..
- We do not exclude or limit in any way our liability to you where it would be unlawful to do so. We exclude all implied conditions, warranties, representations or other terms that may apply to our site or any content on it.
- We will not be liable to you in any way, for any loss that you suffer, if you cannot use your site. We will also not be liable to you in any way, and for any reason, for: loss of profit, sales, business, or revenue; loss of business interruption or business opportunity; loss of goodwill; or any indirect or consequential loss.
- You may link to our site, provided you do so in a way that is fair and legal and does not damage our reputation. You must not link in any way that suggest any form of endorsement by us. You can only link to websites that you own, and we can request that you withdraw your link at any time and you must promptly comply.