

Acceptable Use Policy

What you may and may not do with the CrisisConnect platform

CrisisConnect Limited · Company No: 17210373 · May 2026

1. Purpose

This Acceptable Use Policy ("AUP") sets out the rules for use of the CrisisConnect platform. It applies to all customers, staff, and volunteers who access the platform and forms part of the Customer Subscription Agreement.

2. Permitted Use

You may use the platform to:

- Manage your organisation's operational activities including membership, sessions, events, volunteers, safeguarding, grants, and donations
- Record and report on service delivery for funder and compliance purposes
- Communicate with your members, clients, and volunteers via the platform's built-in tools
- Export your data for your own reporting and analysis purposes
- Connect with other CrisisConnect Network members via networkConnect where that module is active

3. Prohibited Use

You must not use the platform to:

- Process personal data for purposes other than your organisation's legitimate operational activities
- Store personal data you do not have a lawful basis to process
- Share your account credentials with individuals outside your organisation
- Attempt to gain access to data belonging to other tenants or organisations
- Attempt to reverse engineer, decompile, or create derivative works from the platform
- Upload malicious code, viruses, or content designed to disrupt the platform
- Use the platform for any unlawful purpose
- Resell or sub-licence access to the platform to third parties
- Use automated tools to scrape or mine data beyond normal use
- Attempt to circumvent the platform's security or multi-tenancy isolation

4. Data Responsibilities

- 4.1 You are responsible for ensuring all personal data entered into the platform has been collected lawfully and with appropriate consent or other lawful basis.
- 4.2 You must comply with UK GDPR, the Data Protection Act 2018, and any other applicable data protection legislation.
- 4.3 You must not enter special category data into free-text fields. Use only the designated structured fields provided.
- 4.4 You must have a published privacy notice that accurately describes your use of the platform.

5. Account Security

- 5.1 You are responsible for maintaining the security of all accounts under your subscription.
- 5.2 Notify us at support@crisisconnect.uk of any suspected unauthorised access or security incident.

6. Enforcement

- 6.1 We may investigate suspected breaches and may suspend or terminate your account if we reasonably believe a breach has occurred.
- 6.2 We will notify you before suspending your account where possible.

7. Updates

We may update this AUP from time to time. Continued use after notice constitutes acceptance of the updated policy.