



# BUROHELP USER AGREEMENT

This User Agreement governs the relationship between the Foundation and any natural person who creates an account or uses the Burohelp Platform, including companies, staff, volunteers and representatives of nonprofits.

## 1. Definitions

In this Agreement:

- **“Foundation”** means *Stichting Burohelp*.
- **“Platform”** means the Burohelp website, Time Bank, systems, and tools.
- **“User”** means any natural person who registers or uses the Platform.
- **“Companies”** means any company who registers or uses the Platform
- **“Staff”** means any employee of a company who registers or uses the Platform
- **“Volunteer”** means any User performing volunteer work or logging hours.
- **“Nonprofit”** means an organisation represented by the User.
- **“Account”** means login credentials and user profile.
- **“Content”** means data, hours, photos, documents, and information uploaded by the User.

## 2. Applicability

2.1 This Agreement applies to any User accessing or using the Platform.

2.2 If the User represents a Nonprofit, the User also agrees to comply with the Nonprofit Service Agreement.

2.3 By creating an account, the User accepts this Agreement.

## 3. Nature of the Platform



3.1 The Platform enables Users to:

- register volunteer hours;
- participate in nonprofit activities;
- access impact insights;
- collaborate with Nonprofits and Donors.

3.2 The Foundation does not provide employment contracts, compensation, or guarantees of volunteering opportunities.

## 4. User Responsibilities

All Users must:

4.1 **Provide accurate information**, including full name, contact details, and organisational affiliation if applicable.

4.2 **Use the Platform lawfully**, and specifically must not:

- submit false or inflated hours;
- impersonate another person;
- upload illegal or harmful content;
- misuse personal data of others;
- attempt to breach system security.

4.3 **Protect login credentials** and notify the Foundation of suspected misuse.

4.4 **Comply with GDPR/AVG** obligations when entering personal data of others.

4.5 Ensure all uploaded content is:

- truthful
- non-discriminatory
- legally permissible
- free from copyrighted material (unless permitted)

## 5. Volunteer Hours and Activity Logging



5.1 Users logging hours must ensure all entries are accurate and correspond to real completed activities.

5.2 Users must comply with verification requests from:

- the Nonprofit;
- the Foundation;
- authorized Donors (aggregated review only).

5.3 Evidence (photos, documents, descriptions) may be required to validate activities.

## **6. Suspicious or Fraudulent Activity**

6.1 The Foundation may investigate unusual patterns or suspected fraud.

6.2 If fraud or intentional misreporting is detected, the Foundation may:

- a. suspend or delete the User's account;
- b. remove invalid entries;
- c. notify the User's Nonprofit;
- d. restrict future platform access;
- e. take legal action in severe cases.

## **7. User Content and Licensing**

7.1 The User retains ownership of their uploaded Content.

7.2 The User grants the Foundation a limited license to:

- store and process Content;
- display Content on the Platform;
- use Content for verification;
- generate anonymised impact insights;
- share aggregated results with Donors.

7.3 The Foundation will not publish personally identifiable data without consent.

## **8. Privacy and Data Protection**



8.1 Personal data is processed according to the Foundation's **Privacy & Data Protection Policy**.

8.2 Users may request:

- data access
- corrections
- deletion (subject to legal retention rules)
- restriction
- data portability

Requests may be sent to: [privacy@burohelp.com](mailto:privacy@burohelp.com)

## 9. Account Suspension and Termination

The Foundation may suspend or terminate a User's account if:

- a. the User violates this Agreement;
- b. fraudulent data is entered;
- c. a security risk is identified;
- d. a Nonprofit requests removal;
- e. required by Dutch law or ANBI regulations.

Users may close their accounts at any time.

## 10. Platform Availability

10.1 The Foundation strives for uninterrupted access but makes no guarantees.

10.2 Maintenance or outages may occur.

10.3 The Foundation is not liable for data loss or downtime, except in cases of gross negligence.

## 11. Liability



11.1 The Foundation is **not liable** for:

- volunteer injuries (volunteers remain responsible for their own safety);
- Nonprofit actions or omissions;
- incorrect or misleading Content submitted by Users;
- indirect or consequential damages.

11.2 Where liability exists, it is limited to:

- direct damages only;
- maximum of €100, unless caused by intent or gross negligence.

## 12. Prohibited Use

Users may not:

- a. use the Platform for commercial profit;
- b. use the Platform for political influence;
- c. harass or harm other Users;
- d. upload malware or attempt to hack the system;
- e. circumvent access or security controls.

## 13. Intellectual Property Rights

13.1 All Platform software, designs, logos, and content remain property of the Foundation or its licensors.

13.2 Users may not copy, reverse engineer, or resell Platform components.

## 14. Modifications to This Agreement

14.1 The Foundation may update this Agreement at any time.

14.2 Major changes will be communicated to Users.

14.3 Continued use of the Platform implies acceptance.

## 15. Governing Law



This Agreement is governed by the laws of the **Netherlands**.

Any disputes shall be submitted to the **competent Dutch court**, unless alternative resolution is agreed.

## 16. Effective Date

This Agreement entered into force on the 30th of November 2025