



## NFCC Workplace Terms and Conditions

### 1. Use of these Terms and Conditions

Welcome to the National Fire Chiefs Council (NFCC) Workplace. By using this system, you are agreeing to the following terms and conditions which, together with our acceptable use policy, govern the NFCC's relationship with you in relation to this system. Please read these terms and conditions carefully.

Access to the NFCC Workplace platform is available for use by any employee of a [CFOA Professional Partner](#). Every public UK Fire and Rescue Service is a Professional Partner and this means all fire and rescue service employees can request access to Workplace. Please contact [NFCC Support Hub](#) to request access.

Workplace is provided to support the charitable aims of the association, and the principles of the Council. A copy of these can [be found here](#). All users are asked to be mindful of the aims and principles.

### 2. Meanings

- The terms 'The Chief Fire Officers Association', 'CFOA', 'National Fire Chiefs Council', 'NFCC', 'us' or 'we' refer to the owner of the system, whose registered office is The Chief Fire Officers' Association, West Midlands Fire Service HQ, 99 Vauxhall Road, Birmingham, B7 4HW. We are a registered company in England. Our company number is 03677186.
- The terms 'you', 'your', 'they', 'their' or 'user' refer to the user of Workplace.
- 'Content' includes all text, media, documents and images that are posted on Workplace either by you, another user or by NFCC staff.
- 'Group' and 'groups' refer to collaborative Workplace groups which are managed by an administrative structure, detailed further below. Groups can be created for a workstream or committee, if there is not already a group in place.
- 'FRS' or 'UKFRS' refers to the United Kingdom Fire and Rescue service/s

You agree to these terms and conditions every time you access any part of Workplace or make use of any of the content that is shared.

We may update or change these Terms and Conditions at any time. It is your responsibility to ensure that you check these Terms and Conditions in the event that there are any changes. You will be deemed as having accepted these changes should you continue to access and use Workplace after a change has been made. Please contact [nfccadmins@nationalfirechiefs.org.uk](mailto:nfccadmins@nationalfirechiefs.org.uk) should you require any further clarification.

### 3. Using the National Fire Chiefs Council Workplace platform

Your use of any information or materials found on our groups is entirely at your own risk, for which neither we, the user who shared the information or their professional organisation will be liable. It shall be your own responsibility to ensure that any products, services or information available through this system meet your specific requirements.

Should you come across any information that you deem irrelevant, damaging, unlawful, abusive or otherwise unsuitable, you must inform the NFCC Support Hub immediately, who will review the content and remove it, should this be the reasonable solution.

Any content shared on the NFCC Workplace platform, either by another user or by NFCC staff, is for guidance only and is only accessible by users of NFCC Workplace. Unless specifically requested otherwise, content will be posted with the intention that it can be downloaded, shared or disseminated as required within the UK Fire and Rescue Service.

You must not post or share any content that is deemed unsuitable; [the rules below](#) outline unsuitable content.

### 4. Workplace groups

#### 4.1 Group rules

Users must not create their own groups on the NFCC Workplace platform.

Any requests for a new group must be sent to [NFCC Support Hub](#) for consideration and must be linked to a NFCC committee or workstream.

Internal FRS communication groups must not be created on the NFCC Workplace tenant. FRSs should find an alternative platform for internal FRS communication groups.

Any groups that breach this rule will be removed from the NFCC Workplace platform.

#### 4.2 Types of groups

All groups are created as multi-company groups. These allow users to share external files, updates and information with anyone within or outside of their organisation (anybody outside of a user's home FRS, such as another FRS, a staff member of the NFCC or a select number of external users).

There are three types of groups:

- **Open:** anybody on the NFCC's Workplace platform will be able to see the group, its members, and any posts
- **Closed:** anybody on the NFCC's Workplace platform will be able to see the group and who is in it but will have to request to join. The request will be sent to the group's moderator (*please see below for the [definition of a moderator](#)*)
- **Secret:** only members of a secret group can find the group, see who is in it and what they have posted.

With the exception of a small number of groups, all multi-company groups that are created on the NFCC's Workplace platform will either be set as closed or secret.

### 4.3 File storage areas

All groups have access to a files tab which is to be used to document storage. Content uploaded within the files tab must not breach any of [the rules below](#).

### 4.4 External and commercial use

Occasionally individuals from external stakeholders, such as another emergency service, may be invited to join a group when a group believes this will enhance the sharing and learning available.

Any user who receives a request to join the NFCC Workplace platform from an external organisation must notify [NFCC Support Hub](#) for approval.

NFCC Workplace groups must not be used for commercial gain. Commercial organisations are prohibited from accessing the NFCC Workplace.

Some posts may include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s), nor if the link is unavailable or broken.

## 5. How the National Fire Chiefs Council will use your information

### 5.1 Your profile

The following information will be collected by the NFCC:

- Your contact information which will include your full name and work's email address
- Your username, which will be set as your work's email address (this must be a UK FRS email address)
- Your job title/rank and department information relating to your fire and rescue service
- The name of your fire and rescue service

This information will be required for the sole purpose of creating a user profile.

A member of NFCC Support Hub will liaise by email with a user through their work's email address provided, to maintain contact with the user whilst their profile is created.

Once a user's profile has been created on Workplace, all information shared above will be deleted by the NFCC. A user profile can be managed by certain NFCC staff within Workplace from this point onwards and the NFCC will not be required to store this information internally.

### 5.2 Passwords

The NFCC will not be required to store or know a user's password. It is the responsibility of the user to ensure that they securely store their password to access Workplace.

Any user who forgets their password must follow the password reset process on Workplace to recover access to their Workplace profile.

### 5.3 Profile changes

If a user wishes to upload a profile or cover photo, it must be of a professional nature and must not be deemed unsuitable. [The rules below](#) outline unsuitable content

If you wish to update any of the information showing on your profile, please contact [NFCC Admin Support](#) detailing the changes you would like to be made. Please allow up to 48 hours for this to take place.

### 5.4 FRS Administrators

All FRSs who access the NFCC Workplace platform will have an administrator. To find out more about why an administrator is required, [please click here](#).

NFCC will retain the contact name and email address of the administrator to enable us to issue quarterly reports to the administrator to check for accuracy of all users on the platform and identifying any users that will need removing.

It will be the responsibility of the administrator to inform the NFCC of any changes as the NFCC will require a single point of contact with each FRS for any administrative changes that may need to be made. All FRSs will be required to inform NFCC of their administrator to ensure that the correct users are accessing Workplace

### 5.5 Termination of account

NFCC will terminate or suspend any accounts, and may refuse any future access, if a user is deemed to have wilfully breached any of [the rules set out below](#).

If you wish to terminate your Workplace account, please contact NFCC Admin Support. We will then liaise with you and your FRS administrator to action your request.

## 6. The Structure of Workplace

The system structure consists of Groups, System Administrators, Group Moderators and users. Their functions are as follows.

- **Users:** are the individual members of each group. Each user will be an employee of a professional organisation.
- **Group Moderators** \*: are the group leads/chairs and nominated seconds. They can approve or deny membership requests made by users on the platform. Membership of the groups will be maintained by the moderators. System administrators will only step in in the absence of the group moderator(s).
- **System Administrators:** are the NFCC Support Hub staff and the Chief of Staff/Company Secretary. They are responsible for the overall group structure, promotion/demotion of group moderators. They reserve the right to moderate all activity on the system, using the rules below.

\*Group moderators will be required to routinely check and update the membership of their group, as well as reviewing the files shared. Group moderators must not accept any users into a group who:

- Do not work for a UK FRS
- Do not work for the NFCC

If a moderator receives a request from an external company or user, they must not accept this user into the group. Please refer to [point 4.4](#) above and contact [NFCC Support Hub](#) for guidance

## 7. Rules of use for NFCC Workplace

1. Be mindful that you are using the system in a professional capacity and must be identified as an employee of your professional organisation.
2. Do not share your access information with any other individual, attempt to impersonate another individual or falsely claim to represent a person or organisation. Doing so will result in your removal from the groups and from Workplace
3. Any posts or files shared on the NFCC Workplace platform must be relevant to the sector or benefit the sector
4. Comments must be relevant to the discussion topic.
5. Be aware this system is used by numerous professional organisations including other UK FRSs and certain agreed external stakeholders
6. Do not create any new groups. New group requests must be sent to NFCC Support Hub for consideration and must be of benefit for the sector
7. Do not use the groups for commercial gain. This includes but is not limited to advertising or promoting products or services.
8. Do not advertise [job postings](#) or events in Workplace groups. On occasions when events or courses are available to fire service staff which either benefit learning or Continuing Professional Development you must seek prior approval from [NFCC](#) to offer spaces on Workplace
9. Do not spam or flood the forum. Only submit a comment once to each group. Do not resubmit the same, or similar, comments. Keep the number of comments you submit on a topic at a reasonable level. Multiple comments from the same individual, or a small number of individuals, may discourage others from contributing.
10. Do not submit content that may be confidential, defamatory, unlawful, harassing, abusive, threatening, harmful, obscene, profane, sexually orientated, likely to cause offense, breach copyright, condone or incite illegal activity, could prejudice court proceedings or break a court injunction.

Any user deemed to have wilfully breached the rules will be removed from the NFCC Workplace platform.

## 8. NFCC Acceptable Use Policy

To read the NFCC Acceptable Use Policy [please visit this link](#).

## 9. Workplace Privacy policy

To read the Workplace privacy policy [please visit this link](#).