

RTPI Learn Terms and Conditions – last updated: October 2013

By using RTPI Learn (the “Site”) you are agreeing to the terms and conditions given below. The RTPI Code of Professional Conduct should be considered an extension of these terms and be read by all users.

General Terms

Our obligations

The Site Administrators will undertake all reasonable steps to provide all users with a safe, secure and operational system. If at any time you believe your rights as a user have not been upheld or you have any questions regarding obligations, please email us immediately at rtpilearn@rtpi.org.uk.

Although we provide security measures to prevent access by unauthorised users to the Site, we do not guarantee that such security measures are fault free, and the site could be accessed by unauthorised users who potentially might be able to bypass our security measures.

You are encouraged to report objectionable material or inappropriate behaviour to the Site Administrator immediately. We will ensure the matter is investigated in a timely manner.

RTPI Learn will occasionally be unavailable for short periods of time as the platform developers release new system features.

The RTPI reserves the right to modify, edit, delete, suspend or discontinue, temporarily or permanently, without notice, any part of the Site and/or any information, content, videos, materials, products and/or services available through the Site at any time.

Your obligations

You must not use your profile to store or display offensive material. If the Site Administrator receives a report of any objectionable material within your profile, your account will be suspended and your access to RTPI Learn frozen pending an investigation in accordance with Conduct and Discipline procedures. Inappropriate behaviour includes a number of specific behaviours which are listed in the RTPI Learn Guidelines. (see over)

You are responsible for the security and proper use of your user ID and passwords required for registration on the Site, and must take all necessary steps to ensure that they are kept confidential, secure, used properly and not disclosed to unauthorised people.

Any unsolicited contact you receive as a result of personal information you have publicly released via your RTPI Learn profile is your responsibility. However, any misconduct in behaviour from other users of the system should be reported to the Site Administrator immediately.

We may occasionally make minor adjustments to our terms and condition to reflect changes to the system and in response to user feedback. As such we suggest you check the terms and conditions each time you visit this site. We will, however, notify users of any major changes to the terms and conditions via the RTPI Learn homepage.

Ownership of content that we provide

Content provided by the RTPI on the Site (“Our Content”) is protected by copyright, trademark and other intellectual property rights as applicable.

Content provided by the RTPI on the Site is owned by the RTPI or licensed to the RTPI by third parties, including information, text, designs, graphics, pictures, video, photographs, applications, software, audio and other files, and their selection and presentation.

You must not, without the RTPI’s prior written consent, copy, publish, download, remove or modify Our Content or use any or part of Our Content, unless otherwise agreed in writing by the RTPI.

You may print a copy of any part of Our Content to which you have properly gained access solely for your personal, non-commercial use, provided that you keep all copyright, trademarks, logos or other proprietary notices intact. The RTPi reserves the right to withdraw its consent at any time.

Content moderation

To manage the site effectively, the RTPi may designate employees or others to act as moderators and administrators for the site ("Moderators"). These Moderators are the only representatives of the RTPi authorised to manage RTPi Learn.

Site misuse

The RTPi takes any misuse of the Site seriously. You therefore agree to take all necessary steps to make sure that you do not misuse the Site.

If the RTPi reasonably believes that you have misused any part of the Site in any way, the RTPi may terminate your registration, remove your content, and/or suspend or terminate your access to the Site without notice. The RTPi will be under no obligation whatsoever to reinstate your registration.

Privacy Statement

Introduction

We are committed to protecting your privacy and providing users with a safe and functional personal learning and development environment. This Privacy Statement applies to the RTPi Learn site and governs data collection and usage.

Collection of personal information

By registering on RTPi Learn you will be required to provide us with a certain amount of personal information. We will not disclose any of your personal information to any other person or organisation without your written consent unless authorised or required by law.

Cookies

In order to use RTPi Learn you must have cookies enabled within your browser. Please note that no personal information is stored within the cookies used in RTPi Learn.

A cookie is a data file that is placed on your computer by a webpage server. Cookies are not programs, spyware or viruses and are unable to perform any operation by themselves.

How we use your personal information

We will only use your personal information for the purpose for which you provided it to us.

As RTPi Learn users you are able to determine what personal information you make available to others. By default, unless assigned Administrator, Course Creator or Tutor access rights, a user may only view your Display Name. This includes listings within a Notification report or Visitor Log.

We may also collect system usage for statistical purposes. Such data will not identify any individual.

Storage and security of your personal information

We will take all reasonable steps to ensure that any personal information we hold is not subject to loss or misuse or unauthorised access, disclosure or alteration.

In order to help protect your personal information, please do not disclose your Username or Password to any person other than the Site Administrator.

By using this site you consent to the transmission of customer data and to the storage of customer data on servers located in the UK.

Changes to this privacy statement

We may occasionally make adjustments to our Privacy Statement to reflect changes to the system and in response to user feedback. As such we suggest you check the Privacy Statement each time you visit this site.

Guidelines

Guidance

1. *Code of Professional Conduct.* All members of the RTPI are bound by a Code of Professional Conduct which applies to all of their professional activities. You must understand and follow the values and principles as described in our Code of Professional Conduct, available online at http://www.rtpi.org.uk/media/8590/Code-of-Professional-Conduct-Final-_2_Jan-2012.pdf
2. *Compliance.* Never disclose commercially or privacy sensitive information in your contributions, or publish information that might be in conflict with the RTPI's values. You should ensure information you publish conforms to our Code of Professional Conduct (see above).
3. *Copyright.* Ensure you are not infringing copyright rules. If you did not create content that you post or otherwise make available to the Site, it is your responsibility to ensure that you have the necessary consent from the owner of the content to use it on the Site.
4. *Disclaimer.* If you are publishing information about RTPI or your role in RTPI you should use a disclaimer along the following lines: "The views expressed on this site are my own and don't necessarily reflect the views of the RTPI".
5. *Be responsible.* You are personally responsible for content you publish into social media tools. Be mindful that what you publish may be public for a considerable period of time. In fact, once a post is published it will be virtually impossible to delete it completely. Even though you may send an e-mail or post a comment online with the intent that it remains private, communications may be copied and passed on to individuals other than the intended recipient, and materials posted to social networking sites may end up being viewed by the general public. If you don't want it shared, don't write it.
6. *Be authentic.* Always be honest and open, but be mindful of the impact your contribution might make to people's perceptions of the RTPI as an organisation. If you make a mistake in a contribution, be the first to come clean and admit it – honesty of this kind quickly builds respect among other users.
7. *Be polite.* Always contribute to a discussion in a calm and rational manner, and moderate your language. In case of disagreement do not encourage heated discussions but be conciliatory, respectful and quote facts to correct misrepresentations and constructively resolve the conflict. Be open to constructive criticisms.
8. *Be considerate.* Be mindful of your manners. Think how others are likely to receive your message before you publish it online. Realise that written communication is not the same as face-to-face communication. Be considerate that a sentence that might be clear to someone talking to you face-to-face might come across quite differently without the tone of your voice or your expression. Be concise, but be aware – rushed messages can lead to miscommunication. Trust and respect are just as important in written communication as in a face-to-face meeting.
9. *Be discreet.* Don't discuss competitors, customers, colleagues or partners without their prior approval.
10. *Be respectful.* Don't use ethnic slurs, personal insults, obscenity, or engage in any conduct that would be unacceptable in a workplace. Always consider others' privacy and avoid discussing topics that may be inflammatory e.g. politics and religion.
11. *Personal privacy.* Avoid publishing your personal contact details where they can be accessed and used widely by people you did not intend to see them. It is better to contact an individual outside the collaborative space if you want to take something off-line.
12. *Jobs adverts.* RTPI Learn is not a recruitment agency. It is intended for planners and it offers opportunities for learning, professional development and networking. Avoid using the Site to advertise vacancies and recruit professionals.
13. *Etiquette.* Before your first contribution on any social media site, it is a good idea to observe the activity on the site for a while before launching in yourself to get a feel for the style of contributions, the nature of the content and any 'unwritten' rules that other contributors might follow.

Inappropriate behaviour

Do not to use the Site to:

1. Act in any way that is unlawful or defamatory, in contravention of any licence, third party rights, or in contravention of any guidance that the RTPI may give to you. In using this site, you agree to comply with RTPI Learn Terms which may be amended by us from time to time;
2. Publish posts that:
 - a. are considered likely to provoke, attack or offend others;
 - b. are racist, sexist, homophobic, sexually explicit, abusive or otherwise objectionable;
 - c. contain swear words or other language likely to offend;
 - d. break the law or condone or encourage unlawful activity;
 - e. are seen to impersonate someone else;
 - f. describe or encourage activities which could endanger the safety or well-being of others;
 - g. are posted anonymously.

Inappropriate content

You are responsible for all content (including information, text, pictures, photographs, messages, reviews, notes, videos, your name or company name and other files or material) that you upload or post on the Site or communicate to other users through the Site.

You must not upload, post, or otherwise transmit any content (including but not limited to text, links, communications, software, images, sounds, data, or other information) that includes any of the following inappropriate content:

1. Any personal information belonging either to the poster or another person, such as full name, address, phone number, personal e-mail address;
2. Spam, such as advertisements for other web sites and services, or other commercial solicitation; chain letters, or pyramid schemes, polls or petitions;
3. Flooding the forum boards with excessive posting or padding posts;
4. Profanity; material that is libellous, fraudulent, unlawful, defamatory, pornographic, obscene, profane, racist, sexist, abusive, offensive, threatening, hateful, or otherwise objectionable;
5. Discussion of illegal activities or providing links to other websites containing such information;
6. Discussions that veer off topic, are unrelated to resolving the issue at hand, are repetitive or campaigning, that promote products or services from other providers, or abuse any company or product;
7. Repetitive or continuous complaints about RTPI policy including allegations of abuse of privacy, use of third party suppliers or any other policy for any purpose;
8. Discussions of moderator actions on the boards. If you need to comment on a moderator action, please send a private message to the relevant administrator/moderator;
9. Posting or transmitting any information or software containing a virus, worm, Trojan horse, or other damaging or destructive component;
10. Posting a link directing users to any information or content that, if posted on the Site would constitute a violation of the Guidelines or Terms (see below for a list of unsuitable links).
11. "Bombing" the Site or individual threads with repetitive or meaningless postings, postings unrelated to the purpose of the RTPI Learn forums;
12. Attacks, including "Flaming" another user or entity in such a way as to incite or perpetuate an argument or conflict; creating usernames to attack other users' identities; impersonating other individuals or falsely representing one's identity or qualifications; posts made under secondary user names or other aliases for the purpose of either endorsing or denigrating others; posts that breach any participant's privacy by including name, address, phone, email address, or any other identifying information.
13. Evading bans or suspensions or otherwise disregarding directions from moderators or administrators.

Unsuitable links

Links to external web sites are permitted as long as they are not deemed to be unsuitable. A web page is classed as unsuitable if it contains, or directly links to, material which is offensive, unlawful or presents access or safety problems.

Offensive websites

- *pornography and sexually explicit content;*
- *text and images likely to offend most people;*
- *hate sites (on grounds of race, religion, gender or sexual orientation);*
- *gratuitous violence.*

Unlawful websites

- *condones or encourages unlawful acts;*
- *breaches copyright law or encourage others to do so;*
- *defamatory and/or in contempt of court;*
- *hacking or other technical disruption to online services.*

Websites that presents access or safety problems

- *pay-to-view or other subscription sites;*
- *18+ sites (e.g. gambling);*

If you believe that any content displayed or made available on the Site includes any of the above offences, then please email the Site Administrators at rtpilearn@rtpi.org.uk.