

Terms of Participation for the users of the VolEver mobile application

1. Introduction

These Terms of Participation (hereinafter referred to as the “Terms”) define the rights and obligations of users (volunteers or recipients of assistance) who use the VolEver mobile application, developed and operated in cooperation with partner organizations in the Czech Republic (Organization for Aid to Refugees), Lithuania (Refugee Council of Lithuania), and Poland (Halina Niec Legal Aid Centre).

The purpose of the application is to facilitate safe and meaningful cooperation in support of the integration of refugees and migrants.

By registering and using the VolEver application, the user agrees to these Terms.

2. Definitions

- **User** – any registered person, either as a volunteer or a beneficiary of assistance (client/refugee).
- **Coordinator** – an authorized representative of a partner organization responsible for supporting and supervising the activities of users.
- **Partner Organizations** – Organization for Aid to Refugees, OPU (Czechia), Refugee Council of Lithuania, RCL (Lithuania), and Halina Niec Legal Aid Centre, HNLAC (Poland).

3. Scope of Participation

- All users agree to comply with applicable laws and the organization's rules.
- Volunteers are not financially compensated.
- Recipients of assistance are obliged to cooperate respectfully with volunteers and coordinators.
- Volunteer activities may include: mentoring, accompaniment, tutoring, integration support, etc.
- Activities are carried out based on an agreement between the user and the coordinator, or between users themselves.
- In the case of long-term volunteering, a separate contract may be required. In such a case, you will be contacted by the coordinator.

4. Rights and Obligations

All users agree to:

- Behave with dignity and respect towards other users and staff.

- Protect confidential and personal information shared during cooperation.
- Refrain from discrimination, harassment, and any form of abuse.
- Avoid activities that could endanger the safety or well-being of others.
- Promptly report to the coordinator any cases, suspicions, or risks of exploitation, abuse, harassment, or other inappropriate conduct occurring during participation in program activities. The organization will ensure that such reports are handled confidentially, with respect for the persons involved, and in accordance with applicable legal regulations.

Volunteers agree to:

- Carry out tasks responsibly, punctually, and diligently.
- Perform volunteer activities without any claim to financial compensation.
- Inform the coordinator of any risks or problems.
- Participate in supervision or training, and provide a clean criminal record if requested.

Beneficiaries of assistance agree to:

- Cooperate with volunteers in good faith. Activities with volunteers are free of charge and based on the voluntary decision of both parties.
- Respect the role of the volunteer and refrain from requesting assistance outside the agreed scope (e.g., legal advice, financial assistance).
- Inform the coordinator of any changes, problems, or termination of cooperation.

5. Safety and Health Protection

- All users agree to avoid dangerous activities.
- In the event of an accident or crisis situation, contact the coordinator.
- If necessary, the organization will provide protective equipment and training.
- The organization is not responsible for any damages or injuries caused by users outside the scope of agreed volunteer activities or in violation of these Terms. (This provision applies in cases where volunteering is carried out on the basis of a written contract.)

6. Personal Data Protection

- Personal data is processed in accordance with the GDPR and national legislation.
- Data is stored securely and accessible only to authorized persons.
- The use of photographs or videos is only possible with the user's consent.

7. Termination of Participation

- The user may terminate their participation at any time by notifying the coordinator.
- The organization may terminate a user's participation in case of serious violation of these Terms.
- Misuse of the application, breach of confidentiality, or unethical behavior may be grounds for immediate exclusion.

8. Final Provisions

- These Terms are valid in the Czech Republic, Lithuania, and Poland and may be updated as needed.
- Users will be informed of any changes.
- All users are required to adhere to the ethical principles set out in the Code of Conduct, and to confidentiality obligations available [\[here - Code of Conduct for Users of the VolEver Application\]](#). Breach of these principles may result in termination of participation.
- By registering, the user confirms that they have read, understood, and agree to these Terms.