

## **Terms and Conditions for Delivery Partner use of a dedicated ETF Zoom account**

Below are the Terms and Conditions for Delivery Partners using the Education Training Foundation's (ETF) dedicated Zoom account to deliver webinars.

One ETF Zoom licence is issued for every Trainer delivering ETF webinars in their organisation. Most Delivery Partners will have multiple Zoom licences. One for each individual Trainer. Trainers can allocate other Trainers in their organisation with an ETF Zoom licence to deliver a webinar should they need to.

For the purposes of this Zoom licence agreement, ETF is the data controller, and each Delivery Partner a data processor.

### **1. Purpose of Use:**

The Zoom account provided by ETF is to be used exclusively for ETF business-related activities, including meetings, webinars, training sessions, and other organisational purposes or activities authorised by ETF.

Personal use of the account is strictly prohibited. Furthermore, no processing (which includes collection, sharing, storage, amendments, and deletion) of personal data must take place without the express permission of ETF outside of the original agreement and purpose (i.e. for hosting webinars using ETF's dedicated Zoom account).

### **2. Term:**

The Zoom licence provided will be valid for the duration of each ETF programme being delivered by the Delivery Partner (including any contract extension periods).

Access to the Zoom licence will expire on completion of the contract for that programme.

ETF reserves the right to revoke access within 30 days of issuing log in credentials if this agreement, 'the Terms and Conditions for Delivery Partner use of a dedicated ETF Zoom account' is not signed.

### **3. Account Access and Security:**

Account credentials (username and password) are to be kept confidential and must not be shared with unauthorised individuals.

Multi factor authentication (MFA) is enforced on all ETF Zoom accounts. When logging into Zoom for the first time Delivery Partner Trainers will be required to set up MFA. This can either be configured using an authentication app or via text message.

When setting up MFA, Zoom will automatically provide 12 single-use recovery codes. These can be used if other authentication methods cannot be used and to ensure access to the licence is maintained in the organisation. Delivery Partner Trainers must download or store these codes securely.

Trainers must log out of the ETF Zoom account after each session to prevent unauthorised access.

Any suspected or actual breach of personal data and/security must be reported to ETF's Data Protection Officer immediately at [dataprotection.etfoundation.co.uk](mailto:dataprotection.etfoundation.co.uk)

#### **4. Meeting Scheduling and Hosting:**

Meetings should be scheduled with a clear agenda and purpose.

Hosts are responsible for managing meeting settings, including enabling / disabling participant video, inviting co-hosts, muting participants, and managing screen sharing permissions to ensure a secure and orderly session.

#### **5. Content and Conduct:**

All content shared during meetings must comply with the requirements and principles of the General Data Protection Regulations (GDPR), including data privacy and security.

Offensive, inappropriate, or discriminatory content or behaviour will not be tolerated and may result in the suspension or revocation of Zoom account access.

Meetings should be conducted in a professional manner, respecting all participants' contributions and opinions.

#### **6. Recording and Data Privacy:**

Recording of meetings is allowed only with the explicit written consent of individual participants. Recorded meetings will be stored securely in Zoom Recordings and used in compliance with data protection regulations.

All meeting recordings must be sent to ETF as requested. Recordings may only be shared externally where ETF approval has been gained.

Sensitive information discussed in meetings should be treated confidentially and not shared outside the intended audience.

Delivery Partners must delete any Zoom recordings or related data from their device. Where required, SharePoint libraries can be created to store data.

Delivery Partners should remind participants / attendees that it is the individuals' decision whether to share their personal or sensitive information with other participants; and that the other participants should not pass on that information to others outside of the webinar without the originating individual's consent.

## **7. Technical Support and Troubleshooting:**

Delivery Partners are encouraged to familiarise themselves with [Zoom functionalities and settings](#) to ensure smooth operation during meetings.

For technical issues or questions, contact [enquiries@etfoundation.co.uk](mailto:enquiries@etfoundation.co.uk)

## **8. Account Usage Monitoring:**

ETF reserves the right to monitor Zoom account usage to ensure compliance with these terms and conditions.

Any misuse of the Zoom account may result in disciplinary actions, including temporary or permanent suspension of access.

## **9. Compliance with Zoom's Terms of Service:**

In addition to these terms and conditions, delivery partners must comply with Zoom's own [Terms of Service](#) and Community Standards.

## **10. Amendments and Updates:**

ETF reserves the right to amend these terms and conditions as necessary. Delivery Partners will be informed of any changes in a timely manner.

By using the ETF's dedicated Zoom account, Delivery Partners agree to adhere to these terms and conditions. Failure to comply may result in the suspension or termination of account access.

### **Confirmation of licences:**

Zoom licences will be issued for the following ETF programmes:

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And any subsequent contracts awarded to deliver ETF programmes by the Delivery Partner.

### **Acknowledgment of Terms and Conditions:**

I, [Delivery Partner name], acknowledge that I have read and understood the terms and conditions for using the Education Training Foundation Zoom licence. I agree on behalf of [Delivery Partner] that [Delivery Partner] will comply with these terms and conditions.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_