



Forces Online CIO

Unit 5, Workshed Carriage Works
London Street, Swindon
Wiltshire, SN1 5DG.

Telephone: 0300 300 2288

Registered Charity: 1188955 (England & Wales) SC050678 (Scotland)



Forces Online



Terms & Conditions

Note: This policy is a 'living document' and as such it can be reviewed, revised and amended at any time to meet any changes or amendments deemed necessary to facilitate any legislative or environmental changes, however, such changes will only take place following consultation with and authorisation by the Forces Online CIO, Scotland and Northern Ireland Senior Management team.

Terms and Conditions

Forces Online CIO

Effective Date: 07/04/2020

Last Updated: 07/04/2025

1. Introduction

1.1 About These Terms

These Terms and Conditions ("Terms") govern your use of the Forces Online website (www.forcesonline.org.uk) and our services. By accessing any of our websites or using our services, you agree to be bound by these Terms.

1.2 About Forces Online

Forces Online is a registered charity dedicated to supporting Armed Forces veterans and their families across the United Kingdom.

Organisation Details:

- **Registered Charity:** Forces Online CIO Reg No. 1188955 (England & Wales) & OSCR SC050678 (Scotland) Northern Ireland applied for.
- **Data Protection License:** ZB689910
- **Copyright:** ForcesOnline™ ©2014 – Current year. All Rights Reserved
- **Contact:** Len Chappell CEO/Founder len.chappell@forcesonline.org.uk Tel. 0300 300 2288

1.3 Definitions

- "We," "us," "our" refers to Forces Online
- "You," "your" refers to users of our website and services
- "Services" refers to all support, information, and assistance provided by Forces Online
- "Website" refers to www.forcesonline.org.uk and all associated websites and pages.

2. Acceptance of Terms

2.1 Agreement

By using our websites or services, you confirm that:

- You have read and understood these Terms
- You agree to comply with these Terms
- You are legally capable of entering into binding agreements
- All information you provide is accurate and truthful
-

2.2 Capacity

If you are under 18, you must have parental or guardian consent to use our services. By using our services as a minor, you confirm such consent has been obtained.

3. Website Use

3.1 Permitted Use

You may use our website for:

- Accessing information about our services and support
- Contacting us for assistance or enquiries
- Downloading resources, we make publicly available
- Sharing our content for non-commercial purposes (with attribution)

3.2 Prohibited Use

You must not:

- Use our websites for any unlawful purpose
- Attempt to gain unauthorised access to our systems
- Introduce viruses, malware, or harmful code
- Harass, abuse, or threaten other users or our staff
- Impersonate any person or entity
- Collect personal information about other users
- Use automated systems to access our website excessively
- Interfere with the proper functioning of our website
- Reproduce all or any of our content without permission.
- Use any copyrighted material, or trademarks.

3.3 Content Standards

When communicating with us or using interactive features, you must:

- Be respectful and courteous
- Provide accurate information
- Respect the privacy and dignity of others
- Avoid discriminatory, offensive, or inappropriate content
- Comply with applicable laws and regulations

4. Our Services

4.1 Support Services

Forces Online provides various support services to veterans and their families, including:

- Information and advice services
- Signposting to appropriate resources
- Direct support and assistance programs
- Community and peer support initiatives
- Educational resources and materials

4.2 Service Availability

- Services are provided subject to availability and eligibility
- We reserve the right to modify, suspend, or discontinue services
- Service provision may be subject to funding and resource constraints
- We cannot guarantee specific outcomes from our support

4.3 Eligibility

Our services are primarily intended for:

- Current and former members of the UK Armed Forces
- Families and dependents of service personnel
- Those affected by military service
- Other individuals at our discretion based on our charitable objectives

4.4 No Professional Services

Unless specifically stated:

- Our services are for information and general support only
- We do not provide professional medical, legal, or financial advice
- You should seek appropriate professional advice for specific issues
- We are not liable for decisions made based on our general guidance

5. Intellectual Property

5.1 Our Rights

- All content on our website is owned by Forces Online or used with permission
- The Forces Online name, logo, and branding are our trademarks
- Copyright in original materials belongs to Forces Online

- Database rights in our content are reserved

5.2 Your Use Rights

You may:

- View and print content for personal, non-commercial use
- Share links to our website and specific pages
- Quote brief extracts with proper attribution
- Use our materials for legitimate educational purposes

5.3 Restrictions

You may not:

- Reproduce substantial portions of our content without permission
- Use our trademarks or branding without written consent
- Modify, adapt, or create derivative works from our content
- Use our materials for commercial purposes without agreement
- Remove copyright notices or attribution

5.4 Third-Party Content

- Some content may be owned by third parties
- Use of third-party content is subject to their terms
- We are not responsible for third-party intellectual property rights

6. User-Generated Content

6.1 Your Content

If you submit content to us (comments, testimonials, feedback):

- You retain ownership of your content
- You grant us a license to use, display, and distribute your content
- You warrant that your content does not infringe third-party rights
- You are responsible for the accuracy and lawfulness of your content

6.2 Content Moderation

We reserve the right to:

- Monitor, review, and moderate user-generated content
- Remove or refuse to publish inappropriate content
- Edit content for clarity, length, or appropriateness

- Suspend or terminate accounts for policy violations

6.3 Prohibited Content

You must not submit content that:

- Is unlawful, harmful, or offensive
- Infringes intellectual property rights
- Contains personal information about others
- Is commercially promotional without permission
- Could bring our organisation into disrepute

7. Privacy and Data Protection

7.1 Privacy Policy

Our collection, use, and protection of personal data is governed by our Privacy Policy, which forms part of these Terms.

7.2 Data Accuracy

You are responsible for ensuring that personal information you provide is accurate and up to date.

7.3 Confidentiality

We maintain appropriate confidentiality regarding your personal circumstances and the support you receive, subject to legal requirements and safety considerations.

8. Third-Party Links and Services

8.1 External Links

Our website may contain links to third-party websites and services:

- We are not responsible for third-party content or services
- Third-party sites have their own terms and privacy policies
- Links do not constitute endorsement of third-party services
- Use of third-party services is at your own risk

8.2 Partner Organisations

We work with various partner organizations:

- Partnerships do not create joint liability
- Each organisation is responsible for its own services
- Information sharing is governed by appropriate agreements
- We are not liable for partner organisation actions

9. Disclaimers and Limitations

9.1 Service Disclaimers

- Services are provided "as is" and "as available"
- We make no warranties about service availability or outcomes
- Information is provided for general guidance only
- We cannot guarantee the accuracy of all information
- Services may be interrupted for maintenance or technical reasons

9.2 Website Disclaimers

- We do not warrant that our website will be error-free or uninterrupted
- Content may become outdated or contain inaccuracies
- Technical issues may affect website functionality
- We are not liable for any loss resulting from website use

9.3 Limitation of Liability

To the fullest extent permitted by law:

- Our liability is limited to the maximum extent possible
- We are not liable for indirect, consequential, or special damages
- Our total liability is limited to £100 or the amount you paid us (if any)
- These limitations do not affect your statutory consumer rights
- Nothing excludes liability for death, personal injury, or fraud

9.4 Professional Advice

- Our services are not a substitute for professional advice
- You should seek appropriate professional help for specific issues
- We are not liable for outcomes resulting from professional decisions
- Emergency situations require immediate professional intervention

10. Indemnification

10.1 Your Indemnification

You agree to indemnify and hold us harmless from claims arising from:

- Your use of our website or services
- Your violation of these Terms
- Content you submit or share

- Your violation of third-party rights

10.2 Scope

This indemnification includes reasonable legal costs and damages but does not apply to our own negligence or wrongdoing.

11. Termination

11.1 Your Rights

You may stop using our services at any time by:

- Ceasing to access our website
- Requesting closure of any accounts or records
- Withdrawing consent for ongoing services

11.2 Our Rights

We may terminate or suspend your access if:

- You breach these Terms
- You engage in harmful or inappropriate behaviour
- Legal requirements necessitate termination
- We cease providing services generally

11.3 Effect of Termination

Upon termination:

- Your right to use our services ceases immediately
- We may retain records as required by law or policy
- Provisions regarding liability and intellectual property survive
- We will handle personal data in accordance with our Privacy Policy

12. Force Majeure

We are not liable for delays or failures in service delivery caused by circumstances beyond our reasonable control, including:

- Natural disasters, pandemics, or public health emergencies
- Government actions, legal restrictions, or regulatory changes
- Technical failures, cyber-attacks, or infrastructure problems
- Industrial action, supplier failures, or resource shortages
- War, terrorism, or civil unrest

13. Governing Law and Jurisdiction

13.1 Applicable Law

These Terms are governed by the laws of England and Wales.

13.2 Jurisdiction

Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

13.3 Alternative Resolution

Before pursuing legal action, we encourage resolution through:

- Direct communication with our team
- Mediation or alternative dispute resolution
- Relevant ombudsman services where applicable

14. General Provisions

14.1 Entire Agreement

These Terms, together with our Privacy Policy, constitute the entire agreement between us regarding your use of our services.

14.2 Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue in full force and effect.

14.3 Waiver

Our failure to enforce any provision does not waive our right to enforce it later.

14.4 Assignment

- You may not assign your rights or obligations under these Terms
- We may assign our rights and obligations with reasonable notice

14.5 Third-Party Rights

These Terms do not create rights for third parties, except as explicitly stated.

15. Changes to Terms

15.1 Modifications

We may update these Terms to reflect:

- Changes in our services or operations
- Legal or regulatory requirements
- Best practices and user feedback

- Technological developments

15.2 Notice

We will provide reasonable notice of material changes by:

- Updating the "Last Updated" date
- Posting notices on our website
- Direct communication where appropriate
- Email notification for significant changes

15.3 Continued Use

Continued use of our services after changes constitutes acceptance of the updated Terms.

16. Contact Information

16.1 General Enquiries

For questions about these Terms or our services:

Forces Online CIO

Len Chappell CEO/Founder

Email: len.chappell@forcesonline.org.uk

Phone: 0300 300 2288

Website: www.forcesonline.org.uk plus all official project websites listed.

16.2 Complaints

If you have concerns about our services or Terms:

- Contact us directly using the details above
- Refer to our complaint's procedure.
- Contact relevant regulatory bodies if necessary

16.3 Legal Notices

For formal legal notices or service of documents: Unit 5 Workshed Carriage Works, London Street, Wiltshire, SN1 4DG (Virtual). Please approach us via len.chappell@forcesonline.org.uk or send your contact details through our LiveChat service located on all of our websites.

17. Special Provisions for Veterans

17.1 Crisis Support

If you are experiencing a crisis or emergency:

- Contact emergency services (999) for immediate danger
- Contact Samaritans (116 123) for emotional support

- Use NHS 111 for urgent medical concerns
- Our services supplement but do not replace emergency support

17.2 Confidentiality

We understand the sensitive nature of military service and personal circumstances:

- Information is handled with appropriate confidentiality
- Sharing is limited to necessary support purposes
- Your privacy and dignity are respected
- Professional boundaries are maintained

17.3 Multi-Agency Support

- You may receive support from multiple organisations
- We coordinate appropriately while respecting your choices
- Information sharing requires appropriate consent
- You control your support arrangements

Document Version: 5.0

Forces Online - Supporting Veterans and Their Families and dependents across the UK

Charity Registration: 1188955 (England & Wales) & SC050678 (Scotland) NI applied for.

Data Protection License: ZB689910

Change Record

Date of Change:	Changed By:	Comments:
07/04/2000	LC/ME	Authorised by Trustees.
07/04/2021	LC/ME	Policy Check
07/04/2022	LC/PE	Policy Check
07/04/2023	LC/PE	Policy Check
07/04/2024	LC/PE	Policy Check
07/04/2025	LC/GD	Policy Check
01/09/2025	LC/RM	Format changed to PDF