

*Catalyst Support Limited BigBlueButton Terms of Use and Acceptable Behaviour

*“Catalyst Support Limited” hereafter referred to as “Catalyst”

Catalyst BigBlueButton

This is a dedicated service, run solely on Catalyst Systems, built using BigBlueButton opensource software. Catalyst BigBlueButton is a service provided by Catalyst and is not linked to BigBlueButton.

The Data Protection Act

Under the GDPR and the Data Protection Act 2018, we have a legal duty to protect any information we collect from you. We will only use your information for the purpose we have described and we do not pass on your details to any third party or government department unless you give us permission to do so. We use leading technologies to safeguard your data, and keep strict security standards to prevent any unauthorised access to it.

Information and Passwords

You may register and create a personal account for Catalyst BBB. You are solely responsible for maintaining the confidentiality of the user ID and password, and are fully responsible for all activities that occur under your account. Catalyst BBB does not retain liability or responsibility for such use.

What we expect from you

We would expect you to behave online, as you would in any other group setting. By signing up to Catalyst BBB you agree to the below terms and conditions:

1. Wear appropriate clothing

You should dress appropriately for a virtual meeting. Dress as you would if you were leaving the house - it will help you stay focused and motivated.

2. Be mindful of your environment

You will need to find a quiet room, where you will not be disturbed. If there are others around please find a quiet corner so your screen is not visible to protect the privacy of other group members. To protect your own privacy and if possible choose somewhere with a neutral background to sit for the session.

Make sure you can't be overheard and all other devices with a 'listening' capacity are turned off i.e. mobile phones, Alexa, Google home etc. If there are other people within your environment, wear headphones so group members cannot be heard by others.

3. No recordings allowed

You should NOT record any group activity or take any screen shots while in a Catalyst online group / activity. If we find that you have recorded any information, you may be removed from the group.

4. Do not send meeting links out to others

Everyone that attends our online meetings / groups must register with us so we are aware of all attendees within our group. Only Catalyst staff can share links to the groups.

5. Respect Everyone's Privacy

Being part of a Catalyst BBB group requires mutual trust. Discussions and conversations make groups great, but may also be sensitive and private. What's shared in a Catalyst BBB group should stay within the group. By joining the group, you agree to not tell anyone outside the group about who attended or what was discussed. You will not share information that may be harmful.

6. No bad language and harmful behaviour

Make sure everyone feels safe. Bullying of any kind isn't allowed, and degrading comments about things like race, religion, culture, sexual orientation, gender, identity, beliefs and ideas will not be tolerated.

If a member personally attacks another member with words that are harmful, threatening or not in line with our mutual respect policy, that member will receive a warning. Based on the severity of the concern, and after this has been looked into, the group member may be removed from the group.

7. No drugs / alcohol / smoking

We do not permit group members to drink alcohol, smoke or take in drugs in any of our groups. This is the same for all online groups. This behaviour could be triggering for others and will not be tolerated.

8. Unacceptable behaviour

Catalyst BBB facilitators are entitled to deny entry to any member if there is unacceptable or inappropriate behaviour. They are also allowed to remove members that don't comply with the rules.

9. Making a complaint / appeal

We value feedback from our clients and service users. If you have been removed from a group, room or banned you can appeal this process. If you would like to make a complaint or appeal a decision, please contact us by emailing communications@catalystsupport.org.uk. A member of the team will review the email and respond within 5 days.

Privacy Policy

Our Catalyst BigBlue Button Privacy Policy is [here](#). To read our full Catalyst Privacy Policy, please click [here](#).

These Terms and Conditions are subject to update.