

TERMS OF USE

POLICY STATEMENT

This policy defines the University's approach to acceptable use of the KNOW DIGITAL PLATFORM, and supports the following policy statement from the University's Information Security Policy:

The University's security policies and expectations for acceptable use will be communicated to all users to ensure that they understand their responsibilities.

AUDIENCE

This procedure is intended to be read and understood by all users accessing the KNOW DIGITAL PLATFORM.

APPLICABLE LAWS AND REGULATIONS

- Users are bound by the laws of England and Wales when using the University's online learning resources. In addition, when accessing the University's resources from abroad, users must adhere to the laws of that country too.
- It is the user's responsibility to ensure his or her activities comply with these laws.
Any information you create or store on KNOW DIGITAL PLATFORM may be released under an information access request in line with (but not limited to) Data Protection and Freedom of Information.
- We require participants to be over 16 years old to register.

ACCEPTABLE USE

Acceptable use is defined as any use that facilitates and supports the Users learning and development activities via the KNOW DIGITAL PLATFORM and does not meet the definition of Prohibited Use.

Acceptable use includes:

- Ensure that usernames and passwords remain secure, private and strictly for their own personal use.
- Maintain individual profiles that are accurate reflection of their own details and are not causing any offense to other users.
- Use programme materials in a fair and lawful manner.
- Use programme materials, features and its contents solely for their learning activities.
- Respect the copyright of the University and guarantee that programme contents are not disseminated outside the platform.
- Understand that users are accountable and liable of own learning activities and actions.

- Inform the system administrators of issues relating to: technical problems experienced using specific features and functions and problems accessing own accounts and editing own profile.

PROHIBITED USE

Prohibited use includes but is not limited to activity that:

- contravenes any laws, University policies or regulations;
- has the potential to create an environment that is offensive or threatening, or that may constitute harassment;
- involves threatening, abusive, obscene messages including those that may cause harm, offence or needless annoyance;
- harms the reputation of the University, partner universities, programme funder or that of their staff, and other participants of the programme;
- imitates or impersonates another person or their email address to create false accounts, send spam email or conduct any other activities unknown to the individual;
- is undertaken for unauthorised, personal commercial gain.

Specifically, users are prohibited from:

- sharing log-in credentials with another user;
- introducing data-interception, password-detecting or similar software or to the online programme platform;
- seeking to gain unauthorised access to restricted areas of the online programme platform;
- accessing or trying to access data where the user knows or ought to know that they should have no access.

REGISTRATION AND LOGIN

In order to access the KNOW DIGITAL PLATFORM, users will be asked to create an account which will require them to provide information that may include personal and business information.

Individuals are responsible to ensure that the password is one that provides reasonable security against unauthorised access. Each individual account requires the user to maintain a personal profile that should be based on the provision of accurate personal details.

The KNOW DIGITAL PLATFORM provides an online platform for accessing learning modules designed for improving digital skills.

Throughout the learning journey, users will be asked to provide additional information voluntarily. Providing such information will enable users to derive more benefit from the programme.

With their unique login details, users may access, correct, change and update information in your own account.

LOGGING & ACCESS

The University may log all forms of User's use of the online programme.

Monitoring systems is necessary for administrators to identify and investigate technical or security related issues, and also provides an audit log in the event of

misconduct or criminal investigations.

The University may need to access or suspend any user's account for business purposes. Action will only be taken where it has been authorised by a member of Senior Management, or where an immediate threat to University or other programme participant information has been identified.

MONITORING AND REPORTING

We use tools to help us analyse how the programme and its contents are used by learners, and to help us develop and optimise the programme for the future benefits of all participants. Regular analysis and monitoring include:

- Providing statistics for the use of programme contents and features.
- Assessing the impact of the programme on the learning experience.
- Identifying issues associated with the use of specific modules.
- Introducing innovative features, contents or methods.
- Investigating issues relating to programme operation and security.

Aggregated information which does not identify you as an individual will be used for reporting and evaluation purposes.

COMPLETING YOUR COURSE

The KNOW DIGITAL PLATFORM is intended to be a digital skills development resources repository that participants can access at any time that suits their development needs.

However, should you decide to exit the programme, you can send your written request to close your user account to knowdigital@salford.ac.uk. Your online learning account will be closed and deactivated within 3 calendar months.

DORMANT/INACTIVE ACCOUNT

Account privileges will be reviewed annually. Holders of accounts that have not been used for a consecutive 3 months will be notified and alerted for potential account deactivation within 30 days. If no active login is recorded during the 30-day period, the user account will be deactivated, and user data stored securely. To reinstate your account, the user should request reinstating via email to knowdigital@salford.ac.uk

RELATED DOCUMENTS

This policy needs to be understood in the context of the other policies and procedures –

[Salford University Privacy Policy](#)

REVIEW

A review of this policy will be undertaken by the University annually or more frequently as required. And an updated version will be made available via the programme platform.