Appendix T. Member Portal - Terms of Service Policy

Policy Title:	Member Portal - Terms of Service Policy
Version:	1.0
Approved Date:	July 23, 2026
Approved by:	Director of Operations
Review Date:	August 2027

POLICY STATEMENT

Objective

To establish clear terms governing access to and use of the 4Korners member portal, ensuring that users understand their rights, responsibilities, and obligations when creating an account, submitting donations, or otherwise interacting with the portal. This policy aims to protect the organization, its members, and its data by setting expectations around acceptable use, account security, intellectual property, and liability, while ensuring compliance with applicable Quebec law.

Scope

This policy applies to:

- **All individuals** who create an account or otherwise access the 4Korners member portal, including members, donors, and volunteers who use the portal's features.
- **All activity conducted through the portal**, including account registration, login and credential management, donation submissions, and any interaction with portal content or functionality.
- **Third-party service integration**, specifically the processing of donations through the organization's designated third-party payment provider.
- **Account lifecycle management**, from creation through suspension, closure, or termination.

This policy does **not** apply to:

- 4Korners' general website content accessed without an account (unless otherwise specified).
- Internal staff systems or administrative tools not exposed through the member portal.
- Matters governed by separate policies (e.g., a standalone Privacy Policy or Donation Refund Policy), except where explicitly cross-referenced.

General Provisions

1. Acceptance

By creating an account or using the 4Korners member portal, you agree to these Terms of Service. If you do not agree, do not use the portal.

2. Eligibility

You must be at least 18 years old to create an account. Accounts are for individuals; you are responsible for the accuracy of the information you provide.

3. Account and security

You are responsible for keeping your login credentials confidential and for all activity under your account. Notify us promptly of any unauthorized use.

4. Acceptable use

You agree not to misuse the portal, attempt to gain unauthorized access, disrupt its operation, or use it for unlawful purposes.

5. Donations

Donations are processed by our third-party payment provider. Official tax receipts, where applicable, are issued for eligible donations. Refund requests are handled on a case-by-case basis; contact info@4korners.org.

6. Intellectual property

The portal and its content are protected by intellectual property rights and may not be copied or reused without authorization.

7. Disclaimer and limitation of liability

The portal is provided "as is" without warranties of any kind. To the extent permitted by law, the organization is not liable for indirect or consequential damages arising from its use.

8. Changes

We may update these Terms from time to time. Material changes will be communicated through the portal. Continued use after changes constitutes acceptance.

9. Termination

We may suspend or close accounts that violate these Terms. You may close your account at any time by contacting us.

10. Governing law

These Terms are governed by the laws applicable in Quebec, Canada. Contact: info@4korners.org.