



RECOVER e-Hub Terms of Use

Rules for safe and responsible use of the member community

Document detail	Information
Document	Terms of Use
Controller	Kovos su prekyba žmonėmis ir išnaudojimu centras, VšĮ (KOPŽI)
Company code	304486353
Registered address	Draugystės g. 8F-236, LT-51264 Kaunas, Lithuania
Service	RECOVER e-Hub at ehub.recover-project.eu
Audience	Visitors, applicants, registered members, contributors, moderators, administrators, and authorised project personnel
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Controller contact: info@recover-project.eu

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1. Purpose and scope

These Terms of Use govern access to and use of the RECOVER e-Hub at ehub.recover-project.eu. The e-Hub is a professional online community for people and organisations interested in recovery and reintegration work connected with trafficking and exploitation, including sport and physical-activity approaches.

The e-Hub provides member profiles, discussions, questions and answers, resources, document and media uploads, comments, reactions, follows, notifications, moderation, reporting, and account support. It is not an emergency service, clinical service, legal service, case-management system, or secure channel for identifiable survivor or client information.

These Terms work together with the RECOVER e-Hub Privacy Policy and Community Guidelines. If a conflict concerns personal-data processing, the Privacy Policy controls. If a conflict concerns community conduct or content safety, the Community Guidelines apply in addition to these Terms.

2. Acceptance and eligibility

By registering for an account, signing in, or using a member-only feature, you agree to these Terms, the Privacy Policy, and the Community Guidelines. If you do not agree, do not register or use the member areas.

The e-Hub is available only to people aged 18 or older. Any person may apply to participate, subject to these Terms, the purpose of the service, and any reasonable account or security checks. The e-Hub is not intended for children.

You must use the e-Hub lawfully and in a way that respects the rights, safety, dignity, privacy, and professional duties of other people. You are responsible for complying with laws and policies that apply to your own work or organisation.

3. Accounts and access

- Provide accurate, current registration and profile information. Do not impersonate a person, organisation, official, or professional role.
- Create and use only one personal account unless KOPŽI has approved an organisational or service account.
- Keep your password and recovery information confidential. Do not share credentials or allow another person to use your account.
- Notify KOPŽI promptly at info@recover-project.eu if you suspect unauthorised access, credential compromise, or a security problem.
- KOPŽI may refuse, restrict, suspend, or close an account where necessary to protect people, enforce these Terms, respond to a security risk, or comply with law.

Registration does not create a right to continued access. KOPŽI will use proportionate procedures and, where safe and lawful, provide a reason and an appeal route for material restrictions.

4. Member-only access and confidentiality

Member profiles, community content, resources, uploads, and member activity are intended to be available only to authenticated e-Hub members. Public pages such as registration, login, policy pages, and other information pages may remain accessible without an account.

Member-only access is not the same as professional secrecy, legal privilege, or a secure case-management channel. Other authorised members may copy, download, quote, or screenshot information

they can see. Do not post information that you are not authorised to share or that could identify a survivor, client, witness, suspect, family member, or service user.

You must not scrape, harvest, bulk-download, index, republish, or build contact lists from member content or profiles. You must not use e-Hub information for unsolicited marketing, recruitment, fundraising, or research without documented permission and a lawful basis.

5. Acceptable use

You may use the e-Hub to learn, exchange professional experience, ask focused questions, share authorised resources, collaborate across sectors, and support safe and evidence-aware practice. Use the smallest appropriate audience and provide enough context for other members to understand what you are sharing.

- Be accurate about your identity, expertise, affiliation, funding, conflicts of interest, and the limits of your advice.
- Distinguish research findings, official guidance, professional experience, and personal opinion.
- Respect other members' boundaries, privacy, confidentiality, and requests to stop contact.
- Use accessible titles, meaningful links, appropriate file formats, and source attribution where possible.
- Cooperate with reasonable moderation, security, privacy, and safeguarding requests.

6. Prohibited content and conduct

You must not use the e-Hub to:

- Upload or disclose identifiable personal data about trafficking survivors, clients, witnesses, suspects, family members, staff, volunteers, or service users, including information that could identify someone by combining details.
- Share health, trauma, disability, mental-health, sexual-life, ethnicity, religion, political, immigration, criminal-allegation, or exploitation information linked or linkable to a person.
- Harass, threaten, stalk, intimidate, bully, dox, shame, discriminate against, sexualise, groom, exploit, or retaliate against another person.
- Publish illegal content, credible threats, child sexual abuse material, graphic abuse material, scams, phishing, malware, credential requests, or instructions to bypass access controls.
- Spam, manipulate votes or reactions, send unwanted mass messages, promote pyramid schemes, run unauthorised fundraising, or make deceptive commercial claims.
- Infringe copyright, confidentiality, trade secrets, database rights, image rights, or another person's privacy.
- Scrape, crawl, automate, bulk-download, reverse engineer, interfere with, overload, or probe the service without written authorisation.
- Send member-only content, private messages, reports, or sensitive material to an external AI, translation, transcription, or other tool without appropriate authorisation and safeguards.
- Use e-Hub information to identify, recruit, investigate, diagnose, counsel, or directly manage a person affected by trafficking.

7. Member content and licence

You remain responsible for the content you submit and for ensuring that you have the rights, permissions, and lawful basis needed to share it. Do not upload confidential, embargoed, paywalled, proprietary, or copyrighted material unless you are authorised to do so.

You retain ownership of your content. By submitting content, you grant KOPŽI a non-exclusive, worldwide, royalty-free licence to host, store, reproduce, format, display to the authorised e-Hub audience, back up, moderate, restrict, and technically adapt that content only as necessary to operate, secure, improve, and

enforce the e-Hub. This licence ends when the content is deleted, except for limited copies retained for backups, legal claims, security, or historical discussion integrity.

KOPŽI may edit, redact, label, restrict, or remove content to protect people, comply with law, correct a material error, address a report, or maintain the purpose and security of the service. KOPŽI does not promise to preserve every version or restore deleted material.

8. Intellectual property and third-party material

The RECOVER name, logo, e-Hub interface, software, structure, and materials supplied by KOPŽI or its authorised partners are protected by applicable intellectual-property laws. These Terms do not grant you ownership of them or a right to copy, modify, sell, license, or use them outside the e-Hub without permission.

Links and resources shared by members may be owned or controlled by third parties. You are responsible for checking the applicable licence, terms, accuracy, and safety of external material. A link does not mean that KOPŽI endorses or controls the linked service.

9. Reporting content and legal concerns

Use the report control on the relevant item where available. If the control is unavailable or the concern involves account security, privacy, or urgent safeguarding, email info@recover-project.eu. Provide only the minimum information needed to understand the concern and do not resend sensitive material unnecessarily.

Reports may concern illegal content, privacy exposure, harassment, violence or abuse, scams, spam, malware, copyright, account compromise, or violations of these Terms or the Community Guidelines. KOPŽI may restrict access while a report is assessed and may preserve limited evidence where necessary and lawful.

If someone may be in immediate danger, contact the appropriate local emergency or safeguarding service first. The e-Hub is not monitored as a real-time emergency channel.

Where applicable, this reporting route also serves as a notice-and-action channel for illegal content under the Digital Services Act. A report should identify the content, explain why it is considered illegal, and include a contact method if you want a response.

10. Moderation and enforcement

KOPŽI may review content and account information where it has a lawful, proportionate reason connected with safety, security, moderation, support, legal compliance, or service operation. KOPŽI does not promise to monitor every item or detect every violation.

Action	When it may be used
Reminder or correction	Minor or accidental issues, unclear context, accessibility problems, or a correctable breach.
Edit, label, move, or limit visibility	To remove identifiers, add a safety notice, correct categorisation, or keep content within the right audience.
Remove content or disable a feature	For prohibited, unsafe, unlawful, infringing, misleading, or repeatedly off-topic material.

Action	When it may be used
Warning or temporary suspension	For serious or repeated breaches, unwanted contact, security risks, or refusal to follow moderator instructions.
Lock, permanent ban, or escalation	For credible threats, grooming or exploitation, identifiable case data, doxxing, malware, account takeover, ban evasion, or other high-risk conduct.

When deciding on action, KOPŽI may consider severity, reach, intent, impact, vulnerability, repetition, prior warnings, willingness to correct, and the risk of further spread. Urgent safety or security action may be taken before a full review.

Where safe and lawful, KOPŽI will give a concise reason for a material restriction and identify an appeal route. Notice may be limited where it would expose another person, compromise an investigation, create a security risk, or be prohibited by law.

11. Appeals

You may appeal a material content restriction, suspension, or ban by emailing info@recover-project.eu, normally within 30 days of the notice. State which decision you are challenging, why you believe it was wrong, and any relevant non-sensitive context. Do not repeat removed survivor, client, or security information in an appeal.

Where practicable, a person who was not solely responsible for the original decision will review the appeal. The outcome may uphold, vary, or reverse the action. KOPŽI may close repeated identical, abusive, or clearly irrelevant appeals. This process does not limit any right available under data-protection law, platform law, contract, or national law.

12. Privacy and personal data

KOPŽI processes personal data in accordance with the RECOVER e-Hub Privacy Policy. That Policy describes the data collected, purposes and legal bases, service providers, analytics consent, retention, account deletion, member rights, and complaint routes.

Read the [RECOVER e-Hub Privacy Policy](#) before creating or using an account.

You must not use the e-Hub to submit special-category or identifiable case data. If you discover such information, report it promptly through info@recover-project.eu and do not forward it to additional people.

13. Service availability and security

KOPŽI aims to keep the e-Hub available and secure but does not guarantee uninterrupted access, complete accuracy, or that every defect will be corrected immediately. The service may be changed, limited, suspended, or temporarily unavailable for maintenance, security, legal, or operational reasons.

You must not attempt to bypass access controls, test security without written authorisation, upload malware, or interfere with the service. Report suspected vulnerabilities responsibly to info@recover-project.eu without including passwords, exploit payloads containing personal data, or identifiable case information.

14. Professional boundaries and no advice

The e-Hub supports professional exchange; it does not provide medical, psychological, legal, immigration, law-enforcement, safeguarding, financial, or emergency advice. Member content reflects the contributor's responsibility and may be incomplete, outdated, or wrong. Check consequential information with qualified local professionals and authoritative sources.

Do not rely on a discussion, resource, profile, or message as a referral, diagnosis, assessment, investigation, promise of protection, or guarantee of an outcome. Do not contact a survivor or potential survivor because of information found on the e-Hub unless you have an independent lawful and safeguarding basis to do so.

15. Disclaimers and liability

To the maximum extent permitted by applicable law, the e-Hub and member content are provided without a guarantee that they will meet a particular need, be error-free, or remain available. KOPŽI is not responsible for independent member conduct, external websites, third-party services, unauthorised copies, or decisions made solely on the basis of member content.

Nothing in these Terms excludes or limits liability that cannot lawfully be excluded or limited, including liability for intentional misconduct, fraud, or mandatory rights that apply under applicable law. Any limitation is subject to the protections that cannot be waived by law.

16. Changes, suspension, and termination

KOPŽI may update these Terms to reflect new features, risks, providers, legal requirements, or community learning. The updated version will show a new date or version number. Material changes will be communicated through an appropriate e-Hub notice where required. Continued use after the effective date means that you accept the updated Terms, unless the law requires a different form of consent.

You may stop using the e-Hub at any time and may request account closure through info@recover-project.eu. KOPŽI may suspend or terminate access for a breach, a legal or security risk, inactivity, or the end of the service. Account closure does not automatically erase historical member contributions, limited moderation or security records, or backup copies; see the Privacy Policy for the applicable rules.

Sections concerning member responsibility, content rights, privacy, intellectual property, confidentiality, liability, dispute remedies, and continuing duties survive account closure to the extent necessary.

17. Governing law and contact

Unless mandatory law provides otherwise, these Terms are governed by the laws of the Republic of Lithuania. Nothing in this clause removes rights or remedies that mandatory law gives you in the country where you live or work.

For questions, reports, appeals, privacy matters, or security concerns, contact:

Kovos su prekyba žmonėmis ir išnaudojimu centras, VŠĮ (KOPŽI), company code 304486353, Draugystės g. 8F-236, LT-51264 Kaunas, Lithuania.

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