Terms of Use & Guide

Last updated: Brussels, 09 December 2024

Welcome to the Council of European Municipalities and Regions (CEMR) Matchmaking and Partnership Building Platform. These Terms of Use & Guide outline the rules and principles governing your use of the Platform. By accessing or using the Platform, you agree to comply with these terms.

1. Purpose of the Platform

The Platform is a digital hub designed to:

- Facilitate partnerships among Local and Regional Governments in Europe.

- Support targeted collaboration and knowledge-sharing.

- Provide a dedicated focus on fostering partnerships with Ukrainian municipalities, in the framework of the recovery and reconstruction of the country.

- Promote partnerships aligned with the UN Sustainable Development Goals (SDGs).

2. Key Features of the Platform

2.1 User Profiles and Registration

- Users must register via the provided registration page, which includes:

  o **Page 1:** Selection of the preferred focus (between the whole Europe OR specifically on Ukraine), selection of country, level of government (local, intermediate, or regional), authority name, and preferred working languages.

  o **Page 2:** Contact persons' details, including name, surname, job position, and email address.

  o **Page 3:** Preferred areas of cooperation (aligned with SDGs, with a maximum of five selections).

- Following registration, users will receive a confirmation email with a request to fill in and sign a form. Following the instruction provided by email, the form can be downloaded. It should be then completed, scanned and sent back by replying to the email.

2.2 Account Approval

- All accounts are subject to verification by CEMR to ensure users are authorised representatives of their entities. Evidence of entitlement to represent the entity is required by filling out the form to activate the user's account.

2.3 Dashboard Features

Once approved, users gain access to a personalised dashboard displaying:

- "My profile" allowing users to modify settings and their partnership focus

- "My partnerships" where the user can manage the cooperations in three categories:

  - Cooperation started: Connection established between two subnational entities

  - Cooperation active: formal cooperation and/or activities between two subnational entities has started

  - Cooperation ended: formal cooperation and/or the activities between two subnational entities have ended

  In this section, the contact person for each cooperation is visible as well.

- "All partnerships" is a category where you can see the same information as before but for all users (except the contact person, which is visible only in case a match was already made).

- "Matchmaking", the section to match with your peers according to your focus of cooperation, level of government, and areas of cooperation (SDGs).

- Contact us page to reach CEMR for any information.

2.4 Matchmaking and Interaction

- Users can review potential partnerships and swipe through requests based on mutual interests and the Platform's algorithm.

- If a match occurs, users are notified and can communicate directly to establish collaboration.

- A notification system alerts users about relevant new matches and updates.

2.5 Feedback and Engagement Tools

- Users can interact via chat, surveys, and a "Contact Us" feature to provide feedback or request support.

- Completed partnerships can be shared by CEMR as success stories on social media and other channels, with the user's consent.

- A yearly feedback will be requested from the matchmaking users to enhance their experience and journey.

2.6 Accessibility and Language Options

- The Platform is available in English and Ukrainian for seamless access across languages.

3. User Responsibilities

3.1 Accuracy of Information

- Users are responsible for ensuring the accuracy of the information provided during registration and subsequent updates.

3.2 Appropriate Use

- The Platform must not be used for any unauthorised commercial activity or to share harmful, offensive, or inappropriate content.

3.3 Data Protection Compliance

- Users must respect data protection principles when sharing information and ensure compliance with relevant laws.

4. Matchmaking Algorithm

The Platform's algorithm considers the following for matchmaking:

- User-provided information, such as focus of cooperation, level of government, and areas of cooperation.

- Matches prioritise entities with shared focus areas, fostering meaningful connections.

5. Privacy and Data Security

The Platform adheres to GDPR and other applicable data protection regulations. Key principles include:

- Collection and processing of personal data only for specified purposes, such as matchmaking and Platform functionality.

- Secure storage of user data to prevent unauthorised access or breaches.

- Transparency regarding data use, as outlined in our Privacy and Cookie Policies.

6. Intellectual Property

All content on the Platform, including text, design, and algorithms, is the intellectual property of CEMR and may not be used, copied, or distributed without prior permission.

7. Amendments to These Terms

CEMR reserves the right to modify these Terms of Use & Guide at any time. Updates will be communicated to registered users and will take immediate effect upon publication.

8. Contact Information

For questions or concerns about these terms or the Platform, contact us at: **Email:** twinning@ccre-cemr.org

By using the Platform, you agree to these Terms of Use & Guide. Failure to adhere to these terms may result in account suspension or termination.

This document ensures compliance with legal standards while providing clarity on user expectations, enhancing the matchmaking and partnership-building experience.