

CivilDev Terms of Use

Last Updated: January 15, 2026

1. Introduction

Welcome to **CivilDev** (“Platform”, “Service”, “we”, “us”, or “our”). CivilDev is a civic engagement platform that enables citizens to report issues, propose projects, share ideas, and collaborate with local authorities and community members to improve their communities.

By accessing or using CivilDev at <https://civildev.co.uk>, you agree to be bound by these Terms of Use (“Terms”). If you do not agree to these Terms, please do not use our Platform.

2. Eligibility

You must be at least 13 years old to use CivilDev. By using the Platform, you represent and warrant that you meet this age requirement and have the legal capacity to enter into these Terms.

3. Account Registration

3.1 Account Creation

- You must create an account to access certain features of the Platform
- You agree to provide accurate, current, and complete information during registration
- You are responsible for maintaining the confidentiality of your account credentials
- You are responsible for all activities that occur under your account

3.2 Account Security

- You must immediately notify us of any unauthorized use of your account
- We are not liable for any loss or damage arising from your failure to protect your account credentials
- You may not share your account with others or use another person’s account

4. User Roles and Permissions

CivilDev operates with different user roles, each with specific permissions:

- **Citizen:** Regular users who can submit projects, ideas, and issue reports
- **Admin:** Platform managers who can assign roles and moderate content
- **Mayor:** City-level authorities with elevated permissions
- **Council:** Local council members who can manage civic projects

- **Planner:** Civil engineers and urban planners
- **Inspector:** Users who review projects and conduct audits
- **Moderator:** Users who moderate comments and content

Role assignments are made by authorized administrators. Users may request role changes through their profile settings.

5. User Content and Conduct

5.1 Content You Submit

When using CivilDev, you may submit various types of content including: - Project proposals - Idea submissions - Issue reports (potholes, street problems, public safety concerns) - Comments and feedback - Images and attachments - Messages to other users

5.2 Content Ownership and License

- You retain ownership of the content you submit
- By submitting content, you grant CivilDev a worldwide, non-exclusive, royalty-free license to use, reproduce, modify, and display your content for the purpose of operating and improving the Platform
- You represent that you have all necessary rights to submit the content and grant us this license

5.3 Prohibited Conduct

You agree NOT to: - Submit false, misleading, or fraudulent information - Impersonate any person or entity - Harass, threaten, or abuse other users - Post spam, advertisements, or promotional content without authorization - Submit content that is illegal, obscene, defamatory, or infringes on intellectual property rights - Attempt to gain unauthorized access to the Platform or other users' accounts - Use automated systems (bots, scrapers) without permission - Interfere with the proper functioning of the Platform

5.4 Project Categories

Projects can be assigned to the following categories (up to 3 per project): - **Infrastructure:** Roads, bridges, utilities - **Environmental:** Parks, green spaces, cleanups - **Education:** Schools, libraries, workshops - **Public Safety:** Fire, police, lighting - **Transport:** Bus stops, bike lanes, signage

6. Content Moderation and Removal

6.1 Our Rights

We reserve the right to: - Review, monitor, and moderate all content submitted to the Platform - Remove content that violates these Terms or is otherwise

objectionable - Suspend or terminate accounts that violate these Terms - Edit or modify content for formatting or technical reasons

6.2 Project Status and Management

Projects have different states: **Proposed**, **In Progress**, and **Completed**

- **Project Authors** can edit title, description, and images while projects are in “Proposed” state
- **Authorized Roles** (Admin, Council, Mayor, Inspector) can change project progress levels
- **Authorized Roles** (Admin, Council, Mayor) can change project status
- **Authorized Roles** (Admin, Council, Mayor, Planner, Inspector) can add progress notes and modify categories

6.3 Reporting Violations

Users can report content that violates these Terms. We will review reported content and take appropriate action.

7. Privacy and Data Protection

Your privacy is important to us. Our collection and use of personal information is governed by our Privacy Policy, which is incorporated into these Terms by reference.

Key privacy highlights: - We collect information you provide and usage data - We use cookies and similar technologies - We do not sell your personal information - You have rights regarding your data (access, correction, deletion)

8. Real-Time Features

8.1 Messaging

- CivilDev includes private messaging functionality
- Messages are transmitted via WebSocket (Socket.IO) for real-time communication
- Messages are encrypted for security
- You are responsible for the content of your messages
- We may monitor messages to prevent abuse and ensure compliance with these Terms

8.2 Notifications

You may receive notifications about: - Project status updates - Comments and likes on your content - Private messages - System announcements

You can manage notification preferences in your account settings.

9. Maps and Location Data

CivilDev uses interactive maps (Leaflet) to display projects, ideas, and issue reports: - You may provide location data when submitting content - Location data is displayed publicly on the map - Multiple projects at the same location are displayed as stacked markers - Location data accuracy depends on the information you provide

10. Third-Party Services

CivilDev integrates with third-party services including:

- **Google reCAPTCHA:** For spam prevention
- **NextAuth:** For authentication

Your use of these services is subject to their respective terms and policies.

11. Intellectual Property

11.1 Platform Content

All content on the Platform (excluding user-submitted content) including text, graphics, logos, icons, software, and design elements is owned by CivilDev or its licensors and protected by intellectual property laws.

11.2 Trademarks

CivilDev, our logo, and related marks are trademarks of CivilDev. You may not use these marks without our prior written permission.

11.3 User Content

You retain all rights to content you submit. We do not claim ownership of your content.

12. Disclaimers and Limitations of Liability

12.1 “AS IS” Service

THE PLATFORM IS PROVIDED “AS IS” AND “AS AVAILABLE” WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

12.2 No Guarantee

We do not guarantee that: - The Platform will be uninterrupted, secure, or error-free - Projects submitted will be implemented by local authorities - Content

posted by users is accurate or reliable - The Platform will meet your specific requirements

12.3 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, CIVILDEV SHALL NOT BE LIABLE FOR: - Indirect, incidental, special, consequential, or punitive damages - Loss of profits, data, or goodwill - Service interruptions or data loss - Actions or content of third parties or other users

OUR TOTAL LIABILITY SHALL NOT EXCEED THE AMOUNT YOU PAID TO USE THE PLATFORM (IF ANY) IN THE 12 MONTHS PRECEDING THE CLAIM.

12.4 Civic Engagement Disclaimer

CivilDev is a platform for civic engagement and does not guarantee: - That submitted projects, ideas, or reports will be reviewed or acted upon by local authorities - The accuracy of information provided by users or authorities - That reported issues will be resolved - Specific outcomes or timelines for civic matters

13. Indemnification

You agree to indemnify, defend, and hold harmless CivilDev, its officers, directors, employees, and agents from any claims, damages, losses, liabilities, and expenses (including legal fees) arising from: - Your use of the Platform - Your violation of these Terms - Your violation of any rights of another party - Content you submit to the Platform

14. Termination

14.1 Termination by You

You may delete your account at any time through your profile settings.

14.2 Termination by Us

We may suspend or terminate your account if: - You violate these Terms - We are required to do so by law - Your conduct harms or could harm other users or the Platform - We decide to discontinue the Platform

14.3 Effects of Termination

Upon termination: - Your access to the Platform will be revoked - Some of your content may remain visible if it's part of public projects or discussions - Provisions of these Terms that by their nature should survive will continue to apply

15. Changes to These Terms

We may update these Terms from time to time. When we make changes: - We will update the “Last Updated” date - We will notify you through the Platform or by email - Continued use of the Platform after changes constitutes acceptance of the new Terms

Material changes will be announced with reasonable notice.

16. Governing Law and Dispute Resolution

16.1 Governing Law

These Terms are governed by the laws of [Your Jurisdiction], without regard to conflict of law provisions.

16.2 Dispute Resolution

Any disputes arising from these Terms or your use of the Platform shall be resolved through: 1. **Informal Resolution:** First, contact us to resolve the matter informally 2. **Mediation:** If informal resolution fails, disputes may be submitted to mediation 3. **Arbitration/Litigation:** As a last resort, disputes will be resolved in accordance with the laws of [Your Jurisdiction]

16.3 Class Action Waiver

You agree to resolve disputes individually and waive any right to participate in class actions or representative proceedings.

17. General Provisions

17.1 Entire Agreement

These Terms, together with our Privacy Policy, constitute the entire agreement between you and CivilDev.

17.2 Severability

If any provision of these Terms is found invalid or unenforceable, the remaining provisions will continue in full effect.

17.3 Waiver

Our failure to enforce any provision does not constitute a waiver of that provision.

17.4 Assignment

You may not assign these Terms without our consent. We may assign these Terms without restriction.

17.5 Force Majeure

We are not liable for delays or failures in performance resulting from causes beyond our reasonable control.

18. Contact Information

If you have questions about these Terms or the Platform, please contact us:

Email: info@civildev.co.uk

Contact Page: <https://civildev.co.uk/about/contact>

Legal Advice: For independent legal advice, visit Citizens Advice

19. Acknowledgment

By using CivilDev, you acknowledge that you have read, understood, and agree to be bound by these Terms of Use.

CivilDev - Civil Engagement Platform - Empowering Communities Through Civic Engagement

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