

Association of Old Crows (AOC) Policy on Purchased Content, Technology, Access and Use

Purpose

This policy outlines the rules and restrictions regarding the purchase, access, use, and sharing of content provided by the Association of Old Crows (AOC). It is intended to protect intellectual property rights, the interests of content creators, the integrity of the Association's platform, and the user experience. It also establishes expectations regarding technology, access, connectivity, and other circumstances that may affect a user's ability to access or participate in AOC content and programs.

Scope

This policy applies to all Association of Old Crows members/non-members, users, and participants who purchase, access, or participate in AOC content or programs, including but not limited to webinars, live virtual programs, on-demand courses, digital files, subscriptions, software, e-books, white papers, journal articles, blogs, recordings, and other educational and/or licensed materials.

Policy Statement

1. Ownership and Licensing

- Content purchased by an individual member/non-member is licensed for their personal use only and remains the intellectual property of its creator or owner.
- Purchasing or registering for content does not transfer ownership or grant the member/non-member the right to redistribute, resell, reproduce, publish, or share the content in any format with anyone within or outside of their organization unless expressly authorized in writing.
- Access to AOC content is limited to the individual, account, organization, registration, or license for which the content was purchased or provided, as applicable.

2. Prohibited Actions

Members/users are strictly prohibited from:

- Sharing purchased content with others, including via email, file-sharing platforms, physical copies, screenshots, screen recordings, or other methods.
- Uploading purchased content to public forums, social media, websites, shared drives, learning management systems, or any third-party platform without written authorization.
- Distributing access to purchased content through account sharing, registration sharing, or sharing login credentials.
- Circumventing or attempting to circumvent technical access controls, expiration dates, download restrictions, or other security measures used by AOC or its technology providers.
- Recording, reproducing, photographing, capturing, or otherwise copying live or on-demand programming when such activity is not expressly permitted by AOC.

3. Permitted Actions

- Members/users may use purchased content solely for their own personal, non-commercial purposes, as outlined in the applicable terms of purchase or registration.
- If explicitly permitted by the content owner and/or AOC, members/users may share or redistribute content under specific written terms and conditions and only with the required written consent.

4. Technology, Equipment and Connectivity

AOC programs and digital content may require a compatible computer or mobile device, current operating system and browser, internet access, speakers/headphones, microphone, camera, and/or other technology. Users are responsible for ensuring that their equipment, software, browser settings, network connection, security settings, and internet service are compatible with the technology used to deliver the content.

- AOC is not responsible for technology, equipment, network, internet, browser, software, firewall, bandwidth, device, or user-configuration issues that prevent or impair access to or participation in a program or content.
- AOC is not responsible for user-specific issues involving sound, picture/video quality, buffering, connectivity, latency, device performance, microphone or camera performance, or other audio/visual quality issues arising from the user's equipment, internet connection, network, or configuration.
- Users are responsible for testing their technology and connectivity before a live program and for maintaining a suitable connection throughout the program.

- Users should use the current supported version of their browser and follow any technical requirements or instructions provided by AOC or its technology provider.
- AOC may use third-party technology platforms to deliver programs or content. Platform availability, functionality, and technical requirements may be subject to the terms, policies, and limitations of those providers.
- AOC may change, replace, or update technology platforms, delivery methods, or technical requirements when reasonably necessary to support program delivery, security, or operations.

5. Access, Availability and Program Delivery

- Access to purchased content is subject to the access period, registration terms, license terms, or other conditions stated at the time of purchase or registration.
- AOC does not guarantee uninterrupted or error-free access to any website, platform, live program, recording, or digital content.
- Live programs may be subject to schedule changes, technical interruptions, speaker availability, platform outages, or other circumstances outside AOC's reasonable control. AOC will make reasonable efforts to communicate material changes and, when applicable, provide an alternative means of access or a recording.
- AOC may restrict, suspend, or terminate access when necessary to protect the security of its systems, enforce this policy, comply with legal requirements, or address misuse or unauthorized access.

6. Refunds and Technology-Related Issues

- Purchases and registrations are subject to the applicable AOC refund and cancellation terms communicated at the time of purchase or registration.
- AOC does not provide refunds, credits, or other compensation for a user's inability to access or participate in content due to the user's equipment, internet service, network, browser, software, device, firewall, security settings, bandwidth, or other technology or connectivity issues within the user's control.
- Audio, video, picture quality, buffering, latency, or similar issues attributable to the user's technology or internet/network connection are not grounds for a refund or credit.
- AOC may, at its discretion, provide reasonable technical assistance or alternative access when feasible; providing assistance does not create an obligation to issue a refund or credit.

- Nothing in this section limits any refund or remedy that AOC expressly provides under an applicable written cancellation/refund policy or that may be required by applicable law.

7. Third-Party Platforms and External Content

- AOC may use third-party platforms, services, websites, payment processors, video hosts, webinar providers, or other technology to deliver or support content.
- AOC is not responsible for changes, outages, limitations, or technical issues caused by third-party platforms that are outside AOC's reasonable control, although AOC will make reasonable efforts to address material disruptions.
- Links or references to third-party websites or resources are provided for convenience and may be subject to the third party's own terms and policies.

8. User Responsibilities and Security

- Users are responsible for maintaining the confidentiality of their account credentials and for all activity conducted through their account.
- Users must promptly notify AOC if they believe their account credentials have been compromised or if unauthorized access to purchased content has occurred.
- Users must not attempt to gain unauthorized access to AOC systems, other users' accounts, restricted content, or administrative functions.

9. Enforcement and Consequences

- Violation of this policy may result in disciplinary actions, including but not limited to:
 - Suspension or termination of membership or account.
 - Revocation of access to purchased content.
 - Collection of fee(s)/fine(s) in the amount of the number of individuals the content was shared with, where applicable.
 - Legal action, where applicable, to address copyright infringement, unauthorized use, or other violations.

10. Reporting Violations

Members/users who become aware of unauthorized sharing, misuse, compromised credentials, or other violations of this policy are encouraged to report the incident to the AOC Director of Strategic Partnerships and Professional Development and/or the Executive Director immediately.

11. Review and Updates

This policy will be reviewed periodically and updated as necessary to remain compliant with applicable copyright laws, technology requirements, contractual obligations, and industry standards. AOC reserves the right to update program requirements, access methods, and technology specifications as operational needs change.

12. Contact Information

For questions or concerns regarding this policy, including questions regarding content access or technology requirements, please contact the AOC education team at education@crowds.org.