Meadow Pathways Wellbeing and Education Cornwall (MPWEC)

Terms and Conditions

Responsibility for updates: Michelle Pascoe and Zoe Waitz

Scope of application: All visitors and users of the Meadow Pathways website and online materials, including staff accessing password-protected areas, and external users viewing public pages, downloads, and forms.

Version No: 2
Date: September 2026
Review Date: September 2027

Summary of Changes – September 2026 Review

These website Terms and Conditions have been reviewed in September 2026 as part of the wider September 2026 policy review (Keeping Children Safe in Education 2026 and Working Together to Safeguard Children 2026). As a website-use document rather than a safeguarding policy, no substantive wording changes were required; the review confirmed it remains consistent with the updated Data Protection Policy and Safeguarding and Child Protection Policy referenced within it.

• Version, issue date and review date updated.

• Confirmed cross-references to the Data Protection Policy and safeguarding/data protection procedures remain accurate following those policies' September 2026 updates.

Meadow Pathways Wellbeing and Education Cornwall terms and conditions

These Terms and Conditions set out the rules for using the Meadow Pathways Wellbeing and Education Cornwall (MPWEC) website and accessing our online materials and forms. By using our site, you agree to these terms. If you do not agree, please do not use the site.

Scope and acceptance

- **Who we are:** Meadow Pathways Wellbeing and Education Cornwall Ltd provides wellbeing and education services, including EOTAS packages and staff resources for internal use.
- **Where these apply:** These terms apply to all pages, downloads, and forms on the MPWEC website, including the staff area.
- **Updates:** We may update these terms at any time. Changes take effect when posted. Please check periodically.

Acceptable use

- **Use responsibly:** You agree not to misuse the site, disrupt services, attempt unauthorised access, or introduce malware.
- **Staff-only resources:** Staff pages, downloads, and internal documents are restricted. **Do not** share passworded content externally without written permission.
- **Accurate information:** When submitting forms (e.g., hours, case notes), provide accurate information and avoid uploading content that breaches confidentiality or the law.
- **Prohibited activities:** No copying, scraping, or republishing content; no harassment or harmful content; no actions that could compromise safeguarding or data protection.

Intellectual property

- **Ownership:** All content on the site (including text, design, logos, and downloadable documents) is owned by MPWEC or our licensors.
- **Limited licence:** You may view and download materials for personal or organisational use in connection with MPWEC services.

- **No redistribution:** You may not reproduce, distribute, or adapt our content without prior written consent.

Content and disclaimers

- **Informational only:** Website content is provided for general information. It does not replace professional judgement or statutory duties.
- **No guarantee:** We make reasonable efforts to keep content accurate and current but give no guarantee that it is complete, error-free, or suitable for every purpose.
- **Limitation of liability:** To the fullest extent permitted by law, MPWEC is not liable for any loss arising from use of the site, reliance on content, or technical issues beyond our control.
- **Service changes:** We may change or suspend site features, documents, or links without notice.

External links and downloads

- **Third-party sites:** We link to external resources (e.g., Beacon House, NSPCC, GOV.UK). We are not responsible for their content, availability, or practices.
- **Safety of files:** We take care to provide safe downloads but cannot guarantee files are virus-free. Use up-to-date security software and verify files before opening.

Privacy and data protection

- **Your data:** Use of forms and staff areas is governed by our Data Protection Policy and Privacy practices (UK GDPR and Data Protection Act 2018).
- **Confidentiality:** Staff must handle all personal and special category data in line with MPWEC safeguarding and data protection procedures.
- **Cookies and analytics:** If used, any cookies or analytics will be described in our Privacy Notice. You can manage preferences via your browser.

Access, accounts, and security

- **Passwords:** Staff must keep access credentials confidential and change passwords if compromise is suspected.
- **Security measures:** Do not bypass safeguards or share internal file links publicly. Report any security concerns to the Directors promptly.
- **Availability:** We aim for high availability but may experience outages for maintenance or issues beyond our control.

Booking, services, and cancellations (if applicable)

- **Service scope:** Any service descriptions on the site are indicative. Formal engagement terms are agreed separately with families, schools, or local authorities.
- **Cancellations:** Cancellation, rescheduling, and non-attendance terms are set out in service agreements. Contact us to discuss changes as early as possible.

- **Fees:** Pricing and payment terms are agreed contractually and are not governed by this website document.

Complaints and contact

- **Concerns:** If you have concerns about content, links, or access, please contact us and we will respond as soon as possible.
- **Contact details:**
    - **Email (general):** meadowpathwayscornwall@outlook.com
    - **Michelle Pascoe:** Michelle.Pascoe@meadowpathwayscornwall.com
    - **Zoe Waitz:** Zoe.Waitz@meadowpathwayscornwall.com

Jurisdiction

- **Governing law:** These terms are governed by the laws of England and Wales.
- **Venue:** Courts of England and Wales have exclusive jurisdiction over disputes relating to the site.