

# User Agreement

of the unified information system for the development of volunteering ([www.dobro.org](http://www.dobro.org))

## 1. General Provisions

1.1. This User Agreement (hereinafter referred to as the "Agreement") has been developed and published by the Association of Volunteer Centers, Non-Profit Organizations, and Public Development Institutes "Dobro.rf," which is the rightsholder and operator of the unified information system for the development of volunteering ([www.dobro.org](http://www.dobro.org)).

Location: 123112, Moscow, Presnensky Municipal District, Presnenskaya Embankment, 12 (Primary State Registration Number (OGRN) 1147799008851), hereinafter referred to as the Dobro.rf Association.

1.2. This Agreement is published on the website of the unified information system for the development of volunteering (the Dobro.org platform, the Platform) and is an official document.

1.3. When registering and/or logging in via the Dobro.org Platform, and each time accessing or actually using the Platform, an individual using the Platform (hereinafter referred to as the "User") agrees to the terms of this Agreement in the version effective at the time of actual use of the Platform.

1.4. This Agreement may be modified and/or amended by the Dobro.rf Association unilaterally. This Agreement is an open and publicly available document. The current version of this Agreement is available at: [dobro.org/agreement](http://dobro.org/agreement).

1.5. The Association Dobro.rf recommends that Users regularly check the terms of this Agreement for any changes and/or additions. Continued use of the Dobro.org platform by the User after changes and/or additions have been made to this Agreement signifies the User's acceptance and agreement with such changes and/or additions.

1.6. Use of the Dobro.org platform constitutes full and unconditional acceptance of the terms of this Agreement, in accordance with Article 438 of the Civil Code of the Russian Federation.

## 2. Subject of the Agreement

2.1. Under the terms of this Agreement, the Association Dobro.rf provides the opportunity to use the Dobro.org Platform free of charge, as a tool within the ecosystem for the

development of charities, volunteering, and civil engagement, located at [dobro.org](http://dobro.org) on the Internet.

2.2. The Dobro.org platform, independently or through additional tools, collects information, including one that is necessary for subsequent simplified authorization and/or registration on other Services, and transfers such User data based on data processing agreements to persons registered on the Platform, regional representatives, and other third parties, for the purposes of:

2.2.1. Searching for and accessing information about charity work and volunteer activities, including information on volunteer experience, a personal volunteer e-book, the number of hours spent on volunteer activities, the competencies of volunteers, and the experience they have gained;

2.2.2. Searching for and accessing information on the activities of volunteer activity organizers who involve volunteers in their work, as well as benefactors providing charitable assistance in accordance with Clause 2, Article 3 of Federal Law No. 135-FZ dated August 11, 1995 "On Charitable Activities and Volunteering (Volunteerism)";

2.2.3. Searching for and accessing information about available charity work and volunteer activities conducted by activity organizers;

2.2.4. Selecting (filtering) volunteer vacancies and submitting applications to participate in them;

2.2.5. Forming lists of potential event participants and managing them;

2.2.6. Managing volunteers during an event and evaluating them upon its completion;

2.2.7. Creating a unified system for recording volunteer activities (personal volunteer e-book);

2.2.8. Searching for volunteers and involving them in the activities of public and state organizations, social initiative groups, as well as volunteer activity organizers;

2.2.9. Searching for and forming requests from those in need of support, including citizens in difficult life situations, for assistance and receiving it;

2.2.10. Analyzing the development of charity and volunteer activities in the constituent entities of the Russian Federation and generating analytical and statistical information based on it;

2.2.11. Collecting and systematizing information on charitable and volunteer activities.

2.3. The Dobro.org platform provides the User with the ability to have a unified and secure management of account data.

2.4. Use of the Dobro.org platform, in addition to this Agreement, requires acceptance and/or compliance with separate official documents of the Dobro.rf Association, which are integral parts of this Agreement, namely:

2.4.1. Agreement with the Dobro.org Platform Rules of Use ([dobro.org/terms](https://dobro.org/terms));

2.4.2. Agreement with the Dobro.rf Association Public Policy ([dobro.org/privacy](https://dobro.org/privacy));

2.4.3. Consent to the processing of personal data by the Dobro.rf Association ([dobro.org/personal-data](https://dobro.org/personal-data)).

2.5. By creating an account on the Dobro.org platform, the User agrees that they have read and accepted all the terms of the official documents of the Dobro.rf Association.

2.6. The Dobro.rf Association has the right to amend and supplement such official documents without any special notice. The Dobro.rf Association recommends that interested parties regularly check the terms of the official documents for any changes and/or additions. Continued use of the Dobro.org Platform after changes and/or additions have been made to the said official documents signifies the User's full acceptance and agreement with such changes and/or additions.

### 3. Creating an Account on the Dobro.org platform

3.1. Creating an account on the Dobro.org platform is free of charge and is carried out with the User's voluntary consent, by filling out a registration form on the Internet at: [www.dobro.org/](https://www.dobro.org/).

3.2. Creating an account on the Dobro.org platform by an individual who has reached the age of 14 is available through self-registration, subject to the requirements of this User Agreement and other mandatory platform documents.

3.3. Creating an account by an individual aged 8 to 14 years is possible in the following cases:

3.3.1. Creating an account with the voluntary consent of legal representatives. In this case, the legal representatives fill in all necessary data required to create the account, including providing data from a document confirming the authority of the legal

representative (birth certificate or other). Consent to the processing of personal data of a minor individual aged 8 to 14 years is given on behalf of and with the consent of the legal representative.

3.3.2. Independent account creation without the consent of legal representatives is possible solely for the purpose of receiving newsletters with information about the most interesting events in the field of charitable activities and volunteering, is carried out without providing or processing the individual's personal data and without providing access to all tools of the Dobro.org platform.

3.4. Creating an account by individuals under the age of 8 is not permitted in accordance with paragraph 4, clause 8, Article 19 of Federal Law No. 82-FZ dated May 19, 1995 "On Public Associations."

3.4.1. Creating and/or managing an account for a charity organizer or volunteer activity organizer (organization or public association of citizens) is permitted by individuals who have reached the age of 18 or 16, subject to the conditions in accordance with Article 27 of the Civil Code of the Russian Federation.

3.5. In the case of self-registration, except as provided in clause 3.3.2., during the process of filling out the Dobro.org platform registration form in accordance with clause 3.1 on the website at [www.dobro.org/](http://www.dobro.org/), the User provides mandatory, current, and accurate data necessary for registration on the Platform.

3.6. By agreeing to the terms of this Agreement, the User confirms their legal capacity and competency. The User confirms and is responsible for the accuracy, currency, completeness, and compliance with the legislation of the Russian Federation of the information provided when creating an account, and its freedom from claims by third parties.

3.7. The Dobro.rf Association does not verify the accuracy of the information provided by Users, except in cases where such verification is necessary for the Dobro.rf Association to fulfill its obligations to the Users of the Dobro.org Platform.

3.8. In the case of self-registration, after providing the information necessary for registration, the User must undergo a series of verification procedures, namely confirm registration by following a link from an email message, or by entering a code received by the User in an email message, or via an SMS message/misssed call/robot call or push notification from the Dobro.rf Association to the User's mobile phone number provided by the User themselves, or by another method described to the User before registration. If all

registration steps are correctly performed in sequence, an account is created on the Dobro.org Platform.

3.9. After successful account creation, the User and the Dobro.rf Association assume the rights and obligations specified in the official documents of the Dobro.org Platform.

3.10. The processing of personal data of the Dobro.org platform User is carried out in accordance with the legislation of the Russian Federation. The Dobro.rf Association takes all necessary measures to protect the User's personal data from unauthorized access, alteration, disclosure, or destruction. The Dobro.rf Association provides access to the User's personal data to employees based on an employment contract and in accordance with job responsibilities, and based on data processing commission agreements – to contractors, regional representatives, and other third parties in accordance with the Public Policy for the Processing of Personal Data of the Dobro.rf Association ([dobro.org/privacy](https://dobro.org/privacy)) and for the purposes specified in clause 2.2. of this Agreement.

3.11. The Dobro.rf Association has the right to use the information provided by the Dobro.org Platform User, including personal data, and to transfer it to third parties, in order to ensure compliance with the requirements of the current legislation of the Russian Federation and to protect the rights and interests of Platform Users. Disclosure of the information provided by the Dobro.org Platform User may only be carried out in accordance with the current legislation of the Russian Federation at the request of a court, law enforcement agencies, or in other cases provided for by the legislation of the Russian Federation.

3.12. The [Dobro.org](https://dobro.org) Platform User does not have the right to provide access to their account to other persons, bears full responsibility for the safekeeping of data necessary for authorization, independently choosing the method of their storage.

3.13. Unless proven otherwise by the User, any actions performed through their account on the Dobro.org Platform are considered to have been performed by the corresponding User. In case of unauthorized access to the account, the User is obliged to immediately inform the Dobro.rf Association by sending a message to the email address [info@dobro.ru](mailto:info@dobro.ru).

#### 4. User Rights and Obligations:

4.1. When using the Dobro.org Platform, the User is obliged to:

4.1.1. Comply with the provisions of the current legislation of the Russian Federation, this Agreement, and other official documents of the Dobro.rf Association;

4.1.2. Provide accurate, complete, and current data when creating an account and monitor their updating;

4.1.3. Inform the Dobro.rf Association about unauthorized access to the account on the Dobro.org Platform;

4.1.4. Not provide access to their account or to specific information contained therein to other persons if this may lead to a violation of the legislation of the Russian Federation and/or this Agreement;

4.1.5. Not disseminate any confidential, personal, or information protected by the legislation of the Russian Federation about individuals obtained and/or collected using the Dobro.org Platform.

4.1.6. Information, comments, and other entries by the User on the Dobro.org Platform must not contradict the requirements of the legislation of the Russian Federation and must not negatively affect the Platform's image.

4.2. The Dobro.org Platform User is prohibited from:

4.2.1. Creating an account as a User on behalf of or instead of another person ("fake account"), except for the case of creating an account by parents, guardians, or persons replacing them for a minor user aged 8 to 14 years;

4.2.2. Providing incorrect, distorted data;

4.2.3. Using software and performing actions aimed at disrupting the normal functioning of the Dobro.org Platform;

4.2.4. Attempting to gain access to another User's account by any means, including, but not limited to, deception, abuse of trust, hacking;

4.2.5. Using the capabilities of the Dobro.org Platform for the purpose of:

4.2.5.1. Uploading content that promotes violence, cruelty, hatred and/or discrimination based on race, nationality, gender, religion, or social status; contains false information and/or insults against specific individuals, organizations, or authorities;

4.2.5.2. Inciting illegal actions, as well as assisting persons whose actions are aimed at violating restrictions and prohibitions in force on the territory of the Russian Federation;

4.2.5.3. Uploading, storing, publishing, distributing, and providing access to or otherwise using viruses, trojans, and other malicious programs.

4.3. The Dobro.org Platform User has the right to:

4.3.1. Independently delete their Dobro.org Platform account in accordance with the requirements of this User Agreement.

4.3.2. In case of the User's disagreement with this Agreement, its changes, and additions, the User is obliged to stop using the Dobro.org Platform, having informed the Dobro.rf Association thereof.

4.3.3. The User (data subject) has the right to withdraw their consent to the processing of personal data. If the User (data subject) withdraws consent to the processing of their personal data, they may delete the provided personal data via the link [dobro.org/volunteers/edit](https://dobro.org/volunteers/edit). Withdrawal of consent to the processing of personal data may be made by the User at any time based on a written application. If consent to the processing of personal data is not provided and/or the data required to maintain and administer the Dobro.org Platform is not provided, or in case of withdrawal of consent to the processing of personal data, the User will not be able to access the Platform's Services or register on it.

5. Rights and Obligations of the Dobro.rf Association:

5.1. The Dobro.rf Association carries out the current management and development of the Dobro.org Platform, permits or restricts User access to the Platform in case of violations of this Agreement and other official documents by such persons, and exercises other rights belonging to it.

5.2. The Dobro.rf Association has the right to:

5.2.1. Provide reasonable technical and informational support to the User necessary for working on the Dobro.org Platform;

5.2.2. Establish direct contacts with the Dobro.org Platform User via communication channels (by phone, email, or other means) for the purpose of obtaining information/comments from the User about problems/questions that have arisen when using the Platform or receiving feedback on the Platform's functioning for its further development/improvement;

5.2.3. Suspend access to the Dobro.org Platform without prior notice to Users if necessary for maintenance work, in the event of force majeure circumstances, as well as accidents

or failures in third-party software and hardware systems, or actions by third parties aimed at suspending or terminating the Platform's operation.

5.3. In fulfilling this Agreement, the Dobro.rf Association in its activities is guided by the requirements of applicable legislation, including Federal Law of the Russian Federation No. 149-FZ dated July 27, 2006 "On Information, Information Technologies and Information Protection."

5.4. After receiving a withdrawal of consent to the processing of personal data, the Operator has the right to anonymize personal data, in accordance with internal regulations and the legislation of the Russian Federation, for the following purposes:

- Transfer of personal data to third parties based on a reasoned request;
- Integration of the personal data information system of the AVC (Association of Volunteer Centers) with another information system for the purpose of transferring anonymized data;
- Termination of personal data processing upon achieving the purposes of personal data processing;
- Processing of personal data for statistical or other research purposes.

## 6. Specifics of Working with Donation Information

6.1. The Dobro.org Platform provides an opportunity for displaying information about the User's donorship, received from the Federal Medical-Biological Agency of Russia based on an information interaction agreement.

6.2. The User can:

- View information about their donations in their personal account;
- Configure the public visibility of this information;
- Receive notifications about donation opportunities.

6.3. When changing the visibility settings for donation information, additional confirmation of the action is required.

6.4. The User is responsible for the decision to make donation information publicly available.

6.5. The Dobro.org Platform undertakes to ensure the confidentiality of donation information in accordance with the settings chosen by the User.

## 7. Termination of the User's Account on the Dobro.org Platform

7.1. The Dobro.rf Association is not responsible for the User's violation of this Agreement and reserves the right, at its sole discretion, and also upon receiving information from other users or third parties about the User's violation of this Agreement, to block/delete the User's account and/or suspend, restrict, or terminate the User's access to the Platform at any time for any reason or without reason, with or without prior notice, without compensation for any costs or losses, to block/delete the User's account. However, the Dobro.rf Association will make every possible effort to avoid such situations.

7.2. The User has the right to independently delete their Dobro.org Platform account using the "Delete Account" functionality on the page [dobro.org/volunteers/edit](https://dobro.org/volunteers/edit), with the possibility of restoring all data and content associated with the account, without withdrawing consent to the processing of the User's personal data.

7.3. The User can restore their personal Dobro.org Platform account by creating a new account via the FGIS "Unified Portal of State and Municipal Services (Functions)" and submitting a request to the Platform's support service to merge the new and old accounts.

## 8. Warranties and Liability

8.1. Users of the Dobro.org Platform are liable to the Dobro.rf Association for compliance with the terms of this Agreement.

8.2. The Dobro.rf Association does not assume any obligations and is not liable for any direct or indirect consequences of any use or inability to use the Dobro.org Platform, including as a result of the User losing access to the Platform account, and/or damage caused to the Platform User and/or third parties as a result of any use, non-use, or inability to use the Platform, including due to temporary or permanent loss of access to the account for any reason, possible errors or failures in the operation of the Dobro.org Platform.

8.3. The Dobro.rf Association ensures the functioning and operability of the Dobro.org Platform and undertakes to promptly restore its operations in case of technical failures and interruptions. The Dobro.rf Association is not liable for temporary failures and interruptions in the operation of the Dobro.org Platform and the loss of information caused by them.

8.4. No provisions of this Agreement grant the User the right to use the trade name, trademarks, domain names, and other distinctive signs of the Dobro.rf Association.

8.5. The Dobro.rf Association has the right to dispose of statistical information related to the functioning of the Dobro.org Platform.

8.6. The Dobro.rf Association has the right to send the User information about the development of the Dobro.org Platform, its functionality, as well as advertise its own activities. The Platform User agrees to receive electronic messages, SMS, and other types of correspondence, including advertising and informational content.

## 9. Final Provisions

9.1. If any provision of this agreement is held invalid or unenforceable it shall not affect the validity or enforceability of other provisions of this Agreement.

9.2. This Agreement is governed by and construed in accordance with the legislation of the Russian Federation. Matters not regulated by this Agreement shall be resolved in accordance with the legislation of the Russian Federation.

9.3. All disputes between the parties under this Agreement shall be resolved through correspondence and negotiations using the mandatory pre-trial (claim) procedure.

9.4. Applications, proposals, and claims of individuals and legal entities to the Dobro.rf Association in connection with this Agreement and all issues regarding the functioning of the Dobro.org Platform, violations of the rights and interests of third parties during its use, as well as for requests by persons authorized by the legislation of the Russian Federation, may be sent to the location address of the Dobro.rf Association.