



## ONLINE INTERACTIVE ANIMAL EDUCATION SESSIONS POLICY

WEE CRITTERS IS AN INTERACTIVE ANIMAL EDUCATION SERVICE WHICH OPERATES THROUGHOUT NORTHERN IRELAND. HOWEVER, DUE TO THE IMPACT OF COVID -19 AND THE NECESSITY TO STAY HOME WE HAVE INTRODUCED A NEW ONLINE SERVICE OFFERING.

We unfortunately live in a world where many species of both animals and plants are on the brink of extinction. Our mission is to bring the world of wildlife straight to our service users through a unique, fun, memorable and educational experience which will inspire a lifelong appreciation for wildlife, teach the value of wildlife conservation and nurture a commitment for individuals to play an active role in the protection and conservation of animals and the natural environment.

The online interactive animal education sessions will support home-schooling with the delivery of a range of curriculum-based topics and will also allow families at home (along with friends and family at other residences) to celebrate other special occasions such as birthdays!

**To support Wee Critter's online interactive animal education sessions, we have developed the following document to outline the processes, procedures, terms and conditions which have been put into place to ensure that we are doing all we can to reasonably ensure the service is delivered in an effective and safe way.**

### Zoom

- We will be using Zoom to conduct our online interactive animal education sessions. There have been some concerns with the platform in recent months. The majority of breaches appear to have emerged from three separate types of incidents:
  - **Failure to use Passwords to access sessions**  
Wee Critters will be using passwords to enter all meetings. This password will be included in the invitation link for your interactive education session.
  - **Not using a secure network**  
Wee Critters will use two approaches to ensure security of our internet.
    1. Our internet service is password protected. Only immediate members of the household have access to the password and it is not shared with any external parties.
    2. We have procured the services of an additional layer of security through a VPN (virtual private network) service (*ExpressVPN*). This hides our IP address and encrypts our data so that no one can see our online activity. This is a well rated VPN supplier.
  - **Failure to close the session after people have joined**  
As meeting hosts, Wee Critters will lock the meeting after all invited people have joined. We will be using the 'online waiting room' that requires us to allow

people to join the meeting. Once locked no one can access the meeting without our express permission.

- Zoom offers end to end encryption. It is HIPPA compliant namely a Business Associate Agreement – acts as a confirmation that Zoom is aware of its obligations in relation to the privacy and security of PHI. We have completed as much due-diligence as we can with regards to the service we have opted to use for our online interactive animal education sessions.
- When you join a Zoom meeting, we will assume this is your consent to speak to you over the internet, this is a use of your personal data.
- Wee Critters is registered with the Information Commissioners Office (ICO). Our registration number is **AH695622**.
- We are GDPR compliant. Our privacy policy can be viewed in full at [www.weecritters.org/privacy](http://www.weecritters.org/privacy)
- We do everything we can to put processes in place including all appropriate technical and operational security measures to protect the rights of our users.
- We ensure that our systems are updated with the latest security updates and ‘patches’ as they are released. As new software updates are released (e.g. Zoom) we are ensuring these are immediately applied to our systems.
- While Wee Critters has taken all reasonable steps to ensure a safe service, users who book the service have chosen to take part knowing that the platform used is Zoom and therefore agree to this provider’s terms and conditions and privacy procedures. You can find Zoom’s privacy policy at <https://zoom.us/privacy>

## ACCESSING THE ONLINE SESSION

Wee Critters will continue to use [hello@weecritters.org](mailto:hello@weecritters.org) as the primary email account. As the service user you must ensure that you are the only person with access to your emails and consequently with access to correspondence with Wee Critters.

The links for the Zoom meetings must be kept confidential for your household.

If you feel that the link may have been viewed by another person and therefore ‘breached’ you must inform Allan from Wee Critters immediately and another link will be sent to all those participating. NEVER use a link which you feel may have been compromised.



## TERMS AND CONDITIONS FOR WEE CRITTER'S WEE CLASSES

BY BOOKING WEE CRITTER'S WEE CLASSES, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS.

### BOOKINGS

- Your booking only applies to the date(s) selected and agreed. Your booking cannot be transferred to other dates unless in exceptional circumstances and at the discretion of the Wee Critters team.
- Your booking is only confirmed when you have completed a booking form and have received a confirmation email from the Wee Critters team.
- Your booking is non-refundable.
- Your booking is non-transferable.
- Final numbers must be confirmed as part of the booking process. If there are any changes in advance of the class(es), you must contact the Wee Critters team.
- Only the little explorers listed on the booking form are allowed to participate. If you would like additional children within the household to take place, an additional fee will apply.
- Each online session will last for one hour.

### PAYMENT

- Payment must be received before the class is due to take part.
- The only exception to this is if you have pre-agreed to be invoiced. This request must be submitted and approved by Wee Critters in writing.
- Payment must be received at least 48 hours before the class(es) is due to begin unless otherwise agreed with Wee Critters.
- All bookings are non-refundable.

### ANIMALS

- Due to animal behaviour, experiences will vary.
- Our animals have the freedom to choose whether to participate or not. Our animals' happiness and welfare are our top priorities. We therefore cannot guarantee any particular critter taking part in any specific class.
- We reserve the right to alter each class experience as necessary for animal care reasons.

### SUPERVISION AND RULES

- All children must be accompanied and supervised at all times throughout the session by an adult.
- We reserve the right to suspend or terminate any session if we feel that there is a breach of security or inappropriate behaviour.

### CANCELLATION

- We reserve the right to alter or cancel the experience for unforeseen circumstances. We will give as much notice as possible.

### GENERAL

- Wee Critters accept no liability for any loss, injury or damage from any action relating to Wee Critter's Wee Classes.

