

Terms & Conditions

Matthew Ryan Second Chance CIC

Last updated: 25 September 2026

These Terms and Conditions ("Terms") govern your use of the Matthew Ryan Second Chance CIC website and your interaction with our services, programmes, activities, referrals and other services provided by us.

By using our website or participating in our services, you agree to these Terms. If you do not agree with these Terms, please do not use the website or our services.

1. About us

Matthew Ryan Second Chance CIC ("we", "us", "our") is a Community Interest Company registered in England and Wales.

Our purpose is to support young people and communities through programmes, activities, guidance, opportunities and other forms of support.

Contact email: **gotthismovement@gmail.com**

Registered address: [INSERT REGISTERED ADDRESS]

2. Using our website

You may use our website for lawful purposes only.

You agree not to:

- use the website for fraudulent, unlawful or harmful purposes;
- attempt to gain unauthorised access to our website, systems or data;
- introduce viruses, malware or other harmful material;
- interfere with the operation or security of the website;
- copy or reproduce substantial parts of the website without permission;
- impersonate another person or organisation;
- submit information that you know to be false or misleading.

We may suspend or restrict access to the website where reasonably necessary for security, maintenance or other legitimate reasons.

3. Our services and programmes

Information published on our website about programmes, activities, events and support is provided for general information and may be changed from time to time.

Participation in a programme or activity may be subject to:

- eligibility requirements;
- availability;
- an assessment or referral process;
- safeguarding considerations;
- programme-specific rules;
- additional consent or participation forms; and
- availability of appropriate staff, facilities or funding.

Submitting an enquiry or referral does not automatically guarantee acceptance onto a programme.

We reserve the right to decline, postpone or withdraw a service where there is a legitimate operational, safeguarding, legal or safety reason for doing so.

Where reasonably possible, we will explain significant changes or cancellations to participants.

4. Referrals

Where a person or organisation makes a referral to us, the information provided must be accurate and relevant to the referral.

Referrers should only provide personal information where they have a lawful basis to do so.

Information supplied through a referral will be handled in accordance with our Privacy Policy and applicable UK data protection law.

Where a referral raises an immediate safeguarding concern, we may share relevant information with appropriate safeguarding authorities or emergency services where this is necessary and lawful.

5. Safeguarding

The safety and wellbeing of participants is a priority for Matthew Ryan Second Chance CIC.

We maintain safeguarding procedures covering children, young people and adults at risk.

Our safeguarding responsibilities may require us to share information with parents/carers, professionals, local authorities, police or other relevant organisations where there is a safeguarding concern or legal duty to do so.

We cannot guarantee confidentiality where information needs to be shared to protect someone from serious harm or to comply with a legal or safeguarding obligation.

Our safeguarding procedures operate alongside these Terms.

6. Participant behaviour

Participants are expected to treat staff, volunteers, other participants, partners and members of the public with respect.

The following behaviour will not be tolerated:

- violence or threats;
- bullying or harassment;
- discriminatory behaviour;
- sexual harassment or inappropriate sexual behaviour;
- intimidation;
- deliberate damage to property;
- serious disruption of activities;
- possession or use of illegal substances during activities;
- bringing weapons or other dangerous items to activities;
- abusive or threatening online communication.

Where appropriate, we may issue warnings, restrict participation or remove someone from a programme.

Where behaviour creates a serious safeguarding or safety concern, we may contact the appropriate authorities.

7. Young people and parental/carer involvement

Where appropriate, we may involve a parent, carer, referring professional or other responsible adult in relation to a participant under 18.

The extent of involvement will depend on the circumstances, the young person's welfare, their wishes and any applicable safeguarding or legal requirements.

We will seek to treat young people with dignity and respect and, wherever appropriate, listen to their views when making decisions that affect them.

8. Health, wellbeing and medical information

Participants should tell us about any relevant health, accessibility, dietary, medication or support requirements where this information is necessary for us to provide a service safely.

We are not a medical or emergency healthcare provider.

Unless specifically stated otherwise, our programmes and services do not constitute medical, psychological, legal or financial advice.

Where someone requires urgent medical assistance, emergency services should be contacted.

9. Attendance and cancellations

Where a programme, event or activity requires attendance at a particular time, participants should make reasonable efforts to attend.

We may have separate attendance or cancellation arrangements for individual programmes.

We may cancel, postpone or alter an activity where this is necessary because of:

- safety concerns;
- safeguarding concerns;
- staff availability;
- venue problems;
- severe weather;
- circumstances outside our reasonable control;
- government or statutory requirements; or
- other legitimate operational reasons.

Where reasonably practicable, we will provide notice of significant changes.

10. Donations and payments

Where donations or payments are accepted through our website, they may be processed using a third-party payment provider.

We do not generally store full payment card details ourselves.

The relevant payment provider may have its own terms and privacy policy.

Unless expressly stated otherwise, donations made to support our charitable or community activities are voluntary contributions and do not purchase a particular service.

Where a paid service is offered, the applicable price and any specific payment, cancellation or refund terms will be provided before payment is made.

11. Intellectual property

Unless otherwise stated, the content of this website, including:

- text;
- logos;
- graphics;
- photographs;
- videos;
- documents;
- branding; and

- other original material

belongs to Matthew Ryan Second Chance CIC or is used with permission.

You may view and use the website for your own personal and non-commercial purposes.

You must not reproduce, modify, distribute, sell or commercially exploit our content without our prior written permission, except where permitted by law.

12. User-submitted information

If you submit information, photographs, testimonials, comments or other material to us, you confirm that you have the right to provide that material.

You should not submit confidential information about another person unless you have an appropriate lawful basis or permission to do so.

We may use information you provide for the purpose for which it was submitted and in accordance with our Privacy Policy.

We will not assume that permission to use a person's photograph, testimonial or other identifiable material has been given simply because it has been submitted. Where appropriate, separate consent will be obtained.

13. Website information

We aim to keep the information on our website accurate and up to date.

However, we do not guarantee that every piece of information will always be complete, current or error-free.

Information on the website should not be relied upon as professional legal, medical, financial or safeguarding advice.

Where you need professional advice, you should obtain it from an appropriately qualified professional.

14. Third-party websites and services

Our website may contain links to third-party websites, organisations or services.

These links may be provided for convenience or information.

We are not responsible for:

- the content of third-party websites;
- their availability;
- their security;
- their privacy practices; or
- their terms and conditions.

You should review the relevant third party's own terms and privacy information before using their services.

15. Privacy and personal information

We collect and use personal information in accordance with our Privacy Policy.

Our Privacy Policy explains:

- what information we collect;
- why we collect it;
- how we use it;
- when we may share it;
- how long we retain it; and
- your data protection rights.

Our Privacy Policy forms part of the information provided to users of our website and services.

16. Cookies

Our website may use cookies and similar technologies.

Some cookies may be necessary for the website to function, while others may be used for analytics, performance or other purposes.

Where required, we will seek consent before using non-essential cookies or similar technologies.

The ICO states that non-essential cookies generally require prior consent and that consent must involve a clear positive action rather than simply continuing to use a website.

17. Marketing communications

If you choose to receive newsletters or other marketing communications from us, you can withdraw your consent at any time.

We will handle electronic marketing in accordance with applicable data protection and electronic communications laws.

Where consent is required, it will be obtained separately from acceptance of these Terms.

PECR requirements can apply to marketing by email, text, telephone and other electronic communications.

18. Our liability

We will take reasonable care in providing our website and services.

Nothing in these Terms excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot legally be excluded or limited.

To the extent permitted by law, we are not responsible for losses that:

- were not reasonably foreseeable;
- arise from information supplied inaccurately by a user;
- result from misuse of our website or services;
- result from events outside our reasonable control; or
- arise from third-party websites, services or systems outside our control.

Nothing in these Terms is intended to remove or restrict any statutory rights that you may have.

19. Events outside our control

We will not be responsible for a failure or delay in providing a service where the failure or delay results from circumstances outside our reasonable control.

This may include:

- severe weather;
- natural disasters;
- serious illness;
- interruption to utilities or communications;
- cyber incidents;
- government action;
- changes in law;
- industrial action;
- venue closure; or
- other events that could not reasonably have been prevented.

We will take reasonable steps to minimise disruption where possible.

20. Suspension or termination of participation

We may suspend or end a person's participation in a programme where reasonably necessary because of:

- safeguarding concerns;
- serious or repeated breaches of these Terms;
- unacceptable behaviour;
- risk to staff, volunteers or other participants;
- legal requirements; or
- circumstances making continued participation inappropriate or unsafe.

Where appropriate, we will explain the decision and provide information about any available review or complaints process.

Safeguarding decisions may need to be taken immediately where there is a risk of harm.

21. Complaints

We welcome feedback and aim to resolve concerns fairly and promptly.

If you have a complaint about our website or services, please contact:

Matthew Ryan Second Chance CIC

Email: gotthismovement@gmail.com

Please provide enough information for us to understand the issue and investigate it.

Safeguarding concerns will be dealt with under our safeguarding procedures rather than being treated solely as ordinary complaints.

22. Changes to these Terms

We may update these Terms from time to time.

The latest version will be published on our website together with the date it was last updated.

Where a significant change affects an existing service or contractual relationship, we will provide any notice required by law.

23. Governing law

These Terms are governed by the laws of England and Wales.

Any disputes relating to these Terms will be subject to the jurisdiction of the courts of England and Wales, subject to any mandatory rights you may have under applicable consumer protection legislation.

24. Severability

If any provision of these Terms is found to be unlawful, invalid or unenforceable, that provision will be treated as removed or amended to the minimum extent necessary.

The remaining provisions will continue to apply.

25. Contact us

If you have any questions about these Terms, please contact:

Matthew Ryan Second Chance CIC

Email: gotthismovement@gmail.com