Fair use policy for Civinc

August 2024

The Civinc platform connects participants with different perspectives in anonymous, one on one chat conversations, where they can safely discuss key topics with someone who thinks differently. Proper use of the platform is only possible when a number of guidelines are taken into account. These guidelines are designed to make the experience more enjoyable and effective for everyone.

1. **Preparing to participate in the Civinc session**

    1.1. Civinc can offer the participating organizations and their managers a preparatory presentation in preparation of the session. However, the tool should work self-explanatory for leaders from the organization to execute independently.

    1.2. Participants will engage in conversation with someone who holds a different perspective on a relevant topic. Encountering deviant ideas often takes some getting used to. In some cases, it can lead to disagreements and/or confrontations. We ask participants to take this into account, both with others and with themselves.

    1.3. Civinc always informs participants of relevant information regarding their privacy in relation to the use of the platform, and actively discourages participants from sharing personal data in the chats or open text fields.

    1.4. Civinc sessions are custom and can be configured according to the wishes of the organization, and the topics of conversation, the time allotted, and questions asked to participants are therefore subject to change..

2. **Rules during the session**

    2.1. Civinc sessions take place during a fixed time-frame. Making sure participants are available at the time allotted is therefore an important perquisite for a successful session.

    2.2. The application works on laptop/PC or mobile (phone or tablet). Civinc also has a mobile app that can be downloaded, but this is not necessary.

    2.3. Upon the start of the session, a generic log-in code is generated and shared with the participants, together with the instruction to enter the code on https://start.civinc.co. With the code participants have access to the specific session.

    2.4. After logging in, participants see a number of information screens with explanations and relevant instructions. They may also be able to choose an avatar that is visible to their discussion partner(s) later in the process. Optionally, the participant is presented with survey questions. Participants can always skip these survey questions and/or leave a blank answer.

    2.5. After the onboarding, the participants answer a number of statements. The amount varies per session. Participants respond to the statement using a 5-point scale, which corresponds to answer categories (to the likes of) 'disagree, somewhat disagree, neutral, somewhat agree, agree'. The neutral response can be used if the participant is neutral in their conviction, if they

feel they have insufficient knowledge of the topic to take a side, or if the participant does not want to answer the statement for personal reasons.

2.6. Based on the responses to statements (and possibly questions), the platform connects participants with a partner that has responded differently. In an anonymous one on one chat, the couples have the opportunity to discuss the different thematic statements in real time, for the duration of the session.

2.7. In this timeframe, participants also have the opportunity to switch partner and thus have multiple conversations with multiple partners. During these conversations it is the intention that the participants have a substantive conversation about the statements of the session. The Civinc Bot is available to give tips to help guide the conversations. In addition, the following applies:

2.7.1. Swearing, bullying, flooding, spamming or other abuse is prohibited

2.7.2. The platform is not intended for commercial activities, such as advertising

2.7.3. Spreading viruses through the platform is prohibited

2.7.4. Do not share personal information with your conversation partner

2.7.5. Do not ask for personal information from your conversation partner

2.7.6. Do not screen-record the conversations in any way. By doing so, you infringe the privacy of your partner(s).

2.8. The participants always reserve the right to withdraw from the conversation, for example when abuse takes place, the relevant conversation partner does not actively participate in the conversation, or if the participant finds it unpleasant to express his or her opinion about the relevant statement.

2.9. Participants can report their (anonymous) partner in case of abuse or inappropriate behavior, and end the conversation. The reported user will receive a notification. If a specific user is reported three times during a particular session, this person will be blocked from further participating.

2.10. When the session ends and the (final) conversation is concluded, the participants may be asked to give feedback about their experience, the topic or other issues through a few reflection questions (or 'offboarding'). The participants may abstain from this by skipping the questions or giving blank statements.

2.11. After the offboarding, participants see a results screen that shows basic statistics of the session, including the aggregated group responses to the statements, which can be downloaded.

3. After the session

3.1 The initial session results and data-insights (such as group responses to statements) can be drawn upon as a basis for instant collective reflection.

3.2 After the session, Civinc will compile and share with the client an elaborate data-report that contains insights based on session statistics, responses to survey questions, and (optionally) an AI sentiment analysis.

3.3 This data report may help to inform subsequent policy and decision-making and/or stimulate further deepening of the conversation on relevant topics.