Terms and conditions for Tech4Young Carers

1. The Tech4Young Carers scheme (the "scheme") is run by the Digital Poverty Alliance "the DPA", registered address 3rd Floor, 86-90 Paul Street, London EC2A 4NE, Registered Company: 3978344, Registered Charity: 1086306.

How to apply

2. You must apply using either the official online form at digitalpovertyalliance.org/Tech4YoungCarers or using the official paper based form which you can request by texting 07984445476 with T4YC and your name, home address and post code.
3. Applications which are not made on the official form will not be processed.
4. Paper based forms must be sent to the address shown on the form. There is no charge to make the application, although postal applications will need a stamp affixed. We will not accept hand delivered applications. Forms without postage will not be accepted.
5. You must not include other information with the form. Please do not send letters, pictures or any other materials with the form. Only responses to the specific questions on the form will be considered, other written notes will be disregarded. To comply with data protection regulations, any other materials will be securely destroyed and cannot be returned. Please do not include any information related to medical or health issues.
6. The DPA nor our partners will not accept responsibility for applications that are lost, mislaid, damaged or delayed in transit, regardless of cause, including, for example, as a result of any postal failure, equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind.
7. By submitting an application, you are agreeing to be bound by these Terms and Conditions. If you have any questions, please contact Tech4YoungCarers@digitalpovertyalliance.org or write to the registered office.
8. The DPA reserves the right to refuse applications from anyone in breach of these terms and conditions.

Eligibility

9. a) Applications are to apply for a laptop for a young person between the ages of 11 and 25 on the date that the application is made. There will be no exceptions to this.
b) The application must be made by the parent or carer of the young person, or can be made by the young person themselves if they are aged 16 or over on the date of application. A referral option is available online, for Verifiers as defined in clause 17 to complete a form – however the family must complete a further form and sign to accept the terms and conditions.
c) Applications are not accepted from third parties on behalf of families except as defined in 9.b above.
d) Eligible participants must have substantial unpaid caring responsibilities for a family member or close friend affected by a long-term illness, terminal condition, disability, mental health issue, age-related frailty, or substance misuse. Please note, childcare and professional care work are not considered as qualifying responsibilities.
10. Only one application per young person is permitted. Where a young person spends time between two or more households, those households must co-ordinate to ensure that only one application is made.
11. Each household may apply for up to three young person each subject to 9 and 10 above.
12. Applicants and the young person must be permanent residents in the UK, and have been in the UK for at least the last six months.
13. Until further notice, the Tech4Young Carers scheme will support families in the following areas. We will not accept applications from outside these areas. There will be no exceptions to this, but we reserve the right to extend the areas.

a) **Cambridgeshire**
    i. The borough of Fenland
    ii. The borough of Huntingdonshire
    iii. The borough of South Cambridgeshire
    iv. The borough of East Cambridgeshire
    v. The city of Cambridge
b) The city of **Peterborough**
c) The city and borough of **Milton Keynes**
d) The city and borough of **Southend-on-Sea**.

14. Applicants will self-confirm that the young person does not have access to an adequate laptop currently. The DPA will never ask you to confirm your income, bank details or for any other financial information. However, you will be asked to provide a verifier who can confirm that the young person, and therefore your household, has a genuine need that cannot be met otherwise. We would ask families to consider this when applying for laptops to ensure that those with genuine need can be helped.
15. In applying, you confirm that you are eligible to apply, and that there is no reason why you are not permitted to accept the device. No details may be changed after application without cancelling that application and starting again. You will lose your place on our waiting list if you do this.
16. The DPA reserves all rights to disqualify your application if your conduct is contrary to the spirit or intention of the Tech4Young Carers scheme.

Verifiers

17. Applicants will be asked to provide a Verifier. A Verifier must be from one of the following categories and must work with the young person on a professional basis (i.e. not be solely a family friend). They must not be related to the young person.
a) Teacher at the young person's school or college
b) CAB adviser who knows the young person and advises the family
c) Librarian who knows the young person and advises the family
d) Elected representative (councillor, MP, assembly member or equivalent) who knows the young person and advises the family
e) Job Centre representative who knows the young person and advises the family
f) Staff representative of a charity registered with the Charity Commission working in the local community who knows the young person and supports the family (including food banks and other community groups).
g) Youth or family worker, or equivalent, who knows the young person and advises the family
h) Another individual with an official role who is part of a formally registered organisation, at the discretion of the DPA.
18. Verifiers will only be accepted where their email address is either a) on the domain of the body they are representing, or b) where it is the email address held by the Charity Commission and listed on their Charity Commission online profile. Under no circumstances will

private emails not affiliated with the workplace be accepted for verifiers and only these two criteria will be accepted. If a Verifier is unsure whether they meet 17.a) above, they should talk to whoever manages their IT and email addresses. Normally, if the second part of the email address after @ matches the name of their organisation, this will indicate it does. Verifications from gmail.com, outlook.com or similar accounts are not accepted.
19. Applicants must seek the permission of their Verifier before providing their contact information on the form.
20. Verifiers will be asked to complete a separate form to confirm that they believe there is a genuine need for a laptop (and where appropriate, connectivity support) to be provided. If a Verifier is not certain or feels uncomfortable, they can email Tech4YoungCarers@digitalpovertyalliance.org with any questions.
a) Online applications will generate an email to the Verifier within 24 hours.
b) Postal applications will generate an email to the Verifier within 14 days of receipt.
21. The verification form can only be completed online, and there will be no paper based version of this form. Verifiers will be asked to complete this form within 28 days, otherwise the application will lapse. Verifications cannot be made by telephone.

Assessment

22. Applications will be processed in the order in which verification forms are received. Applicants are encouraged to remind their Verifiers to complete the form.
23. Those who are ineligible will be informed with 28 days of being noted as such. They will be informed either by email if this has been provided, or by post if not. Reapplication will normally only be appropriate if, for example, the email address given for a Verifier has bounced, or the Verifier has not completed the form within 28 days.
24. Applicants will be placed on a waiting list on a first come, first served basis by region.
25. Not all eligible applicants will receive a laptop, laptop availability is limited by funding for the scheme.
26. Until all laptops for this scheme have been allocated, each month, we will notify successful Applicants by email if provided, otherwise by text or by post, if they are to receive a laptop. At this point, to fulfil the order, the name, address, email and mobile number of the Applicant will be shared with our laptop provider and their delivery company.
27. The decision of the Digital Poverty Alliance with regard to the success or otherwise of all applications is final. No correspondence will be entered into regarding this.

The device

28. The type of laptop device will be agreed between the DPA and the laptop provider. Applicants cannot influence the device type.
29. Laptops will be either new or refurbished devices which have been cleaned and have had the Windows operating system reinstalled.
30. Applicants are applying for a laptop, and may, at our discretion, also receive connectivity support. Applicants are asked to confirm that it will be used by the young person to support their learning.
31. The device provided is non-exchangeable, non-transferable and no cash alternative is offered.
32. The DPA reserves the right to hold void, cancel, suspend, or amend the Tech4Young Carers scheme where it becomes necessary to do so in their sole discretion.

Limitation of liability

33. Insofar as is permitted by law, the Digital Poverty Alliance, its agents or distributors will not in any circumstances be responsible or liable to compensate the Applicant or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up a device except where it is caused by the negligence of the DPA, its agents or distributors or that of their employees. Your statutory rights are not affected.
34. The device will be owned by the Applicant upon delivery. As the laptop is a gift, the DPA, their laptop providers and any other agents or distributors cannot accept responsibility for its ongoing care or warranty. Your statutory rights are not affected.

Data protection and publicity

35. The DPA has a strong commitment to protecting your privacy, and we will use your personal data in line with these Terms and Conditions and our Privacy Policy. The Privacy Policy is available at https://digitalpovertyalliance.org/privacy-policy/ and a postal copy may be obtained by contacting us at the registered office or through the website.
36. By applying, you agree that any personal information provided by you with your application may be held and used by the DPA or its agents and suppliers to administer the scheme. This will include passing your details to our laptop providers and their delivery agents.
37. We will ask Applicants to confirm as part of their application whether they are happy to participate in surveys related to the scheme, to help us measure the impact and benefit of Tech4Young Carers. If you agree to this, we will send you surveys by email.
38. We will ask Applicants to confirm as part of their application whether they are happy to participate in publicity related to the scheme. If you confirm this, we may contact you in relation to interviews, quotes, stories about impact, photography or press opportunities.

Governing law

39. This scheme and all related matters will be governed by English law and applicants submit to the jurisdiction of the English courts.
40. The DPA reserves the right to update these Terms and Conditions from time to time and any updated version will be effective as soon as it is published on the website.