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Terms and Conditions – Community Support Partner Programme

Community Support Partner Programme – Terms & Conditions
Last updated: February 2026 / V1.0
These Terms and Conditions (the **"Terms"**) apply to your participation in the Highland Broadband Networks Limited Community Support Partner Programme (the **"Programme"**).
By joining the Programme, you confirm that you have read and agree to these Terms.

1. About the Programme

The Programme is operated by **Highland Broadband Networks Limited** (**"HBNL", "we", "us" or "our"**), a company registered in Scotland (Company No. SC494551) with its registered office at Suite 2, Ground Floor Orchard Brae House, 30 Queensferry Road, Edinburgh, United Kingdom, EH4 2HS.
This Programme helps community organisations – including sports clubs, charities, and local groups – raise funds by sharing a referral link with their members, supporters, and wider community.
Our goal is simple: to help you generate as much fundraising income as possible while working together in a positive and community focused way.

2. Who Can Join

To take part, you must be a genuine community based organisation, such as a:

- sports club
- charity
- community or voluntary group
- social enterprise

or a similar not-for-profit body.
Participation in the Programme does not create an employment, agency, or reseller relationship with HBNL.

3. How Fundraising Donations Work

3.1 £50 Donation Per Successful Customer

For every person who:

1. uses your unique referral link,
2. signs up for HBNL broadband,
3. has a successful installation, and
4. completes the cooling off period,

…we'll donate £50 to your organisation.

3.2 Payment Timings

Donations are paid by BACS within 30 days following the end of the month in which the cooling off period ends.
You'll also receive a summary of the referrals included in each payment.

3.3 These Are Donations, Not Commissions

All payments are community donations intended to support your activities.
They are not sales commissions and do not create any employment or agency relationship between you and HBNL.

4. Support We Provide to You

We want the Programme to be genuinely beneficial to your organisation. As part of your participation, HBNL will provide:

4.1 Volunteer Support

Up to one (1) volunteer day per quarter from our community team, subject to reasonable scheduling and availability.

4.2 Event Support

Where appropriate and feasible, we may contribute towards, assist with, or participate in your community events.

4.3 Promotional Resources

We'll supply up to date materials to help you promote your referral link and raise funds effectively.

5. What We Ask From You

To keep the partnership fair and valuable for both sides, we ask each Community Support Partner to:

5.1 Share Updates

Publish one (1) social media post per quarter acknowledging HBNL as a community supporter or promoting your referral link.

5.2 Display Materials

If you have a physical location (clubhouse, venue, office, etc.), display current HBNL collateral (e.g., posters, flyers, or digital screens).

5.3 Participate in an Annual Filming Day

Take part in one (1) annual filming/content day where we capture footage about how the Programme is helping your organisation raise funds.

We'll always schedule this collaboratively and respectfully.

6. Referrals and Tracking (Buyapowa)

6.1 Referral Platform

The Programme uses the Buyapowa referral platform to manage, track, and attribute leads.

6.2 Your Unique Link

We'll issue you a unique referral link, which you can share on:

- social media
- newsletters
- your website
- event materials
- within your membership community and other appropriate channels.

6.3 Attribution Rules

To qualify for donations:

- referrals must go through your unique Buyapowa link,
- eligibility is based solely on Buyapowa's tracking data,
- HBNL cannot award donations for referrals not recorded by the platform.

6.4 Data Protection

Buyapowa acts as a data processor on our behalf.

Personal data is handled in line with:

- HBNL's Privacy Policy, and
- Buyapowa's privacy and security standards.

6.5 Platform Changes

We may update or replace the referral tracking platform at any time, with notice provided for significant changes.

7. Expected Outcomes (Not Targets)

7.1 Monitoring Engagement Through Buyapowa

HBNL uses the Buyapowa referral and activity tracking platform to gain visibility into how Community Support Partners engage with the Programme. This includes:

- how actively partners share their referral link;
- reach, activity, and engagement generated by those shares; and

- the volume of community interactions that can be attributed to each partner.

This level of insight will support fair, transparent, and data driven programme evaluation going forward.

Important Clarifications

- Buyapowa is used to monitor engagement, not to set sales or referral targets;
- Community Support Partners are not required to achieve any minimum number of leads, referrals, or customer connections;
- Data collected will be used to understand participation levels, support Programme management, and guide future improvements.

7.2 Purpose of Engagement Monitoring

The information gathered through Buyapowa allows HBNL to:

- understand which partners are most active and engaged;
- support partners who may benefit from additional guidance or resources;
- demonstrate the Programme's community impact;

8. Exclusivity

While participating in the Programme, you agree not to enter into any commercial arrangement with another broadband provider for referral based fundraising without our written consent.

9. Reviewing Participation

We may review your participation periodically to ensure the Programme is running smoothly.

If engagement drops significantly, we may:

- discuss how we can support you better,
- agree a new engagement plan, or
- review your continued involvement in the Programme.

10. Suspension or Removal

We may suspend or end your participation if:

- you materially breach these Terms,
- misleading or improper referral activity occurs, or
- the organisation ceases to operate as a legitimate community body.

11. Liability

Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or anything else that cannot be legally limited.

HBNL is not liable for indirect or consequential losses arising from your participation.

12. Changes to the Terms

We may update these Terms from time to time.

We'll publish updated versions on our website, and continued participation means you accept the updated Terms.

13. Governing Law

These Terms are governed by the laws of Scotland, and the Scottish courts have exclusive jurisdiction.