NWJC Women's Services Map – Acceptable Use Policy

This policy sets out how the National Women's Justice Coalition (NWJC) governs acceptable use of the Women's Services Map (WSM). It provides a clear, consistent, values-aligned framework to ensure the Map is used safely, ethically, and in ways that strengthen the women's justice ecosystem. The policy supports NWJC's commitment to feminist collaboration, transparency, safeguarding, and responsible stewardship of shared sector infrastructure.

1. Purpose

The purpose of this policy is to:

- Preserve confidentiality by ensuring access to the Women's Services Map is restricted to authorised users
- Maintain the accuracy, integrity and credibility of all Map content
- Ensure availability so information is accessible to the right people at the right time
- Ensure the Women's Services Map is used responsibly, ethically and in line with NWJC values
- Protect the safety, privacy and dignity of women and girls accessing services
- Support featured organisations to use the Map in ways that strengthen collaboration and ecosystem understanding
- Prevent misuse, misrepresentation or harmful data practices
- Embed NWJC's feminist principles, lived-experience leadership and commitment to collective benefit
- Clarify that the Map supports direct referrals but must not be used as a case-management system

This policy applies to all organisations featured on the Women's Services Map.

2. Scope

This policy applies where:

- Individuals or organisations access, use, update, or share information contained within the Women's Services Map
- **Featured organisations** use the Map to support strategic, operational, influencing or ecosystem-mapping activity
- Data from the Map informs decision-making, research, or public communication
- Risks of misinterpretation, misuse or harm may arise

This policy does not apply to internal NWJC datasets unrelated to the Map.

Important clarification
The Women's Services Map is a directory and referral tool. It supports direct referrals to women's organisations. However, it is not a case-management system and must not be used to store, track or manage case information.

NWJC does not:

- Verify service eligibility for individual women
- Coordinate referrals
- Guarantee service availability
- Mediate disputes between service providers

NWJC's role is limited to:
- Maintaining the Map
- Ensuring accuracy and transparency
- Supporting organisations to use the Map responsibly
- Safeguarding against misuse

3. Principles

Featured organisations agree to uphold the following principles when using the Women's Services Map.

3.1 Transparency
- Organisations use and share Map information accurately and without misrepresentation
- Any errors, omissions or concerns are reported promptly to NWJC (Central Admins)
- Organisations acknowledge the Map's limitations and avoid overstating service capacity
- NWJC maintains visibility of updates, changes and data improvements

3.2 Collaboration
- Organisations use the Map to strengthen collective understanding of the women's justice ecosystem
- Shared learning and intelligence are encouraged
- Organisations recognise the Map as a collective resource built through sector-wide contribution
- Use of the Map should support ecosystem strengthening, not organisational competition

3.3 Fairness and Equity
- Smaller or emerging organisations and services are represented fairly
- Organisations avoid using the Map in ways that disadvantage grassroots organisations
- Information is shared in ways that support sector sustainability
- Lived-experience-led services are recognised and valued

3.4 Values-based practice
- NWJC rejects extractive or competitive use of sector data
- Feminist collaboration, reciprocity and collective benefit guide all use
- Organisations commit to respectful, ethical engagement with service information
- Lived-experience leadership is recognised as central to shaping and stewarding the Map

4. Expectations for featured organisations

All featured organisations commit to:
- Using the Map responsibly, ethically and in line with NWJC values
- Ensuring all content is factual, relevant and up-to-date
- Avoiding any use that could cause harm, misrepresentation or reputational risk
- Reporting inaccuracies, outdated information or safeguarding concerns to NWJC (Central Admins)
- Respecting the autonomy and identity of listed services
- Avoiding commercial, political or competitive exploitation of Map data
- Supporting shared learning and continuous improvement

- Raising any concerns about potential competition or misuse as early as possible to NWJC (Central Admins)

5. Access, Accounts and Security

5.1 Authorised Access

Access to the Women's Services Map is restricted to nominated and onboarded Admin Leads. Where an Admin Lead leaves their organisation or can no longer fulfil the role, a new Admin Lead must be nominated and onboarded.

5.2 User Responsibilities

Admin Leads are responsible for:

- Maintaining accurate organisational listings
- Ensuring all organisational content aligns with NWJC values and this policy
- Protecting login credentials
- Reporting technical issues or concerns promptly to NWJC (Central Admins)

5.3 Password and Security Requirements

- Passwords to log on to the WSM dashboard/content management system must be a minimum of 8 characters and have at least one number and a capital letter.
- Passwords must not be shared with anyone, must not be written down, and must not be reused for other accounts.
- Use unique passwords for different accounts
- Avoid simple or easily guessable passwords
- Do not save passwords to devices or browsers
- Lock computers when unattended
- Never respond to emails claiming accounts are locked
- Never log another person into your account
- Contact NWJC (Central Admins) directly with any password or security-related issues

These requirements ensure confidentiality, integrity and availability of Map data.

6. Acceptable and Unacceptable Use

6.1 Acceptable Use

The Women's Services Map may be used for:

- Supporting women and girls with general information about available services
- Making direct referrals to relevant and appropriate women's centres and specialist services
- Strengthening the visibility of women's justice services nationally
- Strategic planning and ecosystem mapping
- Identifying collaboration opportunities
- Informing policy, influencing and systems change work
- Research, analysis and sector development

6.2 Unacceptable Use

The Map must not be used for:

- Case management
- Surveillance, monitoring or evaluation of individual services
- Competitive positioning or comparison between organisations
- Commercial exploitation or fundraising advantage
- Any activity that risks harm, stigma or misrepresentation

- Extracting data for external databases without NWJC consent
- Publishing service information out of context or without accuracy checks
- Sharing malicious, harmful or offensive material

The NWJC reserves the right to restrict access with immediate effect where unacceptable use or misuse occurs.

7. Technical Support

Technical issues, including access problems, bugs or glitches, should be reported to NWJC (Central Admins). NWJC will provide proportionate support within reasonable capacity.

8. Review

This policy will be reviewed annually to ensure it remains effective and reflects the needs of featured organisations and the wider women's justice ecosystem.

9. Acknowledgement and Acceptance

By signing below, the organisation confirms that it has read, understood and agrees to comply with the NWJC Women's Services Map – Acceptable Use Policy.

Organisation name:	
Name of authorised signatory (Senior Lead):	
Role/job title:	
Name of nominated Admin Lead for your organisation:	
Email address for Admin Lead:	
Date:	