UNHCR Uganda WhatsApp Service: General Terms and Conditions

December 2025

Please read the Privacy Notice and General Terms and Conditions governing your access as a user to the **UNHCR Uganda WhatsApp Service.** By messaging the service, you are confirming that you understand and agree to these terms and conditions. Upon first interaction with the service, you will expressly be asked to accept these terms and conditions and by confirming your acceptance when prompted through the WhatsApp interface, you will enter into a legally binding agreement with UNHCR.

General Terms and Conditions

1. Use of the UNHCR Uganda WhatsApp Service

When using the UNHCR Uganda WhatsApp service, you agree to the following terms, supplementary to WhatsApp's applicable Terms of Service.

- Do not misrepresent your relationship to another user.
- Do not share any personal data about yourself or others unless specifically requested.
- Where information is requested of you by chat operators to see what services are available for you, and you choose to share this information, please make sure the information is as accurate as possible.
- Do not use any obscene, discriminatory or abusive language with the chat operators.
- You cannot sell any of the information you get from the service to other people or charge people for using it with your mobile.
- Do not use the application to violate the intellectual property rights of other persons or entities (i.e., the rights affording protection to creative and intellectual effort, which include copyright, designs, patents, trademarks, layouts, and confidential information that may be part of your content).

When using the UNHCR Uganda WhatsApp Service, which is powered by the Twilio Flex platform, you will be considered an end user of Twilio. Hence, you also agree to comply with the Acceptable Use Policy of Twilio, including the following rules:

- Do not use the Service to transmit or store any content that is illegal, harmful, unwanted, inappropriate, or objectionable.
- Share content that is false and/or inaccurate; is hateful or encourages hatred or violence against individuals or groups; or could endanger public safety.
- Do not use the Service to engage in or encourage any activity that is illegal, deceptive, harmful, a violation of others' rights, or harmful to Twilio's business operations or reputation.

2. Not allowing access

UNHCR can decide at its sole discretion to (a) not respond to users of the service and suspend access to the service if they are abusive or do not follow the applicable rules set out above, and/or (b) not allow access to the service for users if this will put any individuals at risk.

3. Disclaimer

UNHCR aims to ensure that the content provided via the UNHCR Uganda WhatsApp Service is as accurate as possible, but information changes regularly, and as such, there may be a slight delay in

updating information within the service. It is also not in a position to provide information relevant to a different country other than the Uganda country operation.

While UNHCR cannot guarantee that there are no errors in the information provided, it does endeavour to correct errors that are drawn to its attention. The content in the application is provided on an "as is" basis, without warranty of any kind. UNHCR specifically does not make any warranties as to the appropriateness, quality, timeliness, accuracy or completeness of the information and service offered through the application.

In providing this service, UNHCR does not endorse WhatsApp or any other messaging applications from other providers. Use of the service does not mean that the user is guaranteed access to any specific information or services.

The use of particular designations of countries or territories does not imply any judgment by UNHCR as to the legal status of such countries or territories, of their authorities and institutions or of the delimitation of their boundaries.

4. Information outside of UNHCR

The service may point you in the direction of information from service providers or actors outside UNHCR, including any content providers, third parties providing information in the application, any user of the application or any other person or entity. Moreover, other actors may provide information about UNHCR. UNHCR does not control information given by outside actors. This means UNHCR cannot say if such outside information is accurate and the organisation cannot be held responsible for the information or any results, including loss or damage, following from it. UNHCR does not provide any warranties and specifically disclaims any liability of any nature for any loss or damage caused in connection with the use of any such services.

5. Security measures

UNHCR will take appropriate technical and organisational measures to ensure your data is kept safe and cannot be sent to or used by unauthorised actors, but it cannot guarantee complete security given the inherent security risk present with application of digital tools.

Using WhatsApp also means that certain data and usage is captured by Meta, which owns WhatsApp regardless of the use of this service. UNHCR cannot be responsible for any problems or other use of your data by other service providers, or other risks arising from using third-party mobile applications.

6. Changes to the WhatsApp Service

UNHCR will regularly review how the service is working and make changes to improve it if possible. By using the service, you give UNHCR permission to review conversations and engagement with individuals anonymously to see what changes or improvements are needed. If any changes are made that will impact you, your personal data or anything within these terms, UNHCR will inform you about these changes. UNHCR may have to change the service based on the resources it has or changes to the situation without having to give you notice first but will notify you of changes afterwards.

7. Contact

If you have any questions or concerns about the service or these terms, please email: helpline.uganda@unhcr.org

8. Intellectual property

All intellectual property rights relating to UNHCR-owned materials provided through the application shall remain vested in UNHCR, unless otherwise stated. Extracts of the materials and other information provided in the application may be viewed, downloaded, and printed for personal, non-commercial use only, without any right to sell, resell, or create derivative works therefrom.

Any use other than for personal purposes, including reproduction or translation of substantial portions of UNHCR-owned materials requires the express prior written permission of UNHCR.

In addition, UNHCR reserves the right to seek all remedies available by law for any violation of these terms and conditions, including any violation of UNHCR's rights in UNHCR name and emblem and its rights in connection with the information, artwork, text, video, audio, or pictures made available through the application.

9. UNHCR name and emblem

UNHCR name and emblem are the exclusive property of UNHCR. They are protected under international law. Unauthorized use is prohibited. They may not be copied or reproduced in any way without the prior written permission of UNHCR.

10. Notification of changes

The content of the UNHCR Uganda WhatsApp information service is selected on the basis of UNHCR's own criteria and in its own sole discretion at any time and may change without notice. UNHCR reserves the right at any time to change or discontinue any aspect or feature of the UNHCR Uganda WhatsApp information service, including but not limited to these terms and conditions and availability.

11. Special status of UNHCR

UNHCR holds a special status as a UN organisation and as such receives some additional safeguards relating to the independence and neutrality of its activities, including the UNHCR Uganda WhatsApp information service. As such, nothing in or relating to this notice or the UNHCR Uganda WhatsApp information service shall be deemed a waiver of any of the privileges and immunities of UNHCR as an integral part of the United Nations in conformity with the applicable national and international legal instruments.

12. Raising concerns

UNHCR is committed to working with you to obtain a fair resolution of concerns arising from the use of the service. If you believe that we have not been able to assist with your concern through the communication channel set out in Section 7 above, or if you have any other concern or complaint, you have the right to submit it through our internal complaint mechanism. Share your concern through the Uganda contact form or to find information on the available mechanisms, please visit the UNHCR Uganda https://help.unhcr.org/uganda/complaints-and-feedback/.

13. Stopping the service

UNHCR can change or stop this WhatsApp information service at any time without having to give notification. UNHCR cannot be responsible for any negative impacts or other results for these changes or stopping of the service.