

## **NBCC WEB SITE AND SOCIAL MEDIA TERMS OF USE POLICY AND AGREEMENT**

Effective Date: 9-23-13

### **1. USE AGREEMENT PURPOSES AND DEFINITIONS.**

Welcome to [www.NBCC.org](http://www.NBCC.org). The National Board for Certified Counselors, Inc. and Affiliates (NBCC) owns and operates certain Internet sites (NBCC Web sites), which are operated to promote quality professional counseling and to explain NBCC credentialing and other services. The NBCC Web sites are the exclusive property of NBCC. This Web site and Social Media Terms of Use Policy and Agreement (Use Agreement) governs all uses of the NBCC Web sites by an individual User, including the use of the Web content, products, technology and services available on the NBCC Web sites (NBCC Services) and the NBCC Content, as defined and explained below.

The content of the NBCC Web site and NBCC Services includes without limitation: (1) NBCC trademarks, service marks, logos and other unique identifiers (collectively, NBCC Marks); (2) information, data, materials, interfaces, computer code, databases, products, services, software applications and tools, text, images, photographs, audio and video material, and artwork; and (3) the design, structure, selection, compilation, assembly, coordination, expression, functionalities, applications, design and format, and arrangement of any content contained in or available through the NBCC Web sites and/or the NBCC Services (collectively, NBCC Content). NBCC Content is the property of NBCC, its licensors, sponsors, partners, advertisers, content providers or other third parties. NBCC Content is protected by law, including but not limited to United States copyright, trade secret, patent and trademark law, and other state, national and international laws, treaties and regulations.

NBCC also operates social media platform accounts that are accessible on or through the NBCC Web sites, as well as directly through the social media platforms (NBCC Social Media). These social media platforms are not owned or operated by NBCC, and may have their own policies and agreements that govern User access to and use of the platform, and the NBCC Social Media included in the platform. To the extent that a social media platform does not have its own policies and agreements governing User access and use, and to the extent a social media platform's policies and agreements do not address the topics covered under this Use Agreement, this Agreement shall govern the use of all NBCC Social Media.

Throughout this Use Agreement, the NBCC Web sites, NBCC Services, NBCC Content and NBCC Social Media will be collectively referred to as the NBCC Properties.

### **2. USE AGREEMENT ACCEPTANCE REQUIREMENTS.**

The NBCC Properties are available only to individuals who are at least eighteen (18) years of age and can enter into legally binding contracts under applicable law. This Use Agreement constitutes a legally binding agreement between each User and NBCC regarding the access to

and use of the NBCC Properties. Please carefully read the Use Agreement terms before accessing or using the NBCC Properties.

By accessing or using any of the NBCC Properties, a User agrees to comply with and be bound by this Use Agreement and any applicable NBCC policies that are incorporated herein by reference, including the NBCC Trademark Use Policy, Certification Mark Use Policy, and Privacy Policy. These Policies are available at [www.nbcc.org/PolicyLibrary](http://www.nbcc.org/PolicyLibrary). If a User does not agree to the terms of this Use Agreement and the applicable NBCC policies incorporated herein by reference, the User must immediately terminate use of the NBCC Properties.

NBCC reserves the right to take any legal, administrative or technical actions to prevent violation of these Use Agreement terms, or to protect the NBCC Properties, Users, or the rights and property of NBCC and its affiliates. For instance, if any false, inaccurate, unauthorized or incomplete information is submitted to any of the NBCC Properties by a User, NBCC reserves the right to terminate his/her access to and use of the NBCC Properties.

By accessing or using any of the NBCC Properties, a User consents to the use of “cookies” in accordance with the terms of this Use Agreement and the NBCC Privacy Policy.

### 3. LIMITED USER LICENSE CONCERNING NBCC WEB SITES, SERVICES AND CONTENT.

This Use Agreement creates two (2) licenses: a license regulating a User’s access to and use of the NBCC Web sites, the NBCC Services and the NBCC Content; and a license regulating a User’s access to and use of the NBCC Social Media.

- A. License Grant. Each User is granted a personal, revocable, limited, nonexclusive, nontransferable, royalty-free license to access and use the NBCC Web sites, NBCC Services and NBCC Content, conditioned on the User’s continued acceptance of and compliance with this Use Agreement. A User is permitted to access and use the NBCC Web sites, NBCC Services and NBCC Content only for his/her personal and noncommercial use, and for no other purpose, unless specifically authorized by NBCC. **An authorized User is permitted to copy, distribute, display, publish, post or share a link to, or otherwise disseminate the content and information published on the NBCC Web sites, so long as the content and information remains in its complete and original form.** NBCC reserves the exclusive right(s) to bar, restrict or suspend a User’s access to the NBCC Web sites, NBCC Services and NBCC Content, and to terminate this license at any time for any reason. NBCC also reserves all rights not explicitly granted in this Use Agreement.
- B. License Restrictions. When accessing, viewing and/or sharing NBCC Web sites, NBCC Services and NBCC Content, Users may not modify, translate, create derivative works of, market, remove or alter any proprietary notices or labels from, lease, sell, sublicense, clone, decompile, reverse engineer, or incorporate into any information retrieval system in any format not specifically authorized by this Use Agreement, the NBCC Web sites, the NBCC Services, any NBCC Content, or any portion thereof, unless otherwise expressly stated in this Use Agreement, or unless prior express permission is granted by

NBCC. Users may not: (1) use the NBCC Web sites, the NBCC Services and the NBCC Content for any unauthorized or illegal purpose; (2) interfere with the proper working of the NBCC Web sites and NBCC Services, including but not limited to the transmission of any virus, worm, trap door, back door, timer, clock, Trojan horse, or other limiting routine, instruction or design; or (3) interfere with any other person's use and enjoyment of the NBCC Web sites, the NBCC Services and/or the NBCC Content.

This license does not apply to and does not grant any rights concerning any NBCC services, publications and products that are sold or licensed for a fee. Such services, publications and products may be subject to specific fees and/or royalties, and the acceptance of a required agreement, which may include a license.

#### 4. LIMITED USER LICENSE CONCERNING NBCC SOCIAL MEDIA.

NBCC Social Media may consist of accounts within several third-party social media platforms, including Facebook, LinkedIn and Twitter.

- A. License Grant. Each User is granted a personal, revocable, limited, nonexclusive, nontransferable, royalty-free license to access and use the content and information on all NBCC Social Media, conditioned on the User's continued acceptance of and compliance with this Use Agreement. A User is permitted to access and use the content and information on the NBCC Social Media only for his/her personal and noncommercial use, and for no other purpose, unless specifically authorized by NBCC. **An authorized User is permitted to copy, distribute, display, republish, repost, or retweet the content and information published by NBCC on the NBCC Social Media, or otherwise disseminate such content and information consistent with the relevant social media platform capabilities, so long as the content and information remains in its complete and original form.** NBCC reserves the exclusive right(s) to bar, restrict or suspend a User's access to the NBCC Social Media, and to terminate this license at any time for any reason. NBCC also reserves all rights not explicitly granted in this Use Agreement.
- B. License Restrictions. When accessing, viewing and/or sharing NBCC Social Media, Users may not modify, translate, create derivative works of, market, remove or alter any proprietary notices or labels from, lease, sell, sublicense, clone, decompile, reverse engineer, or incorporate into any information retrieval system in any format not specifically authorized by this Use Agreement, the content and information published by NBCC on the NBCC Social Media, or any portion thereof, unless otherwise expressly stated in this Use Agreement, or unless prior express permission is granted by NBCC. Users may not: (1) use the NBCC Social Media and the content and information published by NBCC thereon for any unauthorized or illegal purpose or activity; (2) interfere with the proper working of the NBCC Social Media, including but not limited to the transmission of any virus, worm, trap door, back door, timer, clock, Trojan horse, or other limiting routine, instruction or design; or (3) interfere with any other person's use and enjoyment of the NBCC Social Media.

This license does not apply to and does not grant any rights concerning any NBCC services, publications and products that are sold or licensed for a fee. Such services, publications and products may be subject to specific fees and/or royalties, and the acceptance of a required agreement, which may include a license.

NBCC reserves the right, but does not have the obligation, to monitor NBCC Social Media and delete any postings, tweets, text, graphics, logos, photos, music, videos, and all other audible, visual or downloadable materials at any time for any reason.

## 5. PROPRIETARY RIGHTS.

As explained in this Agreement, the NBCC Content is the property of NBCC, its licensors, sponsors, partners, advertisers, content providers or other third parties. The modification, reproduction, copying, cloning, creation of derivative works, transmission, distribution, sale, leasing, marketing, publication, broadcast, circulation, dissemination, transferring, decompiling, reverse engineering, or incorporation into any information retrieval system of any NBCC Content by a User, or by a User through any other person or entity, is prohibited without the express written authorization of NBCC, or the owner of such content if NBCC is not the owner. Any use of the NBCC Marks without the express written consent from an authorized NBCC representative is strictly prohibited.

A User may not alter, delete, obscure or conceal any copyright or other notices appearing in the NBCC Content, including any such notices appearing on any NBCC Content. A User is permitted to download, transmit, display, print or reproduce from the NBCC Web sites or NBCC Services. User access to and use of the NBCC Content is further explained in Section 3 of this Use Agreement.

The content and information published by NBCC on the NBCC Social Media (Social Media Content) may include, without limitation, postings, data, materials, text, images, graphics, photos, music, videos, artwork, other visual or downloadable materials, and NBCC Marks. Social Media Content is the property of NBCC, its licensors, sponsors, partners, advertisers, content providers or other third parties. To the extent permitted by any applicable policies and rules of the relevant social media platform, Social Media Content is protected by law, including but not limited to United States copyright, trade secret, patent and trademark laws, and other applicable state, national and international laws, treaties and regulations.

## 6. PERSONAL LOGIN INFORMATION FOR NBCC WEB SITES AND NBCC SERVICES.

Certain features and areas of the NBCC Web sites and NBCC Services require User registration and login. If a User is required to register and select a unique login and password (Login Information), he/she must keep the Login Information confidential. A User's Login Information is personal to that User, and he/she may not allow any third party to use it under any circumstances. NBCC is not liable for any harm caused by or related to the theft, misappropriation, disclosure or unauthorized use of a User's Login Information. When a User believes that there will be, or has been, any unauthorized use of his/her Login Information, or

otherwise wishes to deactivate the Login Information due to security concerns, the User must contact NBCC immediately by e-mail or telephone for corrective action instructions.

#### 7. USER OBLIGATIONS WITH RESPECT TO NBCC PROPERTIES.

Each User warrants that he/she will abide by all applicable local, state, national, and international laws and regulations with respect to use of the NBCC Properties. In addition, each User agrees to the following use requirements:

- The User will not interfere with the use and enjoyment of the NBCC Properties by other users;
- The User will not interfere with NBCC's operation and management of the NBCC Web sites, NBCC Services and NBCC Social Media;
- The User will provide true, accurate, current, authorized and complete information when submitting information or materials to or through the NBCC Web sites, NBCC Services and NBCC Social Media, including without limitation information required to be provided through an NBCC application for certification;
- The User will not impersonate any other person or entity, whether actual or fictitious, when using the NBCC Properties; and
- The User will not defame or otherwise harm any party, including NBCC, through their use of the NBCC Properties.

#### 8. USER-GENERATED CONTENT.

NBCC does not claim ownership of content that Users submit to or post on the NBCC Web sites and NBCC Social Media, such as information, comments or posts that Users submit on NBCC forums, blogs, social media or other Web sites (User-Generated Content). Each User agrees that he/she alone is fully responsible for the User-Generated Content that he/she submits, and that he/she owns or has the rights to use. Each User agrees that by submitting User-Generated Content, he/she hereby grants to NBCC a perpetual, nonexclusive, fully paid and royalty-free, transferable, sublicensable, worldwide license to use, download, duplicate, display, distribute, publish, modify and create derivative works of the User-Generated Content, subject to the NBCC Privacy Policy and this Agreement.

When submitting User-Generated Content, a User is required to abide by the NBCC Trademark Use Policy and the NBCC Certification Mark Use Policy, which are incorporated herein by this reference. Links to these Policies are provided in Section 2 of this Use Agreement, above. Additionally, regarding the submission of User-Generated Content, current certificants and credential holders of NBCC and its affiliates must satisfy the applicable requirements of the NBCC *Code of Ethics* that apply to their credential, which are incorporated herein and available at [www.nbcc.org/Certification/Ethics](http://www.nbcc.org/Certification/Ethics) and [www.cce-global.org/Prof/Ethics](http://www.cce-global.org/Prof/Ethics).

9. USER RESPONSIBILITY FOR USE OF THE INTERNET AND THE NBCC PROPERTIES.

Use of the Internet and the NBCC Properties is solely at the User's risk and is subject to all applicable local, state, national, and international laws and regulations. NBCC does not guarantee the confidentiality or security of any communication or other material transmitted to or from the NBCC Web sites and NBCC Social Media over the Internet or other communication network. NBCC is not obligated to correct or update the NBCC Properties or the User-Generated Content.

10. THIRD-PARTY INFORMATION AND MATERIALS.

The NBCC Properties may include materials, information, products and services provided by third parties. Any such information, including but not limited to articles, press clippings, opinions, advice, statements, services, offers, or other information made available by third parties (Third-Party Information), such as content providers and other users of the NBCC Properties, are those of the respective third party and not of NBCC or its affiliates. NBCC makes no representation with respect to, nor does it guarantee or endorse, the quality, noninfringement, accuracy, completeness, timeliness or reliability of such Third-Party Information.

11. ADVERTISERS.

The NBCC Web sites and/or NBCC Social Media may contain advertisements of third parties. The inclusion of advertisements on the NBCC Web sites or NBCC Social Media does not imply endorsement of the advertised products or services by NBCC. NBCC is not responsible for any loss or damage of any kind incurred as a result of the presence of such advertisements on the NBCC Web sites or NBCC Social Media. Further, NBCC is not responsible or liable for the statements or conduct of any third-party advertisers appearing on the NBCC Web sites or NBCC Social Media. Each User is solely responsible for any communications or transactions he/she has with any third-party advertiser.

12. LINKS TO THIRD-PARTY WEB SITES AND THIRD-PARTY TRANSACTIONS.

The NBCC Web sites and NBCC Social Media may provide links to other Internet sites for a User's convenience, including links through online banner advertisements. These other sites are maintained by third parties over which NBCC exercises no control, and for which NBCC has no responsibility. The appearance of any such third-party links is not intended to endorse any company, service or product. If a User accesses any third-party sites linked to the NBCC Web sites or NBCC Social Media, they do so entirely at their own risk.

13. LINKS TO NBCC WEB SITES OR NBCC SOCIAL MEDIA.

Each User is granted a personal, revocable, limited, nonexclusive, nontransferrable, royalty-free license to copy, distribute, display, post or share a link to the NBCC Web sites and/or NBCC Social Media, subject to the conditions set forth in this Use Agreement. Links posted by third parties to the NBCC Web sites or NBCC Social Media (Third-Party Links) may only use an NBCC mark consistent with the terms of this Agreement and NBCC policies, including the

NBCC Trademark Use Policy and the NBCC Certification Mark Use Policy. Third-Party Links cannot represent or suggest that NBCC promotes or endorses any third-party products, business relationships, services, causes, campaigns, Web sites, content or information, unless specifically authorized by NBCC by policy or agreement. Each Third-Party Link to any portion of the NBCC Web sites or NBCC Social Media shall be the responsibility of the linking party. NBCC reserves the right to require any linking party to disable or remove any link to the NBCC Web sites or NBCC Social Media.

14. WARRANTIES DISCLAIMED.

The NBCC Properties are provided “as is” and “as available.” Neither NBCC, its affiliates, subsidiaries, employees, officers or trustees, nor any of its agents, representatives, suppliers, advertisers, promotional partners or licensors (collectively, NBCC Parties) provide any express or implied representation or warranty of any kind, including without limitation any representation or warranty that (1) the NBCC Properties, or any results that may be obtained by Users, are complete, accurate, reliable or noninfringing; (2) access to the NBCC Properties will be uninterrupted, timely, secure or error free; (3) the quality of any products, services, information or other material purchased or obtained by Users through the NBCC Properties will meet User expectations; or (4) the NBCC Properties will remain unchanged or accessible. All warranties, express or implied, are disclaimed to the fullest extent permitted by law, including without limitation any warranty of merchantability, fitness for a particular purpose and/or noninfringement of intellectual property. NBCC shall not be liable for omissions, typographical errors or out-of-date information that appears on the NBCC Properties.

15. LIMITATION OF LIABILITY.

The NBCC Parties shall not be liable and disclaim any liability for any claim, loss or damage, direct or indirect, including without limitation compensatory, consequential, incidental, indirect, special, exemplary or punitive damages of any kind whatsoever in connection with, as a result of, or arising: (1) out of the use of or inability to use the NBCC Properties; (2) from any interruption in the availability of the NBCC Properties; (3) from any loss of data and/or from any equipment failure; (4) out of the procurement of substitute goods or services resulting from any problems with the goods, content and/or services purchased or obtained from the NBCC Properties, or transactions entered into, through or from the NBCC Properties; (5) from unauthorized access to or alteration of User transmissions or data; (6) from statements or conduct of any third party on the NBCC Web sites or NBCC Social Media; (7) from any delay or failure of the NBCC Properties arising out of causes beyond NBCC’s control; (8) out of the use of, reference to or reliance on the NBCC Properties; (9) out of any third-party materials, information, products and services contained on or accessed through the NBCC Web sites, NBCC Services and/or NBCC Social Media; (10) out of any content, materials, accuracy of information, and/or quality of the products, services or materials provided by or advertised on third-party Web sites; or (11) out of any other matter relating to the NBCC Properties.

16. WARRANTY EXCLUSIONS PERMITTED BY LAW.

Some jurisdictions do not allow the exclusion of certain warranties or conditions, or the limitation or exclusion of liability for loss or damage caused by negligence, breach of contract or

breach of implied terms, or incidental or consequential damages. Accordingly, only the limitations in Sections 14 and 15 above that are lawful in the User's jurisdiction will apply to the User, and NBCC's liability will be limited to the maximum extent permitted by law.

17. EXCLUSIVE REMEDY.

In the event a User is dissatisfied with, objects to or otherwise disputes this Use Agreement and/or the NBCC Properties, the User agrees that his/her sole right and exclusive remedy is to terminate his/her use of the NBCC Properties, even if that right or remedy is deemed to fail of its essential purpose. Each User agrees that NBCC has no other obligation, liability or responsibility to the User or any other party.

18. INDEMNIFICATION OF NBCC.

To the fullest extent permitted by law, a User shall defend, indemnify and hold harmless the NBCC Parties from and against all claims arising from or in any way related to the User's use of the NBCC Properties, a violation by the User of this Use Agreement, or any other actions connected with a User's access to and use of the NBCC Properties, including any liability or expenses, losses, damages, suits, judgments, settlements, litigation costs and attorneys' fees. NBCC will provide prompt written notice of any such claims, but failure to provide such notice will not release a User from any of his/her obligations pursuant to this Section except to the extent that a User is actually prejudiced by such failure, and will not relieve a User from any other liability that a User may have to the NBCC Parties other than under this Section.

19. NBCC AGENT FOR ALLEGED COPYRIGHT INFRINGEMENT BY THIRD PARTY.

If a User believes that his/her work has been copied and posted on the NBCC Web sites, NBCC Services or NBCC Social Media in a way that constitutes copyright infringement, the User should notify the NBCC agent designated under the Digital Millennium Copyright Act, 17 U.S.C. §512 (the DMCA), who will respond to such concerns. The User must submit the following information required by the DMCA to NBCC's designated agent (User Notice): an electronic or physical signature of the person authorized to act on behalf of the owner or the copyright interest; a description of the copyrighted work that the User claims has been infringed; a description of where the material that the User claims is infringing is located on the NBCC Web sites, NBCC Services or NBCC Social Media; the User's address, telephone number and e-mail address; a written statement by the User that he/she has a good faith belief that the disputed use is not authorized by the copyright owner, its agent or the law; and a statement by the User, made under the penalty of perjury, that the above information in the User Notice is accurate, and that the User is the copyright owner or is authorized to act on behalf of the copyright owner.

DMCA CONTACT:

Mr. Shawn O'Brien  
3 Terrace Way  
Greensboro, NC 27403  
P 336-547-0607  
F 336-547-0017



Upon receipt of the User Notice as described above, NBCC will take whatever action it deems to be appropriate in its sole discretion and in accordance with applicable law. Such action may include removal of the identified content from the NBCC Web sites, NBCC Services and/or NBCC Social Media.

#### 20. TERM AND TERMINATION.

This Use Agreement will take effect at the time a User begins using the NBCC Properties. NBCC reserves the right, with or without notice, at any time and for any reason, to deny a User access to the NBCC Properties, or to any portion thereof. This Use Agreement will terminate automatically if a User fails to comply with the terms set forth herein. A User may terminate this Use Agreement at any time by ceasing to use the NBCC Properties, but all applicable provisions of this Use Agreement will survive such termination. Upon termination, a User must destroy all copies of any portion of the NBCC Properties in his/her possession.

#### 21. GOVERNING LAW.

This Use Agreement and all matters regarding a User's access to and use of the NBCC Properties shall be governed by, construed in accordance with, and enforced under the laws of the State of North Carolina, USA, without regard to choice of law principles. Neither the Uniform Computer Information Transaction Act (UCITA) nor the United Nations Convention on Contracts for International Sale of Goods apply, and their applicability is expressly excluded. When the NBCC Properties are accessed from a location outside of the United States, the User does so at his/her own risk and is solely responsible for compliance with applicable laws, including the laws of the User's jurisdiction.

Printed copies of any and all agreements and/or notices in electronic form, such as copies of this Use Agreement, shall be admissible in any legal, investigative, administrative or regulatory proceedings.

#### 22. WAIVER AND SEVERABILITY.

The failure of NBCC to exercise or enforce any right or provision in this Use Agreement shall not constitute a waiver of such right or provision. If any provision of this Use Agreement is found by a court of competent jurisdiction to be invalid, illegal or unenforceable, said determination will not affect the validity and enforceability of the remaining provisions, and such provision shall be enforced to the fullest extent permitted by law.

#### 23. ASSIGNMENT.

NBCC may assign its rights and delegate its obligations under this Use Agreement, in whole or in part, at any time. A User may not assign any rights or delegate any of his/her obligations under this Use Agreement to any other person or entity. Any attempt by a User to assign rights or delegate responsibilities under this Use Agreement is void and without effect.

#### 24. ADDITIONAL TERMS AND CONDITIONS.

The NBCC Privacy Policy, as well as other additional terms and conditions applicable to certain portions of the NBCC Properties (Additional Terms and Conditions), are incorporated herein by this reference. To the extent that there is a conflict between this Use Agreement and any Additional Terms and Conditions for the activity in which a User chooses to participate, the Additional Terms and Conditions will govern.

25. CLICK-THROUGH AGREEMENTS.

Before using certain areas of the NBCC Web sites, a User may be asked to indicate his/her acceptance of additional terms and conditions by clicking a button marked “I Accept,” “I Agree,” “Okay,” “I Consent,” or other words or actions that similarly acknowledge the User’s consent or acceptance of a Click-Through Agreement. To the extent there is a conflict between this Use Agreement and any Click-Through Agreements for the activity in which a User chooses to participate, the Click-Through Agreement will govern.

26. COMPLETE AGREEMENT.

This Use Agreement, together with any Agreement revisions, any Additional Terms or Conditions, any Click-Through Agreements and any NBCC Policies incorporated by reference, constitutes the entire agreement between a User and NBCC relating to the access to and use of NBCC Properties. This Use Agreement supersedes any previous written or oral communication between NBCC and a User regarding access to and use of the NBCC Properties.

27. STATUTE OF LIMITATIONS.

Regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to a User’s access to and use of the NBCC Properties must be initiated and filed by a User within one (1) year after such claim or cause of action arose, or be forever barred.

28. AMENDMENTS TO THE USE AGREEMENT.

NBCC reserves the right to amend this Use Agreement at any time, for any reason. NBCC will provide notice that the Use Agreement has been amended by changing the Effective Date at the beginning of the Agreement. Each time a User accesses any of the NBCC Properties, the current version of the Use Agreement will apply. Accordingly, a User should check the Agreement Effective Date and review any changes each time he/she uses or reviews the NBCC Web sites, NBCC Services or NBCC Social Media. If a User does not accept this Use Agreement, he/she may not access or otherwise use the NBCC Properties.

29. PRIVACY POLICY.

For information about NBCC’s data protection practices, and its use and protection of a User’s personal information submitted in connection with access to and use of the NBCC Web sites and NBCC Services, please review the NBCC Privacy Policy, which is incorporated herein by reference and available at [www.nbcc.org/PolicyLibrary](http://www.nbcc.org/PolicyLibrary).

30. CONTACT INFORMATION FOR USER QUESTIONS AND CONCERNS.

Questions or concerns regarding this Use Agreement or the NBCC Properties should be submitted to NBCC Social Media Manager at [socialmedia@nbcc.org](mailto:socialmedia@nbcc.org).