

AGENCY ONBOARDING FORM

Please complete all fields accurately. By signing, your Agency agrees to the terms outlined in the accompanying MOU.

1. Agency Information

- Agency Name: _____
- Type of Organization: Government NGO Private Political Party Other: _____
- Registration Number (if applicable): _____
- Principal Office Address: _____
- City / State / Country: _____
- Official Website (if any): _____

2. Primary Contact Person

- Full Name: _____
- Position / Title: _____
- Email Address: _____
- Phone Number: _____
- Alternate Contact: _____

3. Authorized Dashboard Users (Include all staff who will have access to the Dashboard Access)

	Name	Position	Email	Phone no.	Dashboard
1)					
2)					
3)					
4)					
5)					
6)					
7)					
8)					
9)					
10)					

If your organization has more than 10 staff, please provide a list of all staff using the same format as the table above and attach it to this form. Please signify Dashboard Access as YES/NO.

4. **Selected Dashboard Modules** (Select all modules your Agency is registering for)

- iReports
- Suggestions
- Ambulance
- Emergency Alerts
- Analytics & Reports
- Fact-Check Oversight Collaboration

Other (Specify):

5. **Data Protection & Compliance Acknowledgment**

We confirm that our Agency will protect citizen data in compliance with all applicable laws.

We acknowledge that Kaci Help / FCI is not responsible for any misuse, errors, or decisions made by our Agency.

We understand that misuse of the Dashboard may result in immediate suspension or termination of access.

6. **Agreement to Terms**

By signing below, the Agency confirms that it has read, understood, and agrees to abide by the terms outlined in the MOU.

Signatures Agency Authorized Signatory Name: _____

Title: _____

Signature: _____ Date: _____

Kaci Help / FCI Authorized Signatory Name: _____

Title: _____

Signature: _____ Date: _____

MEMORANDUM OF UNDERSTANDING (MOU)

Between

Agency Name, a government/NGO/private organization duly registered under the laws of the Federal Republic of Nigeria, with principal office at _____
_____ (hereinafter referred to as the “Agency”)

And

Kaci Help, a technology platform focused on citizen engagement and emergency assistance, and **FactCheck Initiative (FCI)**, a non-profit organization promoting fact-based information, with principal offices at _____
_____ (hereinafter collectively referred to as “Kaci/FCI”).

Effective Date: 12/09/2025

2. **Purpose This MOU** sets out the terms and conditions under which the Agency will access and use the Kaci Help Agency Dashboard to receive citizen iReports, suggestions, and related data, in order to facilitate citizen engagement, improve service delivery, and promote responsible information use.
3. Scope of Collaboration Kaci/FCI will provide the Agency with access to the Agency Dashboard modules approved during registration, upon:
 - Completion and submission of the Agency registration form, and
 - Acknowledgment and acceptance of the Agency Terms of Use, attached to this MOU and accessible at www.kaci.help/agencyterms

The Agency will use the Dashboard to: - Receive and respond to citizen iReports and suggestions; - Analyze aggregated data to improve service delivery; - Collaborate with Kaci/FCI for training or guidance on responsible use of citizen data.

Kaci/FCI will not control, endorse, or validate user-submitted content; responsibility for interpretation and action rests solely with the Agency.

4. Responsibilities of the Agency

The Agency agrees to:

- Complete the registration form accurately before accessing the Dashboard;
- Read, understand, and comply with the Agency Terms of Use (attached and online);
- Ensure that the Agency is duly registered in Nigeria with the Corporate Affairs Commission (CAC), whether as a Business Name, Company, or Incorporated Trustee. Where the Agency is a political party, it must be duly registered and recognized by the Independent National Electoral Commission (INEC);
- Use the Dashboard strictly for approved modules and purposes defined in this MOU;
- Respond to citizen submissions professionally, respectfully, and promptly;
- Keep login credentials confidential and notify Kaci immediately in case of unauthorized access;
- Protect citizen data and comply with all applicable Nigerian and international privacy, data protection, and cybersecurity laws;

- Refrain from harassment, intimidation, or misuse of citizen information;
- Indemnify Kaci/FCI against any claims, losses, or liabilities arising from Agency actions, misuse, or errors.

7. Responsibilities of Kaci/FCI

Kaci/FCI agrees to:

- Provide secure access to the Dashboard and maintain system functionality to the extent reasonably possible;
- Offer guidance, monitoring, and audits via the FactCheck Initiative to ensure responsible and ethical use of the platform;
- Protect Agency information collected through the Dashboard from unauthorized access, except as required for auditing or legal compliance;
- Maintain transparency regarding data handling, limitations, and disclaimers.

5. Data Use and Confidentiality

- All citizen data accessed via the Dashboard is confidential and must not be shared or used outside the scope defined herein.
- Kaci/FCI retains the right to anonymize, aggregate, or analyze data for platform improvement and public reporting without disclosing identifiable information.
- Both parties agree to comply with applicable local, national, and international data protection laws.

6. Disclaimer and Limitation of Liability

- The Dashboard and related services are provided “as is,” without warranties of any kind.
- Kaci/FCI is not responsible for errors, omissions, or misuse by the Agency.
- Agencies are solely responsible for decisions or actions based on Dashboard data.
- To the maximum extent permitted by Nigerian law, Kaci/FCI will not be liable for any direct, indirect, incidental, consequential, or punitive damages arising from Agency use of the Dashboard.

7. Termination

- Either party may terminate this MOU with 30 days’ written notice.
- Kaci/FCI may suspend access immediately if the Agency violates these terms, misuses citizen data, or engages in unethical conduct.
- Upon termination, the Agency must cease all use of the Dashboard and return or delete any downloaded data, unless retention is required by law.

8. Governing Law

This MOU shall be governed by and construed in accordance with the laws of the Federal Republic of Nigeria. Any disputes shall be resolved through negotiation, and if necessary, through the courts of competent jurisdiction in Nigeria.

9. Miscellaneous

- This MOU constitutes the entire agreement between the parties regarding Dashboard use.
- Any amendments must be in writing and signed by both parties.
- The MOU does not create any partnership, joint venture, or employment relationship.

10. Signatures For the **Agency Name:** _____ **Title:** _____

Signature: _____ Date: _____

11. For Kaci Help / FCI Name: _____ **Title:** _____

Signature: _____ Date: _____