

Summary of Agreement for Star Online users

Date of last update 22 May 2023

1 Summary of agreement for users

Your organisation has already accepted Triangle's Licenses, Training and Services Agreement and Privacy Statement. This document summarises the key points from these documents relevant for you as a user of the Star Online and asks you to confirm that you have read and understood this summary before you can continue.

You can read the full documents by clicking on the links below, or by going to the links at the bottom of the screen when logged into the Star Online at any time.

[Read full Triangle's Licenses, Training and Services Agreement](#)

[Read full Privacy Statement](#)

2 Terms of Star Online Licence

Each account includes 1 log in for an Account Lead plus licences for members of staff to use the Star Online system:

- 1 licence = 1 log in for the Star Online
- Each log in to be used by 1 member of staff only
- Each member of staff must:
 - have a unique email address and be able to access the email's inbox
 - complete core Star training from Triangle or a licensed Outcomes Star trainer
- In order to maintain quality and ensure that any tool named 'Outcomes Star' has been through our rigorous development process, the Outcomes Star and any associated tools or services from Triangle are copyright protected.
- This means you must not:
 - copy the Stars and produce derivative works
 - modify or adapt the Stars in any way including translations.

3 Terms of Licensed Trainer licence

- If an organisation has active Licensed Trainers, each LT will be given access to LT-only content within the Resources page and Help Centre on the Star Online
- This content must only be used by active Licensed Trainers

4 Minimum equipment requirements

- Internet connection
- Computer memory of 4gb (standard requirement for web browsing)
- Use of latest supported versions of Chrome, Edge or Safari browsers
- 'Support@staronline.org.uk' and 'Licences@triangleconsulting.co.uk' not blocked by email security settings

5 Scope of use

- Outcomes Star Online and Outcomes Stars are not risk assessment or risk management tools. You should follow your organisational policy and procedures for flagging, following up and reporting on risks and safeguarding information

6 Data privacy and protection

- Each member of staff using the Outcomes Star and Star Online is responsible for ensuring the use is in line with relevant legislation and information governance policies for your organisation, including the lawful basis on which personal data is being collected
- A service user's personal data (name, date of birth, address, contact details) can be stored securely on the Star Online
- The Star Online uses Two Factor Authentication, encrypted passwords, regular security testing and other market-standard practices to keep data secure
- Service users, and each member of staff, have the right to request information held on the system about themselves in a common format – contact your Account Lead to request this at any time (see below)
- Specific roles within Triangle and our named sub-contractors have access to all data entered into your account, in order to meet our responsibilities to you under the agreement.

7 Support

- Instructions, advice and knowledge about the Star Online and Outcomes Stars in general can be found in the Help Centre (top right of your screen once logged in)
- If you are not the Account Lead, contact the Account Lead for your organisation with any queries – you can find their details from the toolbar on the Star Online (top right of your screen once logged in)
- The Account Lead can then contact the helpdesk for further support. The helpdesk will respond to support requests within 2 working days.

If you have any questions about information in this summary, read the full documentation (links at the top of the page) or contact Triangle on **support@staronline.org.uk**.