

CODE OF CONDUCT

NFC Card Feedback System

Last Updated: April 30, 2025

1. INTRODUCTION

This Code of Conduct establishes the principles, standards, and ethical expectations that govern the use of the NFC Card Feedback System ("the Service") provided by Feedback NFC. It applies to all subscribers, their employees, representatives, and end users who interact with our Service.

Our mission is to facilitate honest and constructive feedback that helps businesses improve their services while maintaining the highest standards of integrity, respect, and ethical conduct. This Code of Conduct is designed to ensure that all parties use our system responsibly and in a manner that upholds these values.

2. OUR VALUES

The following core values guide our Service and the expectations we have for all users:

2.1 Integrity

We believe in honesty, transparency, and authenticity in all feedback processes.

2.2 Respect

We value dignity, diversity, and respectful communication among all participants.

2.3 Privacy

We are committed to protecting the confidentiality of feedback and personal information.

2.4 Accountability

We expect all users to take responsibility for their actions and feedback.

2.5 Continuous Improvement

We promote a culture of constructive feedback aimed at positive change.

3. SUBSCRIBER RESPONSIBILITIES

Subscribers (businesses using our NFC Card Feedback System) agree to:

3.1 Appropriate Use

- Use the Service for its intended purpose of collecting legitimate customer feedback
- Allocate NFC cards to appropriate locations without misrepresentation
- Maintain the security and integrity of allocated NFC cards
- Follow all terms outlined in the subscription agreement

3.2 Honest Representation

- Accurately represent the purpose of the feedback collection to end users
- Refrain from misleading customers about how their feedback will be used
- Provide clear information about the anonymity level of the feedback
- Not manipulate the system to generate artificial or misleading feedback

3.3 Employee Training

- Ensure that all staff members understand the purpose and proper use of the NFC cards
- Train employees to encourage honest feedback without pressure or incentivization
- Prohibit staff from submitting feedback on behalf of customers
- Educate employees about appropriate responses to negative feedback

3.4 Ethical Data Use

- Use collected feedback for legitimate business improvement purposes
- Refrain from using feedback data to penalize or discriminate against employees
- Respect the privacy and anonymity of feedback providers
- Implement constructive changes based on feedback when appropriate

4. END USER GUIDELINES

End users providing feedback through our NFC cards are encouraged to:

4.1 Honest Feedback

- Provide truthful and accurate feedback about their experience
- Base ratings on actual experiences rather than unrelated factors
- Submit feedback only for services they have personally experienced
- Refrain from submitting multiple feedback entries for the same experience

4.2 Constructive Communication

- Focus on specific aspects of the service that can be improved
- Provide detailed and helpful comments when possible
- Avoid using offensive, abusive, or threatening language
- Frame criticism in a constructive manner

4.3 Respectful Interaction

- Treat staff and service providers with dignity and respect
- Recognize that feedback is about improving services, not targeting individuals
- Consider cultural differences and sensitivities when providing feedback
- Avoid discriminatory, prejudiced, or biased language

5. PROHIBITED CONDUCT

The following behaviors are strictly prohibited when using our Service:

5.1 For Subscribers

- Tampering with or attempting to modify NFC cards
- Creating incentives that may bias feedback (offering discounts or rewards for positive feedback)
- Discouraging or preventing negative feedback
- Using feedback data to retaliate against employees
- Falsely representing feedback results to stakeholders or the public
- Attempting to identify individual feedback providers without consent
- Using the system to collect information beyond the stated purpose

5.2 For End Users

- Submitting feedback with malicious intent
- Using abusive, profane, threatening, or harassing language
- Providing feedback containing false accusations or defamatory content
- Submitting feedback that promotes discrimination or prejudice
- Attempting to manipulate the system by submitting excessive feedback
- Using the feedback system for purposes other than providing service feedback

6. SPECIAL CONSIDERATIONS FOR SAUDI ARABIAN CONTEXT

6.1 Cultural Sensitivity

- All feedback and communications should respect local cultural values and traditions
- Language should be appropriate and aligned with Saudi Arabian cultural standards
- Respect for religious observances and practices should be maintained

6.2 Legal Compliance

- All feedback must comply with Saudi Arabian laws and regulations
- Content must not violate public order or morality standards
- Communications must respect the sovereignty and reputation of the Kingdom

7. FEEDBACK MODERATION AND REVIEW

Feedback NFC reserves the right to:

7.1 Moderation Actions

- Review feedback content for compliance with this Code of Conduct
- Remove or redact feedback that violates these standards
- Suspend access for users who repeatedly violate this Code of Conduct
- Report illegal content to appropriate authorities

7.2 Quality Control

- Monitor system usage patterns to detect potential misuse
- Conduct periodic audits to ensure appropriate system usage
- Implement technological measures to prevent system abuse
- Provide guidance to subscribers on best practices for ethical feedback collection

8. REPORTING VIOLATIONS

If you become aware of any violation of this Code of Conduct, please report it to ML@feedbacknfc.com. Please include:

- The nature of the violation
- The location where it occurred
- Any evidence of the violation (if available)
- Your contact information (optional)

All reports will be treated confidentially and investigated promptly.

9. CONSEQUENCES OF VIOLATIONS

Violations of this Code of Conduct may result in:

- Warnings and requests to remedy the violation
- Temporary suspension of service access
- Termination of subscription without refund
- Legal action in cases of serious violations
- Reporting to relevant authorities where required by law

10. UPDATES TO THIS CODE

This Code of Conduct may be updated periodically to reflect evolving standards and practices. Subscribers will be notified of significant changes, and the continued use of our Service after such changes constitutes acceptance of the updated Code.

11. CONTACT INFORMATION

For questions about this Code of Conduct or to report violations, please contact us at:

- Email: ML@feedbacknfc.com
- Address: Level 18, Faisaliah Towers, King Fahd Road, Riyadh, Kingdom of Saudi Arabia

مدونة قواعد السلوك متوفرة باللغة العربية عند الطلب. (Code of Conduct is available in Arabic upon request.)