

Terms and conditions for organisations using a postal service for NCDS products

In light of the COVID-19 restrictions, while many venues are closed, a number of organisations that are registered with the NCDS have set up postal services, so that their service-users can continue to access condoms and lubricant. For organisations operating these postal services, the development of a service policy is required, documenting the procedures being taken by the organisation to manage the postal service appropriately; and consideration should be given to the broader terms and conditions of the NCDS.

<https://www.sexualwellbeing.ie/for-professionals/national-condom-distribution-service/terms-and-conditions/>

Policies for operating postal services should include the following:

- The organisation must ensure that service users register before their first order is dispatched
- The organisation must ensure that service users are contactable and that their contact details are verified before their first order is dispatched
- The organisation must verify the age of service users, confirming they are aged 17 years or older
- The organisation must ensure that the policy and procedures for the service are aligned to their broader organisational policies relating to data protection and child protection.
- In packages being sent in the post, the organisation must include correspondence from the organisation, identifying the name of the organisation and with clear contact information
- All packages dispatched containing condoms and/or lubricant sachets should include sexual health promotion information, such as the HSE 'How to put on a condom' leaflet. HSE sexual health promotion resources can be ordered free of charge [here](#)
- The organisation should clearly sets out a complaints procedure for service users
- The organisation should ensure that the envelopes used for sending condoms and lubricant sachets will provide adequate protection to these products.