MindBank™

ORGANISATION ACCESS & VERIFICATION

Who gets *in, and how we know.*

How MindBank verifies organisations before granting access to contributor material

A project of

ElevateHER Mental Health Support Services Canada

Version 1.1 · October 2026 · Companion to the MindBank Operating Framework

Supported by the Mental Health Foundation of Nova Scotia

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1. Why MindBank verifies organisations

Contributors share experiences of mental health crisis, intimate partner violence, housing instability, substance use, and trafficking. They consent to that material being used by organisations to design better services — not to it being readable by anyone who fills in a form.

What verification does, stated accurately. MindBank cannot verify that every individual with access is safe. We cannot know whether a policy analyst at a health authority is connected to a contributor's past, and we will never be able to. Any framework claiming otherwise would be promising something it cannot deliver.

What verification does is make access **accountable, traceable and revocable**:

1. **Accountable.** A named person at a named organisation signs for access and agrees to the terms. Misuse is something they would have to explain to their employer, which is a constraint MindBank did not have to create and cannot impose on an anonymous buyer.

2. **Traceable.** If a concern is ever raised, there is a record of who held the account, which organisation they belonged to, what they agreed to, and when. That record is what makes any response possible at all.

3. **Revocable.** Access can be ended immediately, and the organisation has something to lose — its subscription, and the professional standing of the person who signed.

4. **A deterrent to extraction under false pretenses.** Compensation Policy §6.1 already treats a researcher or journalist applying as a survivor as bad-faith conduct. Requiring an identifiable organisation raises the cost of the same behaviour on the purchaser side.

> Verification does not guarantee that no one who should not see this material ever will. It makes that outcome costly, traceable, and answerable — which is a real protection, and a different one from the promise it is often mistaken for.

A contributor asking what protects them deserves this answer rather than a reassuring one.

2. Who can subscribe

Eligibility follows the logic of §1: an applicant must be an entity with standing to lose, and an identifiable person accountable for the account.

Eligible:

- Registered charities and non-profit organisations
- Government departments, agencies, and Crown corporations
- Health authorities and regional health bodies
- Educational institutions, school boards, and training bodies
- Regulated professional practices (clinical, legal, social services)
- Incorporated businesses with a demonstrable service or workforce purpose

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- Foundations and funders
- **Individual practitioners holding current registration with a professional regulatory college** — for example registered social workers, counselling therapists, psychologists, nurses. A registration number is verifiable against a public register, and a practitioner's registration is a more substantial thing to risk than most employees' jobs. Accountability here is stronger than organisational size would suggest, not weaker.

By separate agreement, not standard subscription:

- **Research institutions.** Academic use raises questions standard subscription terms do not cover: whether contributions may be quoted in published work, whether that requires fresh consent and compensation under Compensation Policy §7.3, and who holds findings built on contributor material. Each is negotiated individually, with the contributor consent position settled before access.

Not eligible:

- Individuals without professional registration, including students
- Media organisations seeking content for publication. Media enquiries are handled separately and never through subscription access.
- Any organisation or practitioner in active dispute, litigation, or complaint with a known contributor
- Any applicant who cannot provide a named, accountable individual
- Applicants whose stated purpose conflicts with the wellbeing of the communities contributors come from

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3. What the applicant provides

Field	Why
Legal organisation name	Must match the registry record
Registration or charity number	The verification anchor
Jurisdiction of registration	Where to check
Organisation website	Cross-reference
Primary business address	Not a PO box or residential address alone
Named account holder — full name, job title, work email, direct phone	Accountability sits with a person, not an inbox
Organisation type	Determines verification tier
Approximate staff size	Informs pricing tier
What they intend to use MindBank for	Free text. The most informative field on the form.
How they heard about MindBank	Sales intelligence
Acceptance of subscription terms	Including the resale prohibition

4. Verification tiers

Tier 1 — Public record verifiable. Government departments, health authorities, registered charities, educational institutions, publicly listed non-profits.

Check: registration or charity number against the public register; organisation website; that the account holder's email domain matches the organisation; that the named person appears in a public staff listing or can be confirmed by a call to the organisation's main line.

Typical turnaround: 2 business days.

Tier 2 — Verifiable with additional evidence. Incorporated businesses, smaller non-profits, professional practices, registered individual practitioners, newly registered organisations.

Check: everything in Tier 1, plus one of — a letter on organisation letterhead signed by a director or executive, a professional body registration number confirmed against that college's public register, or a verification call to a published main line rather than a number supplied on the form.

For individual practitioners: current registration confirmed on the regulatory college's public register, practice address, and acceptance of the terms in §6 in their own name. Registration lapse ends access.

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Typical turnaround: 5 business days.

Tier 3 — Enhanced review. Any applicant where something does not reconcile: a free email domain, a residential address, a registration that cannot be found, a stated purpose that does not fit the organisation, an organisation unknown in a sector MindBank knows well, or any connection to a contributor.

Check: everything above, plus a 20-minute conversation with the named account holder, and a written record of what was checked and concluded.

Typical turnaround: 10 business days, or declined.

> **The email domain rule.** An organisation applying from a free email account (gmail, hotmail, outlook.com) goes to Tier 3 without exception, regardless of how established it appears. This is the single most useful signal available.

5. What is recorded

For every application, whether approved or declined:

- The organisation, the named account holder, and the date
- Tier assigned and why
- Each verification step taken, and its result
- The decision, the reason, and who made it
- Where declined, whether the applicant was told they may re-apply

Records are retained for the life of the subscription plus three years, consistent with the Privacy Policy. They are the evidence base for the transparency report, and the record MindBank would rely on if a contributor ever asked who had access to their work.

Who carries out verification. The project lead, in the pilot period. Tier 1 is quick; Tier 3 takes an hour or more. Verification is organisational-side work involving no contributor material, so it is suitable for a supervised student placement where one is available — the decision itself remains the project lead's.

Annual public reporting. The transparency report states how many organisations applied, how many were approved, how many declined, and the broad grounds — without identifying any applicant. MindBank asks contributors to trust a process they cannot see. Reporting that the process actually refuses people is part of earning that.

6. What the organisation accepts at sign-up

Not buried in terms — shown as a short list the applicant ticks:

- Access is for the named organisation. Credentials are not shared outside it.
- Content may not be resold, or included in any course, training package, or other product the organisation charges for.

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- Content may be reproduced in the organisation's published material **only** with fresh consent and additional compensation to the contributor, arranged through MindBank.
- Attribution follows each contributor's recorded preference, including anonymity. The organisation does not attribute differently.
- No attempt will be made to identify or contact a contributor.
- Content is not used to train, fine-tune, or evaluate AI systems.
- Use in funding applications is permitted and must be reported to MindBank.
- Access ends if these terms are breached.

7. Ongoing obligations

Annual re-verification. Organisation status and the named account holder are confirmed at each renewal. Account holders change jobs; organisations wind up or merge.

Change of account holder. A new named individual must be confirmed before access transfers. Access does not follow an inbox.

Revocation. Access ends immediately on breach of the terms in §6, on discovery that verification information was false, or where continued access would endanger a contributor. Fees are not refunded on revocation for breach.

Contributor-triggered review. If a contributor raises a concern about a subscribing organisation, access is paused pending review. The contributor is never identified to the organisation.

8. What the applicant sees — the flow

Step 1 — Landing. What MindBank is, who it is for, what access includes, pricing tiers, and a plain statement that organisations are verified before access is granted and why.

Step 2 — Application form. The fields in §3, on one page, with a progress indicator. Realistic time estimate: 10 minutes.

Step 3 — Submission confirmation. On screen and by email: what happens next, the expected turnaround for their tier, who will contact them, and a reference number.

Step 4 — Verification. Mostly invisible. The applicant is contacted only if something further is needed.

Step 5a — Approved. Welcome email with credentials, the subscription agreement to countersign, an orientation to what is in the library, and the interpretation guidance for responsible use.

Step 5b — More information needed. A specific request, not a generic one. What is needed, why, and how to provide it.

Step 5c — Declined. A clear reason within the bounds of what can be shared, and whether re-application is possible.

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9. Backend requirements

Application record: all §3 fields, timestamped, immutable once submitted.

Verification workflow: tier assignment, a checklist per tier, notes field, evidence attachments, decision and decision-maker, full audit trail.

Account record: organisation, named holder, tier, subscription level, start and renewal dates, terms version accepted, status (active, paused, revoked, lapsed).

Access control: credentials tied to the organisation, not to individuals within it; usage logging per §7.3 of the Compensation Policy, which is what makes future revenue sharing possible; the ability to suspend access immediately without deleting the record.

Reporting: applications by tier, approval and decline rates, decline reasons, time to decision, and active subscriptions by organisation type — all feeding the annual transparency report.

Data residency: Canadian-region, consistent with Compensation Policy §5.4.

10. Review

This framework is reviewed annually alongside the Compensation Policy and the Contributor Consent Framework, or within 30 days of any situation revealing a gap — including any case where an approved organisation was later found to have misrepresented itself.

Where a verification decision turns out to have been wrong, that is recorded and reported, not quietly corrected.

Version history. Version 1.1 (October 2026): record retention aligned with the Privacy Policy (life of the subscription plus three years); the AI-training prohibition added to §6, matching the organisation application; the resale term in §6 states that it covers courses and training packages; attribution includes anonymity. Version 1.0 (October 2026): first publication.

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