

## TERMS AND CONDITIONS

### Please read the following before joining the Bereavement Forum

- To post messages on the Bereavement Forum you must be over 18 and registered as a member. By registering you agree to abide by the following terms and conditions and codes of conduct for use of the Bereavement Forum.
- To register you will need to choose a unique 'user name' and must provide a unique and valid 'email address'.
- Users are only allowed one user name, and must, with prior notice, provide a current live email address. We will delete all accounts held by individual users found to have more than one user name or an invalid email address.
- St Joseph's Hospice, at its own discretion, may close an existing forum account from any specific email service or internet service provider.
- Any message posted on the Bereavement Forum expresses only the views of the author of the message and does not necessarily reflect the views of St Joseph's Hospice or any other person or entity associated with them or the forum. We use moderators to monitor the content and appearance of messages posted on the forum. However, considering the real-time nature of the message board, it is impossible to review or monitor every message. Therefore, you agree that neither the forum, nor any person or entity associated with it, will be held responsible for the contents, accuracy, completeness or validity of any information posted.
- The forum contains user-generated content for which we accept no responsibility.
- You agree that you will not use the forum to post any material, or links to any material, which is knowingly false, defamatory, libellous, inaccurate, abusive, extremist, hateful, harassing, pornographic, obscene, profane, sexually orientated, offensive, racist, homophobic, ageist, threatening, invasive of a person's privacy, or otherwise in violation of any law.
- You agree that you will be polite to other forum members, you will not swear and you will be respectful of other members' opinions.
- In the event that the Bereavement Forum moderators are concerned that a message indicates suicidal intent, you will be contacted by email during office hours by a member of the St Joseph Hospice Psychological Therapies Team with an invitation to access further support.
- You agree that you will not use the forum to post any copyright material or other intellectual property without the express permission of the copyright or intellectual property holder, and agree to indemnify St Joseph's Hospice for any loss it may suffer in respect thereof.
- Any person using the Bereavement Forum does so at their own risk. You agree that St Joseph's Hospice cannot be held responsible for the contents of any material posted on the forum. You accept and understand that you may be exposed to inappropriate material and will not seek to hold St Joseph's Hospice liable for any consequence or result occurring pursuant to use of the forum service, nor will you bring any legal or other claim of whatsoever nature arising out of in relation to your or

a third party's use of the forum service. Advertisements, chain letters, pyramid schemes, and solicitations are inappropriate and are not permitted.

- St Joseph's Hospice will remove any objectionable material, at its own discretion, and without prior contact with the author. Any users who believe that a posted message is objectionable are encouraged to contact St Joseph's Hospice immediately by email or use the appropriate reporting mechanisms provided by the site.
- Upon receipt of such notification, we will make every effort to take such action as we deem necessary within a reasonable period of time. Since this is a manual process, you are advised that St Joseph's Hospice may not be able to remove or edit particular messages immediately.
- St Joseph's Hospice reserves the right to suspend a user's account following any formal complaint or threatened legal action until resolution is achieved, and to edit or delete any messages for any reason, at St Joseph's Hospice's sole discretion. You agree that you are solely responsible for the content of your messages and that you will indemnify and hold harmless St Joseph's Hospice with respect to any claim based upon the appearance and/or transmissions of your messages.
- In the event of any complaint about inappropriate use or posts or in case of actual or threatened legal action rising from any message posted by you, St Joseph's Hospice reserves the right to reveal your identity and any other information we may know about you to comply with due process.
- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- If any of these terms are determined to be illegal, invalid or otherwise unenforceable by reason of the laws of any state or country in which these terms are intended to be effective, then to the extent and within the jurisdiction in which that term is illegal, invalid or unenforceable, it shall be severed and deleted from these terms and the remaining terms shall survive and continue to be binding and enforceable.
- These terms shall be governed by and interpreted in accordance with the laws of England and Wales which shall have exclusive jurisdiction over any disputes.

### **Registration**

When you register at the Bereavement Forum you will be asked to provide us with the following information: your name, address, gender, telephone number, email address, username and password and other additional information.

### **Sensitive information**

The information you provide may indicate information about you that the Data Protection Act 1998 defines as sensitive, such as your state of health or your address. As with all the personal information you provide to us, you can be assured that any sensitive information you choose to supply will be kept in accordance with the terms of the Act and only used in accordance with this privacy policy.

### **Links to third party websites**

The Bereavement Forum may include links to third party websites that are controlled and maintained by others. Any link to other websites is not an endorsement of such websites and

you acknowledge and agree that St Joseph's Hospice is not responsible for the content or availability of any such sites.

**General**

Any personal information will be treated in accordance with the Data Protection Act 1998. We may revise this privacy policy from time to time. Any change will take effect once the revised privacy policy is available on this website and we have emailed all our users.

## **Our forum guidelines**

These guidelines aim to keep the bereavement forum a friendly, welcoming and supportive space for people who have suffered a bereavement.

1. **Be kind to each other.**

Bereaved people using the forum are going through a difficult time. A few words of kindness can go a long way. Be especially nice to new posters – it can be nerve-wracking to post on the forum for the first time.

2. **Respect people's differences and opinions.**

Different people will have varying experiences and perspectives. Differences and debate are very welcome, but we will not accept personal attacks. Please make your points politely and respectfully. Equally, be prepared for people to disagree with you. Don't post any content that treats anyone unfairly because of their status such as their sex, sexual orientation, race, colour, nationality, religion, disability, age, etc.

Please do not swear or use terms that people may find offensive

3. **Keep safe**

Please be careful with your personal information. Don't use your real, full name as your screen name if you wish to remain anonymous. Please do not post your contact details on the forum (we will remove them).

You can share personal information in private messages but please be careful about who you give your information to. Think about your safety when arranging to meet people you have met on the forum.

Please do not share or post anyone else's personal information.

For the protection and safety of children, this forum does not support members under the age of 18-years old.

4. **Keep it legal**

Please only post your own content; otherwise you could be infringing copyright. Do not identify professionals (especially by name). Publishing statements which damage other's reputations could lead to legal action under libel law.

5. **Keep it useful and honest**

We want you to share experiences, but please be careful not to give medical advice. If you post something that is completely unrelated to the original topic, we may move it to a more appropriate section or remove it completely.

Please remember that this forum is provided for you to support each other: please do not try to sell things to other members.

Duplicate posts make it difficult for people to find what they need: any duplicate posts made will be deleted.

6. **Report inappropriate content**

Whilst these forums will be regularly moderated, we do not approve every post before it goes live, so please report any post you feel violates our forum guidelines.

7. **Selling or transferring items and soliciting members.**

Offering items for sale or exchange is not allowed. Sales and/or donation solicitations of members by way of e-mail or message board posts are also not allowed.

8. **Keep it clean**

Use of profanity/cursing/pornographic references in any language is not permitted.

**Most importantly, we want you to share experiences, support and socialise with each other!**

## **If you breach the forum guidelines**

Any member who breaches any of the terms of use will be notified and any posts or emails which are in breach will be deleted. If you continue to breach the guidelines, we will ban you from posting on the site. Permanent bans are only a last resort to protect the forum community. Should a ban take place the member's account will be deleted and no access will be permitted to either the forum or the member's account. The decision of the moderator is final and no discussion will be entered into by the bereavement team or the moderator about what is a breach or the action taken following an alleged breach.

Actions we may take

- **Edit a post** – we will let you know when we do this and why.
- **Move a post or thread** – to a more appropriate area of the forum.
- **Delete a post** – we will let you know when we do this and why.
- **Ban users**
- **Close a thread** – if there is an exchange of personal attacks or discussion becomes too heated.