



Anxiety UK Members' Message Board Terms and Conditions

Members of Anxiety UK must read these terms and conditions which cover the whole of the site including the posts to the Members' Message Board.

- **Zero-tolerance:** By posting on the Anxiety UK Members' Message Board you are accepting these posting terms and conditions. Anxiety UK operate a zero-tolerance policy and we reserve the right to withdraw access to the Members' Message Board for any member that breaches these terms.
- **Professional advice:** Content on the Members' Message Board does not replace the relationship between you and your therapist or your relationship with other healthcare professionals. It also does not replace the advice you receive from them. The Members' Message Board should not be used as a crisis service. If you are in distress please contact your GP, NHS 111/999 or the Samaritans on 116 123.
- **Disclaimer:** Views expressed are those of individuals and not of Anxiety UK. Anxiety UK cannot be held responsible for the outcome of any discussions and interactions that take place on the Members' Message Board.
- **Moderation:** We perform regular moderation on the Members' Message Board. Moderation helps maintain a safe, positive environment for all members. This is carried out by our volunteer team under supervision of the staff team primarily between the hours of 09:30 and 17:30 Monday to Friday. Content may be edited or removed to ensure that the Members' Message Board remains supportive and responsive for all members. The Anxiety UK moderation team can delete any post they judge inappropriate without notifying the author.
 - N.B. For the safety of all Members' Message Board users, any content that could potentially provoke depression and anxiety or trigger suicidal thoughts may be removed without notifying the poster. This is to ensure the Members' Message Board continues to be a safe environment for all users.
- **Dormant topics:** Chats topics on the Members' Message Board that have been dormant for over 6 months will be deleted.

- **Offensive content:** All members should conduct themselves at all times with respect and honesty. No offensive language or abusive behaviour. Any post including such may be removed.
 - Members should report any abusive or inappropriate posts immediately by emailing helpline@anxietyuk.org.uk.
- **Age restriction:** The minimum age to post on the Members' Message Board is 18.
- **External resources:** Anxiety UK cannot be held responsible for the content of external websites. Any content is not a direct endorsement by Anxiety UK, unless officially posted by us.
- **Location:** Anxiety UK is an organisation based in the United Kingdom; members may be located worldwide. As such, details on approved medications, treatment protocols, healthcare, insurance, and other related topics may differ and should always be verified depending on your specific location.
- **Personal information:** Be cautious if you are giving out your personal information. For your own safety, you should not disclose personal information such as your full name, email address, home address, telephone number, banking account details or any other information which could directly or indirectly identify you. Anxiety UK cannot be held responsible for the outcome of any action taken as a result of sharing personal information or off-site communications.
- **Breach of terms:** Any post will be edited and/or deleted at the discretion of Anxiety UK if it appears to break any of the following rules:
 - Do not ask for money, except for fundraising for Anxiety UK.
 - Do not name or shame identifiable individuals.
 - Do not solicit members to other websites or forums for your own purposes.
 - Do not post offers to sell, give away or receive medications or over the counter supplements. Some people may have adverse reactions to the ingredients in these.
 - Do not post contact details or names of psychiatrists, doctors, or other health care professionals in the Members' Message Board.
 - No content of external services including promotion, endorsements or advertising.
 - Off-topic conversations not centred around anxiety, depression or treatment is allowed in moderation, however the support team reserves the right to remove posts that provoke unrest in the Member's Message Board. This can include religious and/or political posts.
- Anxiety UK reserves the right to update and/or amend these Terms and Conditions at any time without notice.