



## Terms of Service

### 1. Introduction

This Terms of Service Policy explains the use of our website and the information provided within it. By using our website, you accept these Terms of Service in full. If you disagree with any part of these Terms of Service, please do not proceed with accessing this website.

Nurse Lifeline reserves the rights to change these Terms of Service at any time by updating a revised version of this policy and publishing this on the website.

### 2. About Us

Nurse Lifeline is a registered Charitable Incorporated Organisation with the UK Charity Commission, Registered Charity no. 1190239. In line with our charitable objectives, Nurse Lifeline aims to launch a peer-support service for nurses, midwives healthcare support workers and the friends and family of such personnel, whilst raising awareness of mental and emotional wellbeing.

Our aim will be to provide an environment where our service users can talk to us without having to provide any personal details, whilst complying with our duty of care to ensure our service users and their information are protected. Please refer to our Safeguarding Policy and Privacy Notice for further details on how we safeguard individuals and their information.

### 3. Information Provided on our Website

Our website provides you with information about Nurse Lifeline and the services that we provide. Nothing on our site constitutes advice on which you should rely. Our site is provided for general information only. Professional or specialist advice should always be sought before taking any action relating to physical or mental health conditions.

Personnel providing support via our peer-support service will do so in a voluntary capacity only and will not be able to advise on any professional issues. It is the responsibility of individuals accessing our services to seek legal or other advice from their governing body or union should they have any issues relating to employment or fitness to practice matters.

We make reasonable efforts to ensure that the content on our website is complete, accurate, and up-to-date. We do not, however, make any representations, warranties or guarantees (whether express or implied) that the content is complete, accurate, or up-to-date.

We do not accept any liability or responsibility arising from any reliance that visitors to this website place, on information or materials provided within it.

We are not responsible for the content or accuracy of any views expressed in any posts submitted by a member of the public on our website or affiliated social media sites. Any such views or content represent the views and values of the relevant user, and do not reflect our views and values in any way.

Where any opinions or views are expressed by persons in the form of posts via our blog, service users are reminded that these opinions and views are solely that of the individual



author and not representative of the charity as a whole. We are committed to ensuring that no discriminatory or inappropriate content is published via this medium.

We endeavour to ensure the information provided on our website is correct and reputable, however we do not make any warranties or guarantees in relation to our content. Where we are informed of inaccuracies in any material or information on our website we will endeavour to correct the inaccuracies as soon as reasonably possible.

#### **4. Links to other sites and resources**

We aim to provide, within our website, links to useful resources related to mental and emotional wellbeing. Such links and resources are provided for your information only. We have no control over the content of third party websites or information, and accept no responsibility for them or for any loss or damage that may arise from your use of them.

#### **5. Security**

We use Wix.com to host our website. Information on the privacy of Wix.com can be found here: <https://www.wix.com/about/privacy>

Our Privacy Notice, available on our website, explains how we comply with data protection obligations to ensure we are compliant with current legislation. We only collect personal information when you choose to provide this to us and our Privacy Notice explains how we process and store such information.

We use Donorbox, and Stripe software to process donations provided to us through the donation link on our website. Information on the security of donations can be found in the Privacy Notice available on our website. Nurse Lifeline cannot guarantee the security of information and payments transmitted over the Internet.

We make no representation, warranty, or guarantee that our site will meet your requirements, that it will not infringe the rights of third parties, that it will be compatible with all software and hardware, or that it will be secure.

#### **6. Fundraising**

We provide the opportunity for you to donate to Nurse Lifeline through links on our website as described above. All funds raised are used in line with our Charitable Objectives, available to view on the UK Charity Commission's website.

#### **7. How do you contact us?**

Email address:

[ops@nurselifeline.org.uk](mailto:ops@nurselifeline.org.uk)

Correspondence Address:

85 Great Portland Street

London

W1W 7LT