

Healthwatch Nottingham

Acceptable Use Policy

1. Who we are

- 1.1 This acceptable use policy sets out the terms between you and us under which you may access our website. This acceptable use policy applies to all users of, and visitors to, our site.

Your use of our site means that you accept, and agree to abide by, all the policies in this acceptable use policy, which supplement our **terms of website use**

- 1.2 www.healthwatchnottingham.co.uk is a site operated by Healthwatch Nottingham (we or us). We are registered in England and Wales under company number 08525544 and we have our registered office at Suite 7, Arnold Business Centre, Brookfield Road, Arnold, NG5 7ER. Our main trading address is Suite 7, Arnold Business Centre, Brookfield Road, Arnold, NG5 7ER.

2. Prohibited uses

- 2.1 You may use our site only for lawful purposes. You may not use our site:
- 2.2 In any way that breaches any applicable local, national or international law or regulation.
- 2.3 In any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect.
- 2.4 For the purpose of harming or attempting to harm minors in any way.
- 2.5 To send, knowingly receive, upload, download, use or re-use any material which does not comply with our **content standards**.
- 2.6 To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).
- 2.7 To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.
- 2.8 You also agree:
- 2.8.1 Not to reproduce, duplicate, copy or re-sell any part of our site in contravention of the provisions of our **terms of website use**
- 2.8.2 Not to access without authority, interfere with, damage or disrupt:
- 2.8.2.1 any part of our site;
- 2.8.2.2 any equipment or network on which our site is stored;
- 2.8.2.3 any software used in the provision of our site; or

2.8.2.4 any equipment or network or software owned or used by any third party.

3. Interactive services

- 3.1 We may from time to time provide interactive services on our site, including, without limitation:
 - 3.1.1 Feedback boards.
 - 3.1.2 Bulletin boards.
- 3.2 Where we do provide any interactive service, we will provide clear information to you about the kind of service offered, if it is moderated and what form of moderation is used (including whether it is human or technical).
- 3.3 We will do our best to assess any possible risks for users (and in particular, for children) from third parties when they use any interactive service provided on our site, and we will decide in each case whether it is appropriate to use moderation of the relevant service (including what kind of moderation to use) in the light of those risks. However, we are under no obligation to oversee, monitor or moderate any interactive service we provide on our site, and we expressly exclude our liability for any loss or damage arising from the use of any interactive service by a user in contravention of our content standards, whether the service is moderated or not.
- 3.4 The use of any of our interactive services by a minor is subject to the consent of their parent or guardian. We advise parents who permit their children to use an interactive service that it is important that they communicate with their children about their safety online, as moderation is not foolproof. Minors who are using any interactive service should be made aware of the potential risks to them.
- 3.5 Where we do moderate an interactive service, we will normally provide you may contact the moderator at info@healthwatchnottingham.co.uk should a concern or difficulty arise.
- 3.6 If we have any concerns that the author of a posting may be vulnerable, we may take appropriate action to protect that person. This may include signposting the person to an appropriate organisation for support, not publishing the postings or, in the most serious cases, we may contact any appropriate authorities.

4. Content standards

- 4.1 These content standards apply to any and all material which you contribute to our site (contributions), and to any interactive services associated with it.
- 4.2 You are responsible for the content of any contribution you submit.
- 4.3 You must comply with the spirit and the letter of the following standards. The standards apply to each part of any contribution as well as to its whole.
- 4.4 Contributions must:

- 4.4.1 Be accurate (where they state facts).
 - 4.4.2 Be genuinely held (where they state opinions).
 - 4.4.3 Comply with applicable law in the UK and in any country from which they are posted.
 - 4.4.4 relate to your own personal experience.
 - 4.4.5 be relevant to helping people make choices about places where they can receive medical treatment.
 - 4.4.6 be constructive, truthful, and not abusive.
 - 4.4.7
- 4.5 Contributions must not:
- 4.5.1 Name any individuals (other than yourself) or include information through which someone else could identify such an individual. If you want to comment on someone else's experience, (e.g. a relative or someone you care for) then you may do so if you ensure that you are not named in the position and you state how the other person is connected to you (i.e. father). Any information you contribute that reveals personal information, such as names, phone numbers, email addresses, twitter handles, addresses and so on will be removed.
 - 4.5.2 Not be used to make complaints or accusations about individual hospitals, GP practices, treatment centres or any other service. If you wish raise a complaint the matter should be dealt with under the NHS complaints procedures. Where a contribution refers to a matter which is the subject of a formal complaint we will consider the impact of publishing that contribution and may remove it.
 - 4.5.3 Contain any comment that may prejudice the outcome of a court case or General Medical Council hearing.
 - 4.5.4 Contain any material which is untrue or defamatory.
 - 4.5.5 Contain any material which is obscene, offensive, hateful or inflammatory.
 - 4.5.6 Promote sexually explicit material.
 - 4.5.7 Promote violence, public fear or terrorism.
 - 4.5.8 Promote discrimination based on race, sex, religion, nationality, disability, sexual orientation or age.
 - 4.5.9 Infringe any copyright, database right or trade mark of any other person.
 - 4.5.10 Be likely to deceive any person.
 - 4.5.11 Be made in breach of any legal duty owed to a third party, such as a contractual duty or a duty of confidence.
 - 4.5.12 Promote any illegal activity.

- 4.5.13 Be threatening, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety.
 - 4.5.14 Be likely to harass, upset, embarrass, alarm or annoy any other person.
 - 4.5.15 Be used to impersonate any person, or to misrepresent your identity or affiliation with any person.
 - 4.5.16 Give the impression that they emanate from us, if this is not the case.
 - 4.5.17 Advocate, promote or assist any unlawful act such as (by way of example only) copyright infringement or computer misuse.
- 4.6 Any comments solicited by service providers or any related party are not permitted. Service providers shall not post comments on behalf of patients, their friends, family members or any other persons.

5. Suspension and termination

- 5.1 We will determine, in our discretion, whether there has been a breach of this acceptable use policy through your use of our site. When a breach of this policy has occurred, we may take such action as we deem appropriate.
- 5.2 Failure to comply with this acceptable use policy constitutes a material breach of the **terms of website use** upon which you are permitted to use our site, and may result in our taking all or any of the following actions:
- 5.2.1 Immediate, temporary or permanent withdrawal of your right to use our site.
 - 5.2.2 Immediate, temporary or permanent removal of any posting or material uploaded by you to our site.
 - 5.2.3 Issue of a warning to you.
 - 5.2.4 Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.
 - 5.2.5 Further legal action against you.
 - 5.2.6 Disclosure of such information to law enforcement authorities as we reasonably feel is necessary.
- 5.3 We exclude liability for actions taken in response to breaches of this acceptable use policy. The responses described in this policy are not limited, and we may take any other action we reasonably deem appropriate.

6. Changes to the acceptable use policy

We may revise this acceptable use policy at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we make, as they are legally binding on you. Some of the provisions contained in this acceptable use policy may also be superseded by provisions or notices published elsewhere on our site.