



BRAIN
INJURY
MATTERS



Family First Portal

Terms, Conditions and Acceptable Use Policy



Belfast Health and
Social Care Trust



NATIONAL
LOTTERY FUNDED



TERMS, CONDITIONS AND ACCEPTABLE USE POLICY FAMILY FIRST ON LINE PORTAL AND FORUM

The discussion forum is designed to allow parents, carers and families who have a child/young person 0-18 who have an acquired brain injury (ABI) to share experiences, meet new people, gain information and support about acquired brain injury in children.

To keep everyone safe and to ensure we are GDPR compliant (i.e we abide by regulations on how we protect and manage your personal data) we have some rules that all users must abide by. By using the discussion forum, it shows us that you agree to abide by the following:

- Those using the forum, must be an adult aged 18+ living in Northern Ireland a parent or carer of a child who has sustained an ABI.
- To maintain confidentiality, do not mention people's names, location, personal details, sensitive personal data or contact details including those of professionals and family members. Should you wish to make additional contact outside of the forum with an additional user, this can be facilitated through your family practitioner.
- In your post please use language that is civil, respectful and understandable. We recognise that the topics discussed might arise strong emotional reactions but we would ask that users are considerate of others in their postings. Rude, insulting, offensive or threatening post or comments are not appropriate and will be deleted. The usual bounds of confidentiality will apply to discussions and posts (as detailed above) .
- Please try to use correct punctuation in your posts – long sentences with no commas or full stops can be confusing and difficult to read.
- Please try not to use abbreviations or 'text speak' - it can be difficult to read and may cause a member to take unintentional offence, or feel excluded from the forum.
- Avoid posting links to images or to sites that break the forum rules.
- Forum discussions will be monitored by the moderator. Users will be informed should their post be deemed inappropriate. See acceptable use policy below.



- If you feel that someone has insulted you, report their comment to the moderator - don't continue the dispute. The moderator will take a look at the offending comment and decide on a course of action.
- Be kind to each other - many people using the forum are going through a difficult time. A few kind words can go a long way. Please welcome new posts – it can be very nerve-wracking to post on the forum for the first time.
- Make your thread's subject line clear and informative - it makes the post easier to find.
- Read what's already on the forum before posting - you may be repeating things others have already said or asked.
- If you have a problem or concern, please write to info@braininjurymatters.org.uk

ACCEPTABLE USE POLICY

The following material is prohibited on the page and will be removed if posted:

- Anything that may in any way breach any local, national or international law or reputation.
- Unlawful, fraudulent, abusive, derogatory, libellous, deceptive, or defamatory statements or attacks that will or are likely to harm, harass, upset, embarrass, alarm or annoy any other person, whether towards BIM, other posters or any other person or organisation.
- Impersonating any person or misrepresenting your identity or affiliation with any person (including implying that such content emanates from us, if this is not the case).

Petitions of any sort. The rules for charities regarding government lobbying are complex, and we must adhere to them strictly to maintain our charitable status.

- Therefore we cannot permit petitions, any unauthorised advertising or promotional material or any other form, which are not from BIM.
- Content posted in breach of any legal duty owed to a third party, including a contractual duty or duty of confidence.
- Anything that conflicts with BIM child welfare objectives and policy and procedures.
- Send or upload any material that contains viruses or any other harmful programs or similar code designed to adversely affect the operation of any computer software or hardware.

- References to Local Authorities or Health and Social Services, Education providers and support services and their cases or names of specific individuals.

Disclaimer

The views expressed on the online Forum are not the views of Brain Injury Matters (NI). Any recommendation or other information within the forum is followed by you at your own risk and Brain Injury Matters (NI) cannot guarantee the accuracy of information posted on it in any respect.

We may update this acceptable use policy at any time. You're expected to check this page from time to time to take notice of any changes we make, as you are legally bound by them.