

Community Forum Policy

To ensure everybody feels welcome, supported and safe in the Community Forum, please take time to read through the community forum policy.

Posting Policy:

When using the forum, please avoid:

- Telling somebody what to do – It is OK to share what has worked for you but It's not possible to understand somebody else's situation fully from a post online. What worked for you may not work for another family.
- You are personally responsible for the content you publish on social media. Be mindful that what you publish will be public for many years. When posting, please ensure information published is accurate to the best of your knowledge.
- Posting anything racist, homophobic, sexist or transphobic.
- Taking screenshots of the forum
- Making personal attacks, bullying or criticising others. It's ok to share your opinion but please respect other's too. We know how hard things can be and we want this to be supportive space for all.
- Naming and criticising particular services, people, medical staff or hospitals. This could have legal implications for you and for Twins Trust.
- Posting any fundraising pages, petitions, or requests for research participants without asking us first for permission.
- Posting adverts for companies and/or products.
- Posting inappropriate sexual content or innuendo – it may make some people feel uncomfortable.
- We understand that sometimes we need a good rant, but please avoid excessive swearing, or swearing at other members of the community. Expletives will be automatically be removed from the discussion.

Moderating Policy:

- Moderators will do their best to support forum users, and point them in the right direction for further information.
- Our community forum is moderated by Twins Trust staff and volunteers during office hours, Monday – Friday 9am – 5pm. Our community forum is not moderated outside of these hours.
- Our moderators will respond as quickly as possible to messages and reports. In exceptional circumstances this may take up to 24 hrs.
- Moderators will not check every message before it goes live. The first post of each new user will be checked and approved by moderators, but not from then on. If a post is concerning you, do let us know and we will do our best to help.



- Moderators will ensure that community forum users comply with the community forum policies and guidelines.
- Moderators will look out for anyone who is at risk of significant harm
- If a forum user does not comply with these guidelines they will be given a written warning explaining how they did not comply with the guidelines. If the user repeatedly goes against the guidelines they will be blocked from the community forum.
- Moderators will remove or edit posts which do not comply with the guidelines (we will let you know if we do and why)

Privacy:

We will respect your confidentiality. We will only tell someone else what you share if a child is at risk of harm, a vulnerable adult is at risk of harm, a person poses a serious risk to others or you are in immediate danger of serious harm AND if we have enough information about who you are and where you live to help you get the effective support.

We also have to pass on information if a terrorist threat has been made or we have been ordered to share information with the courts.