

KEEPING YOUR DATA SAFE



1. HOW WE KEEP YOU SAFE

You can talk confidentially with our Hope Online team, however if you tell us something that makes us worried or concerned about your own safety, that you are at risk of harm from someone or that you are harming another person, then we will have to share this with a relevant third party with the intention of helping you.

The personal information you give us will be handled in compliance with the General Data Protection Regulation.

Hope's online support team are all trained professionals and they receive supervision every month. The Hope Online team will never ask to meet up with you offline. The Hope Online Support team may advise you on other face to face services Hope Support offers though.

WeAre Hope Facebook and SuzieHope Facebook are moderated 7 days a week but not 24 hours a day. If you are feeling unwell or suicidal, we would always encourage you to find the support you need immediately. If you don't have a family member or friend you can speak to you can call the Samaritans on 116 123 or Childline on 0800 1111. There is always someone there to listen. If you need medical help, call for NHS advice on 111.

2. HOPE'S FACEBOOK T's + C's

Hope is here for you to build supportive connections with other young people so please try to always be supportive of others.

We will remove information and posts that we feel are inappropriate. This would include: unsuitable language, abusive/unlawful/offensive content, criticism of others or bullying in any context.

Posts on the Hope Facebook pages are the views of the person posting and are not necessarily shared by Hope.

We advise you not to share posts containing personal information about yourself or anyone else.

3. KEEPING YOUR DETAILS UP TO DATE

From May 25th 2018 Hope Support Services is compliant with General Data Protection Regulation. If you are a member of WeAreHope and have joined after May 25th 2018 you will have already filled in the form linked at the bottom of the page before you can access online support.

If you were a member before May 25th 2018 Suzie Hope will be in touch with you as you will have to fill this form in, in order to have access to Hope's online support.

If you are unsure whether you have filled the form in or have any questions about the form, Suzie Hope will be able to help you.

<http://bit.ly/OnlineReferralForm>

SUPPORTING YOUNG PEOPLE WHEN A LOVED ONE IS SERIOUSLY ILL

WWW.HOPESUPPORT.ORG.UK