

## WithYou

### Medical and caring staff terms and guidance

Thank you for your interest in WithYou (**we, us**). We are a non profit organisation which enables the friends and family of your patients to stay in touch at a time when hospital visits are less frequent or not possible. We believe that enabling loved ones to stay in touch is crucial at this difficult time. For more detail on who we are, please see the bottom of these terms.

**Thank you for your assistance in running WithYou – your help in connecting loved ones at this difficult time is much appreciated.**

### How does it work?

In summary, WithYou works as follows (the **WithYou Process**):

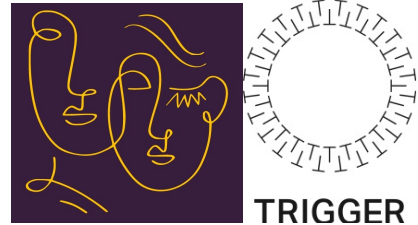
1. A family member or friend of a loved one who is a patient (the **Patient**) can sign up to be involved via the WithYou website. Each family or friendship group will nominate one key contact who will hold an account on the WithYou website (the **Key Contact**) through which content for the Patient (**Content**) can be digitally uploaded.
2. The Key Contact will send URL or telephone links to any family or friends that wish to upload Content – Content can include voice and written messages and music. Content created via the URL or telephone link will be uploaded to the Key Contact's account.
3. On receipt of Content to their account, the Key Contact will review this to ensure it complies with the WithYou terms of use (the **Terms**). It is the Key Contact's responsibility to review Content to ensure it does not breach the Terms before you share it with the Patients.
4. Once the Key Contact has reviewed Content, they will send it to you via the website. You will receive the Content to an email inbox designated for use by WithYou (the **Designated Inbox**) – on receipt of the Content to the Designated Inbox, you will be able to share this with the Patient.

If you would like further information on how the process works, please visit the "How to" page on our website: <https://www.withyou.org.uk/faqs#>

### By participating in the WithYou Process, you acknowledge and agree that:

1. You understand the WithYou Process and how to access Content uploaded via the WithYou website to enable delivery to Patients;

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2. You will deliver Content to the relevant Patient as soon as reasonably possible;
3. You will keep confidential (insofar as this duty does not breach any obligations of disclosure which you are under - including but not limited to clause 5, below), the Content and the names and personal information of Key Contacts and / or their family and friends uploading Content;
4. You will use reasonable efforts to keep the content of the Designated Inbox secure, including ensuring that you keep any passwords safe and do not share them with others;
5. Whilst you are under no obligation to review Content, should you become aware of Content which is, in your view, (for example) inappropriate, derogatory, offensive or illegal, you shall inform WithYou using the following contact information [withyou@triggerstuff.co.uk](mailto:withyou@triggerstuff.co.uk). Following a report from you, WithYou shall take action in such a form as we see fit and there will be no further obligation on you.

Thank you again for helping with WithYou's work.

If you have any questions, please contact: Becca Gill, Associate Producer, Trigger on [becca@triggerstuff.co.uk](mailto:becca@triggerstuff.co.uk)

By participating in WithYou, you agree to comply with these terms.