

Terms and Conditions Connection Scheme

What is the Connection Scheme?

The Connection Scheme has been set up to enable our community worldwide to make contact with others in similar situations to themselves (connections). This scheme may be able to connect participants, helping to relieve feelings of isolation that are felt by many following encephalitis. The scheme is free to join and the only associated costs for you personally would be any costs associated with your preferred means of communication after you are provided with connections.

Is this Scheme right for you?

If you are looking for someone else that would like to talk about specific outcomes following encephalitis, such as memory problems, educational issues or someone that has had the same type of encephalitis, this scheme may be right for you. This scheme is not about asking another member to solve specific issues or to act as a counselling service but as an opportunity to share experiences.

We would ask that you only join the scheme if you are committed to communicating and sharing experiences with other members of the Scheme. It can be very disheartening for someone who builds their confidence to reach out not to receive any replies.

What does the Scheme involve?

This scheme will require you to share personal data such as your name, age, gender, address, telephone number, email address, type of encephalitis and effects of encephalitis with Encephalitis International via the form you fill in as part of Connection Scheme.

As soon as the Scheme finds people you can connect with – Connections - they will receive your nickname, email address, gender, country (not full address) and type of encephalitis/after-effects.

If you feel uncomfortable with people you do not know having these details about you, then this scheme may not be right for you. Please get in touch with Encephalitis International to discuss if this is the case.

What criteria are there for joining the Scheme?

- Anyone directly or indirectly affected by encephalitis worldwide is welcome to join.
- You must be registered with Encephalitis International before you join the Scheme by filling in the Connection Scheme form on our main website.
- You must be over 18.
- You have an email or telephone number that can be used for contact.
- You must complete the Connections form and agree to the terms and conditions of the Scheme.

Encephalitis International

32 Castlegate • Malton • North Yorkshire • YO17 7DT • United Kingdom • www.encephalitis.info

Support Team: T: +44(0)1653 699599 | e: support@encephalitis.info • Admin: T: +44(0)1653 692583 | e: admin@encephalitis.info

Encephalitis International is a registered charity and charitable company.

Registered Charity Number (England and Wales) 1087843 (Scotland) SCO48210

Charitable Company Number (England and Wales) 04189027



Connection Scheme Communications Guide – Do's and Don'ts

We want to ensure everyone has the best experience within this scheme and managing those expectations is important. Feedback from previous scheme participants has suggested that clarity on how to interact with fellow Connections would be helpful. Therefore, we have put together this simple list of Do's and Don'ts.

Do's

- Do inform Encephalitis International immediately with any issues or concerns.
- Do ensure that you check your email address regularly as connections can happen any time after you join the Scheme
- Do maintain confidentiality of your Connections
- Do be patient with your Connections, it may take them a while to respond
- Do let your Connections know if you would like to bring the contact to an end
- Do respect a Connection's decision to end their contact with you
- Do immediately delete the Connection's personal data that has been shared with you if you are asked to do so
- Do remember what worked for you may not work for others
- Do respect the cultural and religious needs of your connections
- Do keep communications appropriate and specific to the scheme purpose

Don'ts

- Don't share any of your private information (i.e. your home address, full name, date of birth, bank details) with the Connections
- Don't share your Connections contact details with anyone else (i.e. do not do group emails)
- Don't reveal detailed information about another person without explicit prior consent, to other members or organisations
- Don't be drawn into commenting on other Connections within the scheme
- Don't give any out medical advice or other advice that may have the potential to cause harm. If you are asked for medical advice inform your connection that they should seek advice from an appropriate Medical Practitioner
- Don't use your Connections as a counselling service
- Don't make any inappropriate communications such as using the Scheme to market your business or using the Scheme as a dating service
- Don't impress your personal opinions onto your Connections

How do you leave the Scheme?

If you decide at any point that you no longer want to be part of the Scheme, please let Encephalitis International know (this would not affect your access to the scheme in the future or our other services such as virtual gatherings, the support line or our events). You can delete your account yourself or we can

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delete it for you so you will not be contacted by new people in the future. However, we can't withdraw the details you already shared with other people prior to your decision to leave the Scheme.

Connection Scheme Website

- **Website Use:** This site is intended for personal, non-commercial use only. Users must not misuse the site by introducing harmful material or attempting unauthorised access.
- **Intellectual Property:** The content, including text, images, and trademarks, is owned by Encephalitis International. Unauthorised use or reproduction without permission is prohibited.
- **Content and Availability:** Encephalitis International strives to ensure the information on the website is accurate and up-to-date but does not guarantee its completeness or reliability. The availability of the website and its content can be modified or terminated at any time without notice.
- **User Conduct:** Users must not engage in unlawful activities on the Connections Scheme website. This includes not infringing on others' rights, avoiding the transmission of offensive material, and not uploading harmful content.
- **Privacy and Personal Information:** Any personal information provided by users will be handled in accordance with Encephalitis International Privacy, Data Protection and Confidentiality Policy. This outlines how personal data is collected, used, stored, and shared, and the rights users have regarding their data.
- **Limitation of Liability:** Encephalitis International limits their liability for any damages resulting from the use of their websites, except for liabilities that cannot be excluded by law.

Responsibility

- Encephalitis International cannot be held responsible for the content of interaction between Connections (others signed up to this scheme) or if you decide to leave the Scheme for your previous connections still reaching out to you.
- Encephalitis International cannot and does not accept responsibility for any advice given by people within the Scheme.
- Encephalitis International maintains the right to deny or restrict access to this scheme as deemed necessary in particular due to a breach of our communication guidelines by an individual.

By accessing and using this Scheme, users confirm they have understood the terms and conditions and are agreeing to be part of the Scheme which involves the sharing of your information with others within the scheme.

Terms and Condition V1, June 2024

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