



Maternal Pituitary Support  
Community Interest Company  
Company Number: 13907290  
Registered Address: 7 Bell Yard Street,  
Holborn, London, WC2A 2JR

# Maternal Pituitary Support Terms & Conditions Updated 27 May 2022

These Terms & Conditions, along with information on our website may be subject to change at any time, without notice.

These Terms & Conditions were updated 27 May 2022.

These Terms & Conditions apply to Maternal Pituitary Support Community Interest Company (“Maternal Pituitary Support”, “we”, “us”, “our”) and you the Member (“Member”, “you”, “your”).

If you do not accept these Terms & Conditions, you must cease using our website, membership and community immediately.

By joining and remaining as a Member, the Member confirms that they have read, understood and agree to the Membership Agreement, Terms & Conditions and Privacy Policy.

## 1. About Us

Our organisation provides support for women, and their families, with pituitary conditions that arise during pregnancy, childbirth, or the early postnatal period.

- a. This includes those who may have sadly experienced miscarriage, stillbirth, or loss of their baby. We use the term *maternal* for clarity, to welcome those with a pituitary condition arising during this unique time of life.
- b. We’re here to provide a supportive, caring and kind community to bring women and their families together.
- c. We will also advocate for improved care and research into these often-overlooked conditions.

## 2. Diversity & Inclusivity

We respect and welcome individuals from diverse backgrounds and are committed to Maternal Pituitary Support being an open, safe, respectful and inclusive organisation.

- a. Throughout our website, for clarity, we have used the term *women, woman, mother and mum* to include any birthing individual.
- b. We respect that not all individuals may identify with these terms. Where we use the term *parent*, we refer to anyone who is the main carer for a child.



### **3. Disclaimer**

Maternal Pituitary Support is run by mothers, for mothers.

- a. As a patient support organisation, and as patients ourselves, we cannot give individual medical advice.
- b. Our information pages have been checked by medical professionals, however, they are intended as general information and are not designed to substitute medical advice for you as an individual. If you require medical advice, please contact your healthcare provider.
- c. In an emergency, you should contact the emergency services in your country.
- d. Maternal Pituitary Support shall not be liable for any loss which may arise from the use (or misuse) of information on this website.

### **4. Feedback on our website or membership**

Our information pages and resources have been written in good faith and from the current knowledge base available.

- a. We cannot guarantee their correctness or completeness.
- b. If you notice something that you would like to query, or suggest, please do reach out to us at [info@maternalpituitarysupport.org](mailto:info@maternalpituitarysupport.org)

### **5. Hyperlinks**

Throughout our website there are hyperlinks to other useful resources which will take you away from our website if you select them.

- a. These websites are not under the control of Maternal Pituitary Support, and we accept no responsibility or liability in respect of the content on any other website.

### **6. Safeguarding**

We take safeguarding of children and vulnerable adults very seriously.

- a. If you have any concerns regarding safeguarding in our member forum, please contact us in the first instance via [info@maternalpituitarysupport.org](mailto:info@maternalpituitarysupport.org)
- b. If you believe a child or vulnerable person may be in immediate danger you must contact the police as a matter of emergency.

### **7. Data Protection & Privacy**

Please carefully read through our Privacy Policy.

- a. By accepting these Terms & Conditions you agree to the Privacy Policy.



## 8. Security

- a. You agree that you will not participate in any behaviour which causes or may cause nuisance or damage to Maternal Pituitary Support, our website or any of the computer systems on which our website relies.

## 9. Advertising

- a. We do not allow advertising or the sharing of links for your financial or business gain.
- b. You may in good faith share links to products or supplements in the member forum when you are sharing your own patient experience and what you have found to be beneficial for your own health.

## 10. Copyright

- a. The copyright of the material on our website belongs to Maternal Pituitary Support or its licensors.
- b. Any reproduction of our material should be for non-commercial purposes, be cited and retain any copyright notices.
- c. Images on this website are under licence and may not be reproduced without written permission of the owner.
- d. No licence is granted in respect of intellectual property rights.

## 11. Membership

Please carefully read through the Membership Agreement.

- a. By accepting these Terms & Conditions you agree to the Membership Agreement.
- b. Maternal Pituitary Support offers an annual membership for a fee.
- c. Membership enables you to directly support our work to provide patient support, raise awareness, advocate for better care and promote further research.
- d. As a member, you will have access to our community and member content which is provided on the platform Guild. You will also have access to member only events, such as online socials, vlogs, talks and Q&A with relevant professionals.
- e. We retain the right to remove a member from Maternal Pituitary Support on Guild should we believe the member has not adhered to the rules. In this circumstance a member can appeal this decision by emailing us at [info@maternalpituitarysupport.org](mailto:info@maternalpituitarysupport.org)

## 12. Participation in wellbeing videos disclaimer

- a. By accessing our community, you accept personal responsibility for your health and that you are medically fit to participate in any wellbeing or exercise videos. We recommend that you speak with your endocrine professional to confirm you are clear to participate before accessing the content. You accept that there is a risk associated with exercise and movement of any kind and that when following an online programme, you take full responsibility for your safety and health.
- b. Maternal Pituitary Support and all partners shall not accept any liability for any loss associated with use of our member area and the participation of any exercise or wellbeing content provided.

## 13. Community Rules

- a. At all times use respectful, kind, and supportive language.
- b. The community must stay a safe, supportive and kind space for all to use.
- c. Be understanding that others may have a different experience from you. They may be on a different stage of their pituitary journey or recovering from trauma.
- d. We do not accept bullying, swearing, foul, or abusive language, even when partially or fully concealed.
- e. If you find that you are getting angry, please pause and come back when you feel calmer.
- f. You can report any content or communication that you feel does not adhere to our rules.
- g. Do not give medical advice. You can share your experience as a patient and what has worked for you instead.
- h. We do not allow interpretation of other members' laboratory results. If you would like more information on why only a medical professional should interpret results, please see our section on reference intervals on the website.
- i. Share your experiences of medical care (good or bad) however please do not "name and shame" any individuals.
- j. Please keep discussions, content, and information in the member forum confidential to the forum.
- k. We do not allow abuse of member privileges or for members to share their login with anyone else.
- l. If you are uploading content, such as videos or photographs to the forum, it is your responsibility to ensure they adhere to our member forum rules.
- m. You will not write, share links or content that are irrelevant, abusive, discriminatory, racist, pornographic or that pose a safeguarding risk to children or vulnerable adults.

- n. You must behave within the law and uphold laws such as privacy and copyright.
- o. You will not share misinformation or conspiracy theories, for example regarding COVID-19 vaccination.
- p. Please keep in mind that many members have experienced trauma. Any posts containing potential triggers should be accompanied by a trigger warning at the start of your post, with a gap so that members do not unintentionally view what you have written. Where possible, please keep traumatic or triggering information within our defined areas.
- q. The use of our members area by children is subject to the consent of their parent or guardian. Children should be supervised at all times whilst accessing content. It is the responsibility of the parent or guardian to ensure the child understands internet safety.
- r. We do our best to ensure the quality and appropriateness of interactive areas such as our forum, however we are under no obligation to moderate or monitor this content. We shall not be liable for any loss caused by the use of any member in contravention to our rules, whether the service is moderated or not.

#### **14. Breach of our rules**

When we consider that a breach of our rules has occurred, we may take such action we deem appropriate in the circumstances.

- a. This may include removal from access to our community and may extend to legal action where deemed appropriate.
- b. Membership access may be temporarily removed until discussion in the next Maternal Pituitary Support directors meeting.
- c. If a member wishes to appeal any decision they may submit this in writing to [info@maternalpituitarysupport.org](mailto:info@maternalpituitarysupport.org) within 30 days.

#### **15. Response times**

Maternal Pituitary Support is run by mothers for mothers.

- a. As such, there may be a delay in responding to queries or communication as we carry out our caring duties. We will do our best to respond to you in a timely manner.

#### **16. How to contact us**

Please contact us if you have any questions about our Terms & Conditions.

- a. Our email address is [info@maternalpituitarysupport.org](mailto:info@maternalpituitarysupport.org)
- b. Our postal address is Maternal Pituitary Support, 7 Bell Yard Street, Holborn, London WC2A 2JR, United Kingdom



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