

## My Ovacome forum terms of use

Ovacome is the national UK ovarian cancer charity focused on providing support and information to anyone affected by ovarian cancer. This includes people who have either been diagnosed with the disease or think that they might be at risk, as well as their friends and family and healthcare professionals.

We provide a range of support services, including:

- [a telephone support line, as well as email and instant chat support](#)
- [a 24 hour online forum](#)
- regional support and information events when safe to do so
- [an online programme of support groups and webinars](#)
- [expert information booklets on ovarian cancer, to support you through treatment and beyond](#)

Ovacome is a membership charity. Membership is open to anyone and is completely free. Joining the My Ovacome forum does not mean you have joined Ovacome charity as a member. All forum users can also access our full range of free services.

Health Unlocked host the website which Ovacome use to provide the My Ovacome forum. HealthUnlocked is an online platform providing a social network for peer-to-peer support with over 300 patient organisations supporting their communities. The Ovacome charity staff team moderate and support the My Ovacome community.

The purpose of the My Ovacome forum is to provide a safe space for anyone affected by ovarian cancer to share experiences and offer support relating to ovarian cancer.

### Online safety

Members should not paste personal contact information on the site though may choose to do so in the private chat function. Members should have general regard to their online safety; information on online security is widely available, for example from <https://www.ncsc.gov.uk/cyberaware/home>

### Private messaging

The chat function is commonly referred to as private messages or direct messaging. The My Ovacome moderators cannot see private messages sent between forum members. HealthUnlocked can access all messages sent on the platform and may do so if it considers it important to the safe running of the site for all members.

## **Moderating content**

Moderation helps to ensure a safe space and content may be edited or removed by My Ovacomе moderators to ensure that the community remains supportive and respectful to all. Content may be edited or deleted even where it is not negative, abusive, malicious or deliberately misleading of itself.

Content that users post on a HealthUnlocked community is also moderated by the community itself. As a member you can report content to moderators.

Moderation takes place after content is posted. As moderation occurs after posting, neither the Ovacomе nor HealthUnlocked is responsible for any injury or offence that a member may draw from another member's content.

Content should never be abusive, malicious or misleading. If you consider someone else's content to be inappropriate please report it via the 'Report' option at the bottom of each post. This will alert the moderators who will review the content and take any necessary action as decided by the team.

Individual members may not be informed where content is edited or deleted. Where content is edited or deleted neither Ovacomе nor HealthUnlocked need to provide a reason for this.

If we receive three or more abuse reports/ complaints from three different people about the same forum member regarding separate issues, that member will be blocked and restricted from using the My Ovacomе forum. The Ovacomе Team will block or restrict any members who do not abide by the terms of use.

## **Posting content**

Posting content on My Ovacomе is taken as your agreement to post information that is true and correct to the best of your knowledge. You agree to post information that is primarily drawn from your personal experience.

Content should be taken as the views of the individual member and do not represent the views of Ovacomе or of HealthUnlocked. Such views do not constitute professional recommendations or advice.

While it is fine to share your own personal experience regarding possible choices and information to consider, we ask that you do not tell other forum members what to do. Everyone is an individual and circumstances vary so it is not possible to state absolutely what action another person should take.

Please do not post statistics relating to ovarian cancer. There will be members who do not wish to have this information and they need to be able to use the forum safely in this regard. Statistics are always looking backwards, do not reflect current medical practice and cannot predict what will happen for any individual.

Public posts on My Ovacome can be read, used, reproduced and cited by others. You have the option to set your post to be visible only to community members and to delete content you have posted.

### **Community atmosphere**

Your participation in the site should be undertaken with respect, honesty and the intention of supporting and learning from the community regarding ovarian cancer.

We will not tolerate racism, sexism, homophobia, transphobia, ageism or other forms of hate-speech or content that could be interpreted as such. Any comments which breach our guidelines will be removed.

### **Professional health information**

Information posted on the site can support but not replace the relationship between you and doctors or other healthcare professionals. Information from the site may inform your discussions and exploration of treatment options with healthcare professionals. You should always consult a healthcare professional for advice on treatment or medication.

### **Naming clinicians**

You are reminded that the site is not the forum to 'name and shame' or to create negative feedback on identifiable individuals. Negative references to identifiable individuals are likely to be edited or deleted.

We recognise that sharing knowledge of specialists in ovarian cancer is of value to forum members. When doing so, do not post libellous or defamatory comments about individuals and organisations and do not breach privacy rights by sharing their personal information.

Defamation includes comments that:

- discredit the person
- causes the regard in which the person is held by others to be lowered
- causes the person to be shunned or avoided
- causes the person to be the subject of hatred, ridicule or contempt

### **Do**

- Be supportive and respectful; this is a public space open to a wide range of people who have been affected in some way by ovarian cancer. Please focus on supportive and sensitive discussions around this and always be sympathetic to other members' feelings. It's your right to disagree with an opinion, but don't attack the person or people who hold it and please make your point respectfully.

- Keep focus on topic within each thread. You can always start a new post on a topic you wish to discuss.

**Do not**

- Be hateful. We don't tolerate racism, sexism, homophobia, transphobia, ageism or other forms of hate-speech or content that could be interpreted as such. Comments that use disparaging language will be removed. Please do not bully, harass or intimidate any user.
- Use abusive language- it is unacceptable in this community and you should avoid using swear words or words that others may find offensive aggressively or excessively. We may remove any comments others find offensive or threatening or which are deemed to be escalating a situation. We may also remove an entire thread if a strong disagreement develops.
- No adverts, promotions or spam; this forum is source of support and should not be used to sell or promoted services to our members. We consider any commercial solicitation to be spam, including promoting web addresses, products or services. We will not tolerate any company or individual found to be soliciting personal information from our members for commercial gain. Action will be taken against any company found to be passing themselves off as an individual.
- If you would like to recommend a product or service from your own experience, please consider contacting through the chat function.
- Promotion of fundraising activity for organisations other than Ovacome is not permitted. Discussion of your experiences of self-funding/crowd funding for treatment is permitted but please do not request funds from users or share any external links regarding this.

Ovacome reserves the right to update and change the guidelines and terms of use at any time and to delete any content we feel break the terms of use for the My Ovacome forum. If you have any questions about these terms of use please contact the office on 0207 299 6654.