

Togetherall Frequently Asked Questions

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About Togetherall

What is Togetherall?

Togetherall is a digital mental health support service which is available online, 24/7, and is completely anonymous so you can express yourself freely and openly. Professionally trained Wall Guides monitor the community to ensure the safety and anonymity of all members.

In addition to Togetherall's online community, you will have access to a wealth of useful resources and can work through tailored self-help courses covering topics such as anxiety, sleep, weight management, depression and many more.

What can people do on Togetherall?

Togetherall offers a range of activities that allow you to work through what's troubling you:

- Access an anonymous community of support available from members 24/7.
- Share your thoughts and join a Talkabout alongside fellow members to share and discuss what's on your mind, gain support and advice. You can do this with the whole community or form your own groups or one-to-one chats.
- Take self-assessments to help you understand more about yourself.
- Make a Brick to express yourself and your feelings creatively through drawing or by uploading your own images.
- Find lots of information in Resources which can help you understand more about how you are feeling, set goals and track your progress. Make friends anonymously so you can give and receive support from others like you.
- Join Courses with others to learn how to manage everything from depression and anxiety to improving your problem solving and learning to stop procrastinating.

Who is Togetherall for?

Anyone who is aged 16 and over.

Who can access Togetherall and how much does it cost?

Togetherall is provided as part of your Westfield plan. There is currently no option for an individual paid subscription for Togetherall.

What are the common issues that bring people to Togetherall?

Anything that is causing people emotional distress. This can include anxiety, stress, feeling low, depression, feeling out of control and trauma to name a few. All of these may be triggered by life events such as the loss of a loved one, relationship breakdowns, employment related issues, financial crisis, sexuality, isolation, alcohol or drug-related problems.

Who are the Wall Guides and what do they do?

The Togetherall community is the main hub of support as individuals share their stories and experiences, engaging in conversations with other members of the community.

Our Wall Guides are trained professionals whose job is to keep our members safe and help them feel they are not alone. They are required to be proactive in responding to Togetherall members who are in crisis and provide them with support, which may involve helping them to seek local assistance from their doctor or therapist.

Is Togetherall for all ages?

Togetherall is only for adults 16 years and over. While they monitor for inappropriate content, members are free to express their feelings about many issues that would be inappropriate for minors.

How safe is Togetherall?

Togetherall has strict rules to ensure your safety. They have House Rules and the Privacy Policy that guide you on how to keep safe on the site. They advocate a policy of non-exchange of personal information or private contacts. All new content generated by members on the site, including Talkabout and Bricks are monitored 24/7.

Specific behaviour on the website will trigger a response by Togetherall staff (Wall Guides) and an escalation process will be implemented. While it happens infrequently, they will remove any content from the website and bar members who are not working within the House Rules and a Privacy Policy.

Why is Togetherall anonymous?

Research has demonstrated that people tend to avoid sharing their troubles with friends, family, or healthcare professionals. For example, 50% never go to a doctor for fear of stigma. Men in particular are often afraid to reveal how they feel or what's troubling them.

Togetherall provides an environment in which members feel safe and supported while remaining anonymous. Through our anonymity feature you

are free to talk about the things that matter to you without the fear of being judged or someone you know finding out.

What is 'Big White Wall?'

Togetherall's previous name, 'Big White Wall,' was inspired by a displaced community in London, UK, who wrote their thoughts, feelings, and messages of support on a wall before their homes were demolished.

In the summer of 2020, people came together globally to speak out against social and racial injustices. Togetherall then took the necessary decision to accelerate plans to change our name, as they felt that the name was no longer communicated our mission effectively. Rather than act as a barrier, it needed to carry a message that community is inclusive, supportive and fosters togetherness.

I need mental health support right now

Togetherall is not a crisis service, if you require urgent mental health support, please visit our 'In Crisis'. If you require additional local support outside of Togetherall this information can also be found here.

Togetherall is a digital mental health service, safe and anonymous, giving members access to a supportive community and a wealth of materials at any time of day or night.

Becoming a member and managing your profile

Do I have access?

Access to Togetherall is provided when you first sign up for your plan. You can access your profile through your benefit tile, My Westfield or through the organisation that is providing the plan.

Who can access Togetherall and how much does it cost?

Togetherall is available as part of your plan. This isn't an extra cost to you the policyholder/plan holder.

Is Togetherall for all ages?

Togetherall is only for adults 16 years and over. While they monitor for inappropriate content, members are free to express their feelings about many issues that would be inappropriate for minors.

How do I create an account?

To create an account for Togetherall, please click on the link from the URL supplied on your Westfield benefit tile or provided directly to you by your employer/the organisation paying for you to have access. This URL will allow you to create your own profile and password.

How do I choose my username?

Togetherall is anonymous. This allows you the freedom to share honestly and openly. When choosing a username, you will need to make sure that no one will be able to identify you. For example, avoid pet names, childhood nicknames or names that you may use on other networks or sites.

Wall Guides may change your username if they feel it may give away your identity. If this happens, you will be notified by an email giving you a link to a private message with a Wall Guide, where you can ask them to change it to something more memorable.

I've created an account but can't log in

In order to access your Togetherall account, you will need to verify your email address. When you signed up to the Togetherall website we sent a verification link to your contact email from the account: info@v2.togetherall.com with the subject 'Complete your registration'.

You may have to use the search function for your inbox or check your spam folders in case the email has been filtered there. If you cannot find it, you can always have it resent by logging on with your new account details and pressing the button 'Resend verification email'. Please take care not to resend

the verification email multiple times, as this can sometimes cause issues with the verification process.

When you find the email, please follow the link that reads 'Complete registration' to activate your account.

Can I change my username?

Our Wall Guides handle all name changes on Togetherall, and often change usernames due to concerns over anonymity. They will be happy to talk to you about changing your username if this is appropriate, just log in and use the 'Ask a Wall Guide' button in the bottom right corner.

My password is not working

You may be experiencing login issues because your username has been changed by our team of Wall Guides to protect your anonymity. To rule this out please login by using your email address, which you used to register, and double check for spelling errors.

If you are still having trouble logging in, you should reset your password. When you visit the login page, you should see the 'Forgot password?' button which you can use to reset your password. You will then be able to enter your email. You should then receive an email to your inbox with a link to change your password.

You may also have to use the search function on your email account and check your spam or junk folders. Password Reset emails have the subject 'Reset password request'. If you are still experiencing issues, please visit our contact us page.

Can I change my email address?

You can change your registered email address by logging in to your account. Click on your Togetherall profile picture/username and on the drop-down menu choose "My Account". On the menu on the left select "Email address" and you will be able to change your email address.

Please note that if you change your email address, you will not be able to use the Togetherall platform until you verify the new email address.

How do I access Togetherall from my mobile device?

You can connect with the Togetherall community wherever and whenever you want from a mobile device simply by clicking LOGIN or REGISTER.

Our service requires an internet connection and some features, such as Live Therapy, should only be used on a desktop or laptop computer. For ease of use you may want to create a shortcut to Togetherall on your mobile device. Please find step-by-step instructions below.

- On iPhone and iPad: Launch the Safari browser on Apple’s iOS and navigate to the Togetherall website. Tap the Share button on the browser’s toolbar — that’s the rectangle with an arrow pointing upward. It’s on the bar at the top of the screen on an iPad, and on the bar at the bottom of the screen on an iPhone or iPod Touch. Tap the Add to Home Screen icon in the Share menu. You’ll be prompted to name the shortcut before tapping the Add button. The shortcut can be dragged around and placed anywhere, including in app folders — just like a normal app icon.
- On Android: Launch Chrome for Android and navigate to the Togetherall website. Tap the menu button and tap add to home screen. You’ll be able to enter a name for the shortcut and then Chrome will add it to your home screen. The icon will appear on your home screen like any other app shortcut or widget, so you can drag it around and put it wherever you like. Chrome for Android loads the website as a “web app” when you tap the icon, so it will get its own entry in the app switcher and won’t have any browser interface getting in the way.

How do I manage my avatar/profile picture?

Upon joining you are given a profile picture, a unique image that is assigned to you and often displayed on Togetherall with your username. It’s not possible to alter your profile picture at present. They are currently building more options for members to manage their profile pictures.

How do I manage my account?

To go to your Account settings page, click on your Togetherall profile picture /username. You can then select ‘My Account’. On your Account settings page you can change the following information: Email Address, postcode, phone number Country, Time zone, Password, Email notification preferences, Consent to share questionnaire results with your healthcare provider, and Responses to our registration questions.

For the following profile management tools, you can ask a Wall Guide to change: Username, Gender, Ethnicity, and Date of birth. To contact the Wall Guides, click on the ‘Ask a Wall Guide’ button to send a private message to our Wall Guide Team.

How do I change my mood on Togetherall?

To change my mood, go to the homepage, select 'How are you feeling today?' and choose one of the mood buttons.

I need to renew my account

When you registered with Togetherall originally, you were given access to six months of access to the service. After your account expires, please LOGIN as

usual and you'll be taken through the renewal process. You may be asked to provide some additional eligibility information after which your membership may be extended for a further 6 months. If you cannot remember your password, there is an option to reset this in the login panel.

I am having technical issues

Sorry to hear that you've experienced a technical issue with the Togetherall website. We'd like to help and hope to help resolve this as soon as possible.

In order to assist, we'll need a little more information. Please try to generate the issue once again, send a full-page screenshot of the issue to theteam@togetherall.com and they will be able to advise further. If you're unsure how to take a screenshot, please let us know.

How do I de-activate my account?

Togetherall accounts provide for six months of access to the platform and will expire after this time, but if you wish to deactivate your account immediately, please contact them and they can assist you further.

Using the Togetherall community platform

How do I search the site?

To begin a search on Togetherall you can click the magnifying glass icon which will bring up a general search of Togetherall. If you type one or more keywords in the search box, a list of related bricks, Talkabouts, and 'Resources' articles will appear.

You can narrow your search further by clicking on one of the three types of content underneath the search bar, depending on whether you are interested in looking at only Resources, Bricks or Talkabouts. Simply toggle the filters to change the search results.

Who are the Wall Guides and what do they do?

The Togetherall community is the main hub of support as individuals share their stories and experiences, engaging in conversations with other members of the community.

Our Wall Guides are trained professionals whose job is to keep our members safe and help them feel they are not alone. They are required to be proactive in responding to Togetherall members who are in crisis and provide them with support, which may involve helping them to seek local assistance from their doctor or therapist.

How do I ask a Wall guide?

You can talk to a Wall Guide at any time by clicking 'Ask a Wall Guide'. This will open a message between you and the Wall Guide. This message will not be public and only you and the Wall Guide will be able to view it.

How do I search for another member?

To find a member with whom you are already friends, simply click on the friends icon (this looks like two people) and find their username.

To search for a member on Togetherall who you are not already friends with, you can go to your messages by clicking on the speech bubble icon.

When you click the 'Send Message' button on the left a search box comes up allowing you to search all members on the site by their username. When you click on their username it will take you to a message that is being sent to them.

How do I send a private message?

To start a Message with another member:

- Go to the member's profile page by clicking on their username.

- Click on the 'Send Message' button and the message will be a private between you and the other member. Messages are not viewed by other members but are still visible to the Togetherall Team.
- View your Messages by using the icon on the homepage. The message icon looks like a square speech bubble, with three horizontal lines.
- Message with a Wall Guide (WG) - If you have a problem or issue you feel unable to share in the community, you can start a private Message with a WG by clicking 'Ask a Wall Guide' in the lower right corner of every page.
- Find your messages by selecting the message icon from your toolbar and clicking on the tab at the top of the page.

Our Wall Guides are able to see any messages that you send. If you wish to see their profile you can click on their username and add them as a friend. They will need to accept your request before you can see their profile.

If you are looking for a member who you can't remember the name of, but you wish to send a friend request, you can search Togetherall for a brick or Talkabout you remember them making. To find new friends on Togetherall simply browse the 'Community'.

How do I manage my account?

To go to your Account settings page, click on your Togetherall profile picture /username. You can then select 'My Account'. On your Account settings page you can change the following information:

- Email Address
- Postcode
- Phone number
- Country
- Time zone
- Password
- Email notification preferences
- Consent to share questionnaire results with your healthcare provider
- Responses to our registration questions

For the following profile management tools, you can ask a Wall Guide to change:

- Username
- Gender
- Ethnicity
- Date of birth

To contact the Wall Guides, click on the 'Ask a Wall Guide' button to send a private message to our Wall Guide Team.

To change my mood: Go to the homepage Select 'How are you feeling today?' and choose one of the mood buttons.

Are there any rules or terms for using Togetherall?

When you join Togetherall as a member, you agree to our Terms of use, which includes the House Rules. Your acceptance of these terms indicates your understanding of these rules and your confirmation that you are at least 16 years of age.

Maintaining House Rules helps us to make sure that Togetherall works well for the entire community. Violation of House Rules will result in a warning or, in some cases, a loss of membership. As a member, you are taking responsibility for your actions and behaviour Togetherall.

The rules foster every member's ability to access the Wall for support, learning, and recovery in an anonymous and personal manner. It is important to remember that Togetherall is a support for, not a replacement of your life offline.

Technical issues

I'm having issues with my account and need support

If you have a problem with your account that isn't addressed in our FAQs, please contact our support team - theteam@togetherall.com. Each member is allowed only one identity or account.

Please do not attempt to setup more than one account. If you are found to have more than one account, it will be shut down and you risk suspension on the Wall without warning.

I forgot my password, how do I change it?

To change your password, simply go to the LOGIN page and click on the 'Forgot password?' option. You will then need to enter your email address. Once you have done this, you should receive an email with a link to change your password.

How do I report a problem?

Despite our best efforts, technological issues can occur at any time. As a result, the site can go down or errors may occur that result in loss of content or images.

Please capture these bugs in a full-page screenshot and let us know immediately if you notice anything not working properly or if you have any other concerns not answered by our FAQ's. Email the Togetherall support team at theteam@togetherall.com.

My username is not working what should I do?

You may be experiencing login issues because your username has been changed by our team of Wall Guides to protect your anonymity.

To rule this out please login by using your email address, which you used to register, and double check for spelling errors. You can then use your new username to login in the future.

Our Wall Guides handle all name changes in the Togetherall community, if you log in and use the 'Ask a Wall Guide' button in the bottom right corner. They will be happy to change your username to something else which you prefer, if it continues to protect your anonymity.

Safety and Privacy

How safe is Togetherall?

Togetherall has strict rules to ensure your safety. They have House Rules and the Privacy Policy that guide you on how to keep safe on the site. They advocate a policy of non-exchange of personal information or private contacts. All new content generated by our members on the site, including Talkabouts and Bricks are monitored 24/7.

Specific behaviour on the website will trigger a response by Togetherall staff (Wall Guides) and an escalation process will be implemented. While it happens infrequently, they will remove any content from the website and bar members who are not working within the House Rules and a Privacy Policy.

Why is Togetherall anonymous?

Research has demonstrated that people tend to avoid sharing their troubles with friends, family or healthcare professionals. For example, 50% never go to a doctor for fear of stigma. Men in particular are afraid to reveal how they feel or what's troubling them.

Togetherall provides an environment in which members feel safe and supported while remaining anonymous. Through our anonymity feature you are free to talk about the things that matter to you without the fear of being judged or someone you know finding out.

What can I do to stay safe on Togetherall?

Togetherall takes your safety very seriously and would encourage you to do the same. Contact a Wall Guide through the 'Ask a Wall Guide' button if you are concerned about how another member is behaving with you or with other members - do not hesitate, better safe than sorry - Wall Guides will not identify that you have alerted them.

What does Togetherall do to keep the community safe?

Togetherall takes your safety very seriously and encourage you to do the same. Trained Wall Guides are present 24/7 to respond to any worries or concerns that you have about other members' behaviour on Togetherall.

Trained Wall Guides are present 24/7 to respond to any worries or concerns at all you have about members being at immediate risk of causing harm to themselves or others. All content on Togetherall is read by Wall Guides.

How do Wall Guides respond to any flags?

Wall Guides send you a message if they think you have used a real name or other identifying information about yourself without realising. There is an immediate alert system for members using words like suicide, cutting, help or

abuse that will get a high priority response from a Wall Guide. There is an immediate alert system for members scoring themselves as suicidal on a test that will get a high priority response from a Wall Guide. Wall Guides follow clear policies and procedures for members at risk of harming themselves or others on Togetherall and for inappropriate behaviour.

Do Wall Guides have access to my registration data?

Wall Guides do not have access to your email address or registration data which is kept separate from your username. Wall Guides and other members of Togetherall staff are advanced checked for criminal records.

Wall Guides and other Togetherall staff will never ask you for any personal details including your name, address, email, telephone number, where you live/work/study or bank details unless this is required for your safety.

How do I flag someone I am concerned about?

If somebody has broken the House Rules let us know by clicking the 'Ask a Wall Guide' button at the top right corner of every page or use the report button and select 'I think this is offensive content' to alert the Wall Guide Team.

How does abuse of the system get managed? (E.g., inappropriate comments)

Togetherall take abuse on the service very seriously. There is a system of watchwords that signal inappropriate behaviour or language use, which are immediately flagged to a Wall Guide.

Secondly, members can report unwanted behaviour through our simple process. Members can click on the 'Report post' button on many pages of the website to report abuse of the system. An alert is then sent to a team member from Togetherall, for example a Wall Guide.

For more information about what constitutes inappropriate behaviour on Togetherall, please read our House Rules.

How do I flag someone acting inappropriately?

If somebody has broken the house rules let us know by clicking the 'Ask a Wall Guide' button at the top right corner of every page or use the report button and select 'I think this is offensive content' to alert the Wall Guide Team.

How does Togetherall respond to people in danger of harming themselves or others?

Togetherall takes your safety very seriously and would encourage you to do the same. Trained Wall Guides are present 24/7 to respond to any worries or concerns at all you have about other members behaviour on Togetherall.

Trained Wall Guides are present 24/7 to respond to any worries or concerns at all you have about members being at immediate risk of causing harm to themselves or others.

All content on Togetherall is read by Wall Guides. Wall Guides send you a message if they think you have used a real name or other identifying information without realising. There is an immediate alert system for members using words like suicide, cutting, help or abuse that will get a high priority response from a Wall Guide.

Do Wall Guides respond to tests that indicate members are in danger?

There is an immediate alert system for members scoring themselves as suicidal on a test that will get a high priority response from a Wall Guide.

Wall Guides follow clear policies and procedures for members at risk of harming self or others on Togetherall and for inappropriate behaviour. Wall Guides do not have access to your email address or registration data which is kept separate from your username.

Do Wall Guides get checked for criminal history?

Wall Guides and other members of Togetherall staff are advanced checked for criminal records. Wall Guides and other Togetherall staff will never ask you for any personal details including your name, address, email, telephone number, where you live/work/study or bank details unless this is required.

How do I de-activate my account?

Togetherall accounts provide for six months of access to the platform and will expire after this time, but if you wish to de-activate your account immediately, please contact (include link) us and they can assist you further.

Live Therapy

What is Live Therapy?

Live Therapy offers individual online therapy via a secure platform. You can choose from a directory of qualified therapists with different therapeutic approaches.

You can also choose whether you receive your therapy via video, audio, or instant text messaging. After you request a session, your therapist will be able to confirm and book you in. Once you've finished your session you will have a chance to review your therapy.

Talking therapy can help anyone improve their understanding of themselves, and their quality of life. It can be particularly useful if you are struggling with emotional health problems or difficult life experiences. These may include issues with your relationships, home, or work life. Your therapist will be happy to discuss how suitable therapy is for you in your first session.

Please note that if you are currently seeing a therapist elsewhere you should not book a Live Therapy session.

Is Live Therapy part of my Westfield plan?

Live Therapy is not available as part of your plan. This cannot be paid for privately or by an organisation.

In which countries can I access Togetherall?

Service can't be used if someone is located outside the UK. It is possible to support an organisation with Togetherall outside of the UK, it just needs to be reviewed for risk management and escalation purposes. It would need prior consultation with Togetherall.

This service is unavailable in the following territories/countries:

- Isle of Man,
- Channel Islands
- Republic of Ireland. (This includes those working in Northern Ireland and living in the Republic of Ireland)
- Rest of the world (includes Crown dependencies like Gibraltar)

Management of information and data usage (in this section 'we' and 'our' means Togetherall)

How Togetherall may disclose Your Personal Data

We (Togetherall) require all third parties that We share Personal data with, to respect the security of Your Personal Data and to treat it in accordance with the law.

Often We may need to share Your Personal Data with other service providers in order to facilitate the running of the Site. For example, third parties associated with hosting server co-locations. When this happens, We implement strict contractual agreements with such third parties. We do not allow Our third-party service providers to use Your Personal Data for their own purposes and only permit them to process Your Personal Data for specified purposes and in accordance with Our instructions. We will only disclose your health data to third parties as specified above (see “How We collect Special Category Data and why do We have it”, “Live Therapy” and “Risk or crisis situations”).

Details of third parties that We share Your Personal Data with are set out in Our linked Page of Third Party sub-contractors.

We may disclose Your data to Our employees, and agents to administer Your membership and the services provided by Us now or in the future.

We may also disclose Your Personal Data to third parties:

- When this is necessary for the purpose of the services We provide to You (e.g. We may share information about the Therapy sessions You receive with the person that prescribed the sessions or referred You to Us;
- If we are required to do so by law or to comply with any legal obligation;
- In order to enforce or apply Our Terms and other agreements; or
- To protect the rights, property, or safety of Togetherall Limited, Our customers, or others.

This includes exchanging information with other companies and organisations such as the police, regulatory bodies or legal advisers for the purposes of security, risk reduction and fraud protection. For example, We may disclose Your Personal Data to the police in connection with any alleged criminal offence.

We may disclose Your Personal Data to any member of Our group, which means Our subsidiaries, Our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may disclose Your Personal Data to third parties to whom We may choose to sell, transfer or merge parts of Our business or Our assets, but this will always be on a “need to know basis” and in compliance with Data Protection Legislation. Alternatively, We may seek to acquire other businesses or merge with them. If a change happens to Our business, then the new owners may use Your Personal Data in the same way as set out in this Privacy Policy.

Where We (Togetherall) store Your Personal Data

If You are located in the EEA or in the UK, all Personal Data, including Member Content, You provide to Us is stored and processed on Our secure servers located in the UK or the European Economic Area (“EEA”). We may transfer Personal Data outside of the EEA or the UK (as applicable) to: (i) provide 24/7 care in urgent or risk situations; or (ii) seek specialist support and advice from specialist consultants located outside the EEA or the UK, but We will implement adequate safeguarding controls where this is the case. We may store locally Personal Data of Members located outside the UK or the EEA.

Accessing Your Personal Data

When Your Member Account is still active (i.e. You have logged-in within the previous 8 years, You may login to Your Member Account on the Site at any time to view Your Personal Data. If Your Member Account has expired, You may reactivate it by contacting Us using the contact form or +44(0)203 405 6196. We will generally be able to reactivate Your account for a period of two weeks in order for You to access and copy Your Personal Data and Member Content. You may update Your email address at any time by logging in and accessing ‘Account Settings’.

Tip: You may click on Your My Profile picture and see all the Member Content You have posted in one place. You may also see all Your Bricks, Talkabouts and Course content by visiting those sections of the Site.

You have other rights to access, correct and erase Your Personal Data under Data Protection Legislation. See the ‘Your Rights’ section below.

Retention and destruction of Personal Data

We only keep Your Personal Data for so long as it is necessary to fulfil the purpose for which it was collected and to comply with guidelines for the retention of health records and also for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. To determine the appropriate retention period for Personal Data, We consider the amount, nature and sensitivity of the Personal Data, the potential risk of harm from unauthorised use or disclosure of Your Personal Data, the purposes for which We process Your Personal Data and whether We can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements. We will keep Your Personal Data for a period of 8 years after You or We have closed Your Member Account, or if You have not logged

into Your Member Account for more than 8 years. After that 8-year period We will delete all of Your information securely in accordance with Our data destruction policies unless You contact Us to reactivate Your Member Account in that period. We may retain Your Personal Data for a longer period in the event of a complaint or if We reasonably believe there is a prospect of litigation in respect to Our relationship with You.

We may retain some information in anonymised form, for example for statistical analysis and research purposes, but We do not retain any Personal Data after the expiry of the 8-year period from the date of closure or expiry of Your Member Account.