



## **Social Media - Terms of Use**

### **What we aim to provide in using this platform**

Foundry Healthcare Lewes (FHL) will use this platform to provide information centred around our services and business practices, alongside national NHS campaigns. Where appropriate, we may link information to local non-profit services and those as recommended by Public Health England.

In following this, the FHL page, you ('The User') are indicating that you have read the terms of use, as outlined below, along with our privacy policy (collectively the 'agreement'), and that you understand and consent to all terms and conditions of the agreement.

### **Terms of use**

- The User is not to use the platform to seek direct medical advice. If you think you need medical attention call the practice directly during opening hours or call 111. In the event of emergency care call 999. FHL cannot accept any liability for using this site to obtain medical advice.
  - The User is not to post any disparaging or defamatory statements about the business, staff (current and past), other service users (current or past) and other related organisations on this platform. All formal complaints regarding our services (incl, web services) are to be made in writing and sent directly to our Patient Services Manager.
  - The User should not post to this page any inappropriate images or links to inappropriate content.
  - The User is not to use the platform to bully, harass or discriminate against any party.
  - The User is not to use the platform for advertising, promotions and endorsements, either commercial or political.
- FHL Administrators have the right to monitor and delete comments and posts that are in breach of the above. Where significant breaches of these terms occur FHL Administrators will have the right to terminate the users use of the page.
- FHL will never use this platform to contact individual Users directly. Please do not give away any personal information to anyone claiming to be part of our organisation via this platform.