



Acceptable Use Policy (ADSHG_AUP_v1-11-25)

Context and Scope

This policy outlines the acceptable use of the Addison's Disease Self-Help Group (ADSHG)'s digital platforms, systems, and communication channels. It applies to all individuals who access or use ADSHG resources, including staff, volunteers, trustees, contractors, and members of the public engaging with our services.

As a small charity we support people with adrenal insufficiency, including Addison's disease, as well as the family members, friends and healthcare professionals who are involved in their care. It is very important to us as an organisation that we nurture a positive and encouraging community that keeps people accurately informed.

Purpose of the Policy

The purpose of this policy is to ensure that ADSHG's resources are used responsibly, securely, and in a manner that reflects our values. It protects the organisation, its stakeholders, and its data from misuse, and promotes a safe and respectful environment for all users.

Definitions

- **User:** Any person who accesses ADSHG systems, platforms, or services.
- **Systems:** Includes email, websites, databases (such as our CRM system; Beacon), social media, and our online Forum (Invision Community platform) as well as any other digital tools or platforms managed by ADSHG.
- **Acceptable Use:** Responsible, ethical, and lawful use of ADSHG resources that includes contact with us and other users, uploading content to our systems (as applicable) and any interaction with our website (via forms).
- **Unacceptable Use:** Any activity that violates this policy, including misuse, abuse, or illegal behaviour.

People and Responsibilities

Trustee Board: oversees governance and may be involved in serious cases.

Operational Team: responsible for monitoring compliance and investigating breaches.



All users of ADSHG website and systems are responsible for ensuring their use complies with this policy. This includes staff and volunteers. Users of the ADSHG forum are also guided to the Forum Rules which can be found on the Forum platform.

Usage Guidelines

- Permitted Use:
 - Accessing systems for ADSHG-related work or engagement.
 - Communicating respectfully and professionally.
 - Using resources in line with ADSHG's mission and values.
- Prohibited Use:
 - Sharing confidential or sensitive information without authorisation.
 - Using systems for personal gain, harassment, or illegal activity.
 - Introducing malware, phishing, or other security threats.
 - Impersonating others or misrepresenting ADSHG.

Reporting and Enforcement

Breaches of this policy should be reported to the Executive Team. The ADSHG will investigate all reports and may take disciplinary action, including revoking membership or access, issuing warnings, or referring to external authorities if necessary. This may include disclosure of information to law enforcement such as we reasonably feel is necessary or as required by law.

Situations Where Action May Be Taken

The ADSHG may take action in cases such as:

- Repeated or serious misuse of systems
- Breaches of confidentiality or data protection
- Offensive or discriminatory behaviour online
- Security threats or unauthorised access



We exclude our liability for all action we may take in response to breaches of this Acceptable Use Policy. The actions we may take are not limited to those described above, and we may take other actions we reasonably deem appropriate

Please note that the terms of this policy, its subject matter and its formation are governed by the laws of England and Wales. You and we both agree that the courts of England will have exclusive jurisdiction except that if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.

Questions about this policy?

You can contact us by email on opsmanager@addisons.org.uk.

Our charity is registered with the Charity Commission in England and Wales (1179825)

Monitoring and Reviewing

This policy will be reviewed every 2 years by the Director, and any updates communicated to staff and volunteers.

Last reviewed Nov 2025