

We Are Family

Terms and Conditions of Membership (2020)

Membership of WAF and WAF's website (www.wearefamilyadoption.org.uk) is provided by We Are Family, a charitable incorporated organisation registered with the Charity Commission of England and Wales with number 1163318. Our registered office is at 27 Old Gloucester Street, London WC1N 3AY.

In these Terms and Conditions, 'WAF', 'we', 'us' and 'our' means We Are Family. 'Member' and 'you' means anyone who becomes a member of WAF after WAF accepts their membership application or who was an existing WAF member who has re-registered on WAF's Member database.

You should read these Terms and Conditions carefully, as they apply to your membership of WAF, your WAF-related activities and your use of WAF's website. By applying to become a WAF member, re-registering on WAF's Member database, or using WAF's services or website, you confirm that you have read, understood and agree to these Terms and Conditions and the WAF website Terms of Use.

If you want to ask us anything about these Terms and Conditions or anything else, please contact us at admin@wearefamilyadoption.org.uk.

WAF's purpose

- 1 WAF exists to develop and manage a volunteer-lead support community among its Members. WAF is not an adoption support agency, nor does it provide advice, counselling, training or any regulated services to its Members. Although Members may bring their children to designated WAF family events, WAF does not provide services to or on behalf of adopted children.

Becoming a WAF Member

- 2 Membership of WAF is open to anyone who has adopted a child or is at stage 2 of the adopter approval process. Membership of WAF is free and you can choose to stop being a Member at any time.
- 3 To become a Member you must apply using the 'Join Us' link on WAF's website. When you apply you will have to set up a membership profile to which you can then log in using your email address and a password. You must tell the truth in answering the questions throughout the application process. By submitting your application, you agree that WAF may carry out checks to confirm the truthfulness of the information you provide. Your membership application will not be taken further until your identity and your status as an adopter or someone who is at stage 2 of the adopter approval process has been confirmed (usually by a social worker) in accordance with WAF's requirements at the time.
- 4 You must join a local WAF group as your primary group. You may also join another local WAF group as your secondary group, as well as one or more WAF cross-London groups. When you join a group, you will automatically be added to that group's mailing list. You may change your group choices at any time.
- 5 Each Member is responsible for keeping his or her own database account details up to date. You may change your account details, including your WAF email subscriptions (apart from your primary local WAF group email subscription), at any time either by logging in to your account or, if you cannot do this, by contacting database@wearefamilyadoption.org.uk.
- 6 Please note that being a WAF Member does not give you any rights under WAF's constitution; a Member is not a 'member' of We Are Family Charitable Incorporated Organisation under WAF's constitution.

WAF policies and procedures

- 7 All Members, WAF volunteers and staff must treat each other with respect and dignity at all times. This includes making sure that no one is discriminated against for any reason, including on the basis of age, gender, sexual orientation or identity, race, religion or disability.
- 8 All Members must comply with WAF's policies and procedures. These are aimed at protecting Members and their families and enabling WAF to operate effectively and properly. These include, but are not limited to, policies and procedures about privacy, health and safety, and safeguarding.
- 9 WAF takes its duty to safeguard personal information which it holds about Members and their families seriously, including personal information that you may provide when you apply for WAF membership and that we may collect about you afterwards as a Member or when you use WAF's website or other services. For further details about the types of personal information that WAF collects, how WAF uses and protects that personal information and what your rights are in relation to this, please see WAF's Privacy Notice.
- 10 Members must ensure that they always respect the privacy of other Members. You must never share confidential information about another Member or his or her family without explicit consent. For example, you may not:
- take photographs or other images of an adult or a child during a WAF event without the permission of the adult or the child's parent (and this applies to both physical and online events); or
 - publish, disclose or use photographs or other images without the permission of the adult or parent.
- By participating in a WAF event, you acknowledge that WAF has no responsibility for any unauthorised photographs or other images, or for any unauthorised use of authorised images.
- 11 WAF policies and procedures may be found on its website or are available upon request.

WAF programmes and events

- 12 WAF offers a variety of opportunities and information to its Members, including:
- events run by WAF local groups and cross-London groups;
 - events which are open to all Members;
 - information about adoption-related training and news;
 - WAF's website, containing a variety of adoption-related resources; and
 - WAF blogs.
- Events may take place physically or on-line, and the word 'event' in these Terms and Conditions covers both. Online events include talks/webinars (both live and recorded) and support sessions provided through an online meeting platform.
- 13 Each WAF group organises its own events, based on its Members' wishes and the group's resources. Because of this, not all WAF groups offer the same selection of events and each group's selection may change from time to time. WAF cannot guarantee that any event or service will continue to be available or that arrangements like frequency, location and timing will stay the same.
- 14 There may be times when a planned WAF event needs to be cancelled or changed, possibly at short notice. While we will try to let affected Members know sufficiently in advance about any cancellation or other change we cannot guarantee that we will always be able to do so. You acknowledge that WAF will not be responsible for any expenses or other losses that you may incur if an event is cancelled or changed.

- 15 Most WAF activities are run by volunteers, who are also adoptive parents or prospective adopters. Volunteers may be unable to respond immediately to questions or issues raised by Members. WAF's reliance on volunteers and charitable funding means that WAF may need to change how it operates, including reducing its activities, or suspending or closing down a group.
- 16 If you bring a child to a WAF event, you retain full responsibility for that child and you acknowledge that WAF is not able to accept any responsibility for the child's welfare or safety. Please see WAF's policy and procedures on safeguarding.
- 17 If you participate in a WAF event, you must follow the 'WAF Code of Conduct for Group Activities and Events', which sets out important rules about things like privacy, confidentiality, and what the event is for. There are specific rules relating to online events including prohibiting participants (other than an authorised WAF person) recording any of the event, capturing images during it or copying any Submission).

Attendance by non-Members

- 18 If a couple have adopted together or are in the adopter-approval process together, we recommend that both partners become Members so they can each fully benefit from what WAF offers. Any partner who does not join WAF will have only limited access to WAF events and services
- 19 Participation in WAF events is either Member only or, where clearly advertised as such, for Members accompanied by their children and an adoptive partner (who is not a WAF member). Examples of the latter are playgroups and WAF family events. You are always responsible for the behaviour of anyone participating in a WAF event with you who is not a WAF Member and you must ensure that the individual is aware of WAF's rules for its events.
- 20 If a WAF Member's adoptive partner (who is not him or herself a WAF member) participates in a WAF event or uses any service provided by WAF and acts in a way which would be a breach of these Terms and Conditions if he or she were a Member, WAF may bar that person from using any or all of WAF's services.
- 21 WAF will always try to provide prior notice should a WAF staff member or a WAF trustee who is not a Member be planning to participate in a WAF event.

Group-messaging arrangements

- 22 If you decide to set up or join a group-messaging arrangement (for example, WhatsApp) to communicate with other Members in relation to WAF or WAF-related activities, you acknowledge that:
 - you do this independently of WAF;
 - the arrangement has been set up without WAF's consent or oversight;
 - WAF has no responsibility for the content or security of messages; and
 - If you use any group-messaging arrangement in any way which does not comply with WAF policies and procedures we may terminate your WAF membership.

Social media, websites and online meeting platforms

- 23 Other than personal information that WAF may hold in accordance with its Privacy Notice, anything which you disclose, submit or offer to WAF on or through WAF's website, during any online event or otherwise will become and stay the property of WAF once submitted (unless already the property of someone else). This includes comments, blogs, feedback, suggestions, questions, ideas, artwork, images and any other submissions (collectively called 'Submissions'). You promise that you own or have the right to use any Submissions.
- 24 Any Submission that you may make on any third-party social networking or other sites, or through any online meeting platform, must respect the privacy of other Members and keep their information

confidential. You must not disclose information about anyone else without their consent. Nothing, including third-party advertising, posted on any third-party site or done during any online event (except by an authorised WAF person) is the responsibility of, or endorsed by, WAF. Everything posted on any third-party site or done during any online event must comply with these Terms and Conditions and the site or online meeting platform's terms of use.

- 25 Submissions must not include:
- abusive, offensive or otherwise inappropriate language;
 - profane, spiteful, racist, sexually explicit, sexually gratuitous or discriminatory comments or content that might otherwise be considered to be harassment, abuse or threats against the personal safety or property of others;
 - remarks that repeat criminal accusations, false, defamatory or misleading statements;
 - material which impersonates others or personal information about anyone, including yourself, such as telephone numbers, postal addresses or credit card numbers;
 - spam or advertising;
 - third-party brand names or trademarks; or
 - HTML code or computer script.
- 26 WAF may decide not to publish any Submission or to remove it, or to take any appropriate action it decides is necessary if the Submission, including any Submission on a third-party site or made through an online meeting platform, does not comply with these Terms and Conditions. Please let us know if you see any Submission that does not comply with our rules.
- 27 Participation in an online event may involve you disclosing information, including personal information, to the online meeting platform provider. How this is held and used will be determined by the terms and conditions of the relevant provider and is not the responsibility of WAF.
- 28 WAF may record talks/webinars to make them available to Members afterwards. You should take account of this, along with the nature of online events, in deciding how you participate in any online event (for example, whether you are visible to other participants and how your identity is shown).

Termination or suspension of WAF membership

- 29 WAF may terminate or suspend your WAF membership, or limit your access to any or all of WAF's services or events, if it has reasonable grounds to do so. Reasonable grounds include breaking any of these Terms and Conditions. WAF will notify you of any termination, suspension or limitation, which will usually take effect immediately.
- 30 You may terminate your WAF membership at any time by notifying your primary local WAF group or by sending an email to admin@wearefamilyadoption.org.uk.

Personal data rights

- 31 Under WAF's Privacy Notice, any Member (or former Member) may, at any time, request a copy of all of the Member's personal data that WAF holds or request that the data is deleted. If you request the deletion of all of your personal data, your WAF membership will automatically end.

Supporting WAF further

- 32 You are encouraged to put forward your ideas about improving what WAF does or to volunteer to help run a WAF group or its activities. You may also support WAF's operation as a charity by applying to become a WAF trustee or working on a board committee.
- 33 To help us improve and develop our services, we may send you survey requests. We will only use your responses as described in our Privacy Notice.

Volunteers

- 34 If you would like to apply to be a volunteer for WAF, please contact your local WAF group or email hello@wearefamilyadoption.org.uk. Appointments to volunteer roles may be subject to suitability assessments.
- 35 All WAF volunteers must comply with these Terms and Conditions as well as the specific policies and procedures applicable to WAF volunteers. WAF trains all volunteers relevant to their roles, including on the use of personal information under WAF's Privacy Notice.

Complaints

- 36 We hope that any issues which might arise from time to time between a Member and the WAF charity or a WAF group will be resolved informally and in a constructive manner. However, any Member may formally raise any concerns about any WAF event or service or any person working for WAF as a volunteer or staff member under WAF's Complaints Policy.

Changes to Terms and Conditions

- 37 WAF may change these Terms and Conditions from time to time. Any changes will be posted on WAF's website and will apply from the date of posting. By using our website or continuing to make use of your WAF membership, you will be treated as agreeing to any changes to our Terms and Conditions.