

Supporting Families in Mental Illness – Auckland

Website Forum Guidelines and privacy policy

We invite all registered members to contribute to our forum.

Please note that comments are moderated and must be on-topic and not abusive. They may be edited for length and clarity.

1. Who can submit comments?

All registered and approved members are welcome to submit comments on topic that are not abusive. However, as in any community, there have to be guidelines and rules.

2. What are the main rules?

- You must use your forum pseudonym at all times when making comments or sending messages, in order to protect your privacy, and that of your family and whanau.

- Do not use real names of other people without their permission.

- Think carefully before agreeing to exchange any personal details with another Forum Member; we advise that you contact us and discuss first. As we can help you exchange details or meet someone else safely.

Be courteous, respect other members' viewpoints. Make others feel comfortable about expressing their thoughts.

- Your comments must not be personally abusive about people, including others who have posted comments. Never use threatening language or terms.

- Do not use swear words.

- In keeping with NZ law, do not use language or make comments that can be considered discriminatory on the basis of race, religion, gender, sexual preference, nationality, age, disability, etc. Your comments must not contain, defamatory, obscene, pornographic, or otherwise illegal material.

- Putting whole words or sentences in CAPITAL letters is considered shouting in the internet world. This is unacceptable. Our moderators do not have the time to correct comments that use this method of getting a strongly held point across. Lots of exclamation marks are also annoying for readers. One used sparingly is enough, please.

- Do not use text messaging short forms. Our moderators will sometimes change spelling or grammar so everyone can understand a submission.

- Do not waste your time using the forums to try to spread gossip, breach court orders or make allegations about people. This is one of the reasons we have to moderate the forums.

- Please do not use the forums to try to slip in free advertising.- By submitting a comment you are consenting to its display on the site (securely). In submitting the comment, you are agreeing to abide by the rules, take responsibility for your comments and accept that these comments may be edited, deleted or not used.

- We may add guidelines here from time and time as our community develops.

3. Why do the comments I submit not appear immediately?

Currently all submitted comments are reviewed by a moderator before any are posted online.

There are a number of reasons for this.

Unfortunately NZ is not as liberal as some countries when it comes to online defamation laws meaning that the owner of the website can be held legally responsible as well as the author of comments and articles put online.

Also, many sites where comments appear automatically have sadly become the victims of spammers who hit the site with spam, knowing it will be automatically published for everyone to read in the comments section.

4. How can I report a comment I think breaks your rules?

Having read our rules, if you think a published comment has stepped over the line, it is a simple process to report it to us. At the bottom of the comment, simply click on the link labelled 'Report' and give your reason why you think the message should be removed. Remember, just disagreeing with someone's opinion is not a good enough reason for us to remove the comment.

5. Why do I have to give some personal details when registering to become a forum member and make comments?

We are trying to ask the bare minimum. We generally ask you only once for your details, then send you an email to select a password and confirm your registration. It'll only take a few moments and once you've registered you can submit a comment whenever you like. We will keep your actual name confidential and you may comment under a pseudonym. This will allow you and fellow forum members to comment with your privacy assured. There are times when we need to clarify something and we may need to contact you. Providing your email address and a phone number during the registration process allows us to do this if necessary. We also feel that this is a show of good faith that you are genuine in the views you have submitted. We will not publish your email address or phone number.

6. Can I make suggestions or submit a complaint?

If you have any general thoughts about our community offerings, or consider something published inappropriate, let us know.

You can contact the forum editor here admin@sfauckland.org.nz

7. What is the SFMI privacy policy?

Your privacy on the Internet is important to us. Because the Internet offers the ability to collect certain types of information about users, we want you to understand the terms and conditions surrounding the capture and use of any information we gather. To that end, this privacy policy sets out what information we gather, how we may use it, and how to correct or change it.

Collection

Supporting Families in Mental Illness – Auckland (SFMI – Auckland may gather the following types of information about users including you ("you"):

1. personal information provided by you when you interact with us, such as when you use or purchase our products or services, when you subscribe or register to use our products or services, and when you provide us with your feedback (forum chat / email contacts).
2. aggregated information generated by our systems or third party systems we use, which track traffic to and from our sites but does not relate to you personally; and
3. other information that does not personally identify you. Failure to provide necessary personal information when requested may result in certain products or services not being available to you.

Disclosure of Information

We may disclose:

1. aggregated tracking information and other information that does not personally identify you, to third parties such as our website production company;
2. your personal information to third parties when we believe in good faith that we are required to do so by law;
3. your personal information to other third parties provided we have your prior authorisation, which we will usually obtain at the time of collecting the information from you if required.

Use

We may use the personal information we collect:

1. for verification of your identity and assisting you in case you forget your password or login details where these are necessary to access any of our products or services;
2. for authorising and processing credit card transactions which you enter into online;

3. to assist in providing the products and services requested by you;4. to provide information to you about other websites, products and services, which we consider may be of interest to you;

5. for future marketing, promotional and publicity purposes, including carrying out direct marketing, market research and surveys;

6. for ensuring that you are shown information that is most relevant to you and;

7. for any other uses that you authorise.

Content Providers, Advertisers and Partners

Our site contains links to other sites, which may not follow the same privacy policies as us. We recommend that you check any relevant privacy policies before providing your personal information to any third party.

Cookies, Clear GIFS and Tracking

We may collect non-personal information about the computer, mobile telephone, smartphone or other device that you use to access our products or services. Where you allow our mobile services and products to deliver content based on your location (by enabling this feature on your mobile device) we may collect location data. This information is used only for the automated delivery of relevant content to you and for no other purpose.

We may use a cookie file containing information that can identify the computer you are working from. The cookie file is anonymous as it only gives us details of your IP address, PC platform (Windows, NT or Mac), Browser (e.g. Microsoft, Netscape or other, plus the version of Browser) and domain (whether you are accessing the site from NZ or elsewhere). We may use the information generated by "cookies" to:

1. track traffic patterns to and from our sites such as the pages you visit, the time you spend on each page, the date and time of your visit, and referring pages (pages you came from or go to);

2. enable you to use certain services as a member without having to log on each time and to visit member-restricted areas of the site.

You can choose to refuse cookies by turning them off in your browser and/or deleting them from your hard drive. You do not need to have cookies turned on to use our website, but you may need them for customisable areas of sites we may develop in the future.

Clear gifs are tiny graphics with a unique identifier, similar in function to cookies. Clear gifs may ping or alert an advertiser's server about the online movements of Web users. For instance, advertisers may place a clear gif allowing them to recognise an existing cookie on your browser if from the same service. The main difference between cookies and clear gifs is that clear gifs are invisible on the page and are much smaller. We do not have access to any

information collected by these clear gifs nor additional information they may be tied to by the advertiser.

Analytics

Our website uses Google analytics to monitor / collect anonymous data to help us track visitor behaviour.

The system is used to collect information such as:

1. number of pages viewed;
2. the number of unique visitors;
3. how long these visitors spend on the website when they do visit; and
4. common entry and exit points into and from the website.

For more information about Google analytics privacy policy go to:
www.google.co.nz/policies/privacy/

Opting in and Opting Out

If our intended collection, use or disclosure of your personal information is outside the collection, use or disclosure set out in this Privacy Policy we will give you the option to:

1. opt out and not receive certain services or participate in certain interactive areas; or
2. opt in, for example agreeing to be contacted by us in relation to certain matters such as notification of new features to this website, receiving newsletters or promotional activities.

Changes to Policy

We reserve the right to change this policy at any time by notifying site users of the existence of a revised privacy policy.

Holding, Correcting and Updating

Any personal information that you provide to us will be collected and held by us at 423 Great North Road (corner Coleridge Street), Grey Lynn, Auckland. Under the Privacy Act 1993 you have rights of access to and correction of personal information that we hold. We offer the ability to correct or change the information collected at any time and as often as necessary.

If you have any questions about how our services work or regarding this policy, contact us (EMAIL LINK HERE) or by mail to SFMI – Auckland Website, P O Box 78122, Grey Lynn, Auckland 1245, New Zealand.

8. How do I contact the person in charge?

Send an email admin@sfauckland.org.nz