



Thank you for your interest in using the Back Up Connect service. These terms and conditions are designed to make sure everyone understands the purposes and limitations of the service, to better support you and ensure we manage demand and expectations. By using the service, you are signaling that you have read and understand these terms and conditions.

Should you have any questions before you use the service, please contact the Back Up team on 0208 875 1805 or serviceteam@backuptrust.org.uk.

1. Back Up Connect is a new Back Up service that is delivered by a small group of trained volunteers, known as 'Connectors'. Our Connectors give up their time freely and generously to provide support to other people affected by spinal cord injury. They do this using their own lived experience, and as such, and for the avoidance of doubt, this support cannot be considered as formal advice.
2. Back Up Connect is designed to provide short, one-off support to people with a spinal cord injury, with a view to connecting you with further information or support, either from Back Up or other trusted partners. Back Up cannot accept any liability for any action you take as a result of your engagement with Back Up Connect.
3. When you choose your preferred topic for discussion, we will match you with a Connector who is experienced and happy to discuss this particular subject. The matching process does not consider any other factors, such as your location, except when you request to discuss a topic that is specific to male/female biology.
4. There is a limit of one call / video call / email message with a volunteer Connector per Back Up Connect submission. Please be aware if you choose the email option that you will not be able to reply to the Connector following your submission.
5. Back Up Connect is not an emergency service. In case of emergency please call 999. It is also not designed to offer clinical or medical information or advice. If the topic is not covered here, please choose the option that suits your needs best. If you have a different enquiry that is not suitable for this service, please contact services@backuptrust.org.uk
6. Use of the service is covered by the existing privacy notice as it appears on the website and also available here. This includes how to exercise your rights to any data you share as a result of using this service.
7. Back Up accepts no liability for any action you take as a result of using this service. As such, this service is considered as 'peer support' rather than information, advice or guidance.

8. As with any service, Back Up will not tolerate abuse of our staff or volunteers. Use of the service to facilitate malicious communications will not be tolerated and may result in exclusion of use of the Back Up Connect service.
9. Whilst Back Up makes every effort to 'match' you with someone who may be able to support you, there may be times when this is not possible. When this happens, Back Up remains available to contact via telephone or email for additional support as detailed above.
10. Similarly, whilst we make every effort to ensure that support is provided at your chosen time/day, this may not always be possible, and we cannot guarantee that we will always be able to meet your request.
11. Back Up Connect is a new service, and as such we are constantly looking at ways to improve it. We welcome all feedback, both positive and negative, which can be shared with us using the details above.
12. In the event that you wish to make a complaint about this or any other Back Up service, details of our complaint policy can be found [here](#).

We hope that you enjoy using this new service.