



Text helpline terms and conditions

When you send a message to the Lifecentre text service to initiate a text message conversation you will receive some automated reply messages with a link to these terms and our privacy policy.

When using any of Lifecentre's text helpline, please be aware that you must agree to these terms and conditions of use. By accessing or using the service, you agree to these terms. These terms govern your access and use of the service. If you have any questions or concerns, please email info@lifecentre.uk.com prior to using the services. If you do not agree to the terms, you may not use the services but instead may want to consider if any of our other services might better suit your needs, including the helpful resources section of our website, designed to help you on your journey.

Lifecentre text service is confidential and does not have access to your location or telephone number. To protect your confidentiality, Lifecentre will never initiate direct contact with you and only respond to texts received from you.

Your use of the Lifecentre text service does not constitute a solicitor-client relationship, a doctor-patient relationship, a therapist-client relationship, a therapist-patient relationship or any other sort of professional relationship.

Any personal information disclosed by you to the Lifecentre text service can only be disclosed to a third party with your written permission.

If one of the Lifecentre text service volunteers identifies imminent risk of harm to yourself or someone else, they may let you know they are concerned for your safety. At this point, they may ask you for some identifiable information (such as your age, where you are and your name) so that help can be called to keep you safe.

If you are under the age of 18yrs and have been/or are being abused and choose to give us information that allows us to identify you, one of the text service supervisors/managers will contact the police, medical or social services. This also

applies if you give us identifying information about the abuse of a child or young person under the age of 18yrs.

Lifecentre reserve the right to terminate your access to the Service if it is used inappropriately by you or if we determine that you would be better served by a different kind of support or that you require services beyond those that we can reasonably provide to you.

We employ reasonable security controls to help protect your information. Despite these protections, SMS remains an imperfectly secure environment. Every effort is made to ensure our system holds maximum protection from intruders, hackers or interceptors. However, users submit information via text to Lifecentre at their own risk.

We use a secure third-party text messaging service and all SMS messages are stored on their servers. These can only be accessed by a limited number of Lifecentre personnel who are authorised to do so when necessary. There is no identifying data.

Always be careful and responsible regarding your personal and sensitive data.

You may want to delete our conversations from your phone. You might even want to clear us from your history and make sure we are not saved in your contact list.

