

# Our Social Media Community Guidelines

We use social media to raise awareness of Parkinson's and to support those living with the condition and their loved ones. We're here for everyone affected by Parkinson's. Fighting for fair treatment and better services. Making everyone see its real impact.

Social media is one of the most effective tools we have to engage with people we support, as well as people who support us, and to share incredible stories, fundraising efforts, information and advice. Therefore, it's important that our social media is a safe and welcoming space for everyone. To ensure this, we ask you to adhere to our guidelines.

## Our Community Guidelines

Our pages are monitored during office hours (8am-5pm, Monday to Friday), with reduced hours in the evenings, on weekends and bank holidays. We always try to respond in a timely manner, ensuring any issues are dealt with.

Please:

- Share your experiences and opinions
- Be respectful of others sharing their stories and opinions
- Use the community to give and get support
- Help to raise awareness and funds. Together, we will find a cure.

We **do not** allow:

- Hate speech, bullying or harassment of others, including our trustees, staff and volunteers
- Obscene or indecent comments and images
- Discrimination of any kind, this includes racist, homophobic, xenophobic, abusive, or violent language
- Spam of any kind, whether it's related to our page and our content or not
- Commercial promotion of products, services, and organisations specifically aimed at people living with Parkinson's. This does not stop individuals talking about products that have helped them
- Any content that could be considered libellous or defamatory, including critical statements or accusations that have no factual basis
- Advice that could result in serious harm to an individual
- Personal contact information, such as phone numbers or addresses.

## Enforcing these guidelines

We will hide or remove any content that does not comply with these guidelines at our own discretion.

If possible, we will always message a user directly if they have violated these guidelines to provide a warning. If a user continues to share content that breaches these guidelines, we will block them from engaging with our community and future content. We want to ensure our channels remain safe and welcoming, so in extreme cases we will block a user without warning.

## Our People

Our trustees, staff and volunteers may use personal social media accounts to promote the work they are undertaking for Parkinson's UK. These guidelines also apply to individuals who can be identified as working for or with Parkinson's UK via their personal social media accounts.

We do not tolerate bullying, abuse or harassment of any kind. If required, we will advise our trustees, staff and volunteers to enforce these guidelines as described above. In extreme cases we will advise and support our people to block users and accounts that spam personal accounts and use threatening or abusive language.

## Accessing Support

Community guidelines for each platform should also be considered when using social media. This is because content may be removed directly by the site if it breaches their own guidelines. Please refer to each platform's guidelines for full details.

Our direct messages are always open, and we aim to respond within 72 hours. Please contact us if you have any questions or would like to raise an issue privately.

You can find us on:

[Facebook](#)

[X](#)

[Instagram](#)

[LinkedIn](#)

[Our forum](#)