

Terms of Services

- Terms and conditions
- Using our Website

1. About our website terms

1.1 These website terms explain how you may use our website and/ or its content as provided to you by Mind (the National Association for Mental Health) (we, us or our).

1.2 By using our website you agree to be bound by these website terms. If you do not agree with any of these website terms, you should stop using our website immediately.

1.3 If you order any goods, services or digital content from our website, separate terms and conditions will apply.

1.4 If you would like these website terms in another format (for example: audio, large print, braille), please contact us using the contact details.

2. Using the website

2.1 Our website is for your personal and non-commercial use only.

2.2 You agree that you are solely responsible for all costs and expenses you may incur in relation to your use of our website.

2.3 We make no promise that the website is appropriate or available for use in locations outside of the UK. If you choose to access the website from locations outside the UK, you acknowledge you do so at your own initiative and are As a condition of your use of our website, you agree not to:

2.3.1 misuse or disrupt the website by knowingly introducing material which is malicious or technologically harmful, or

2.3.2 attempt to gain unauthorised access to our website, the server on which our website is stored or any server, computer or database connected to our website.

2.4 We may prevent or suspend your access to the website if you do not comply with these website terms.

3. Your privacy and personal information

Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Policy available at <https://www.mind.org.uk/legal-info/privacy-policy>, which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in

relation to your personal information and how to contact us and supervisory authorities in the event you have a query or complaint about the use of your personal information.

4 Ownership, use and intellectual property rights

4.1 The intellectual property rights in the website and in any text, images, video, audio or other multimedia content, software or other information or material submitted to or accessible from the website are owned by us and our licensors.

4.2 We and our licensors reserve all our intellectual property rights (including all copyright, trademarks, domain names, design rights, database rights, patents and all other intellectual property rights of any kind) whether registered or unregistered anywhere in the world. This means, for example, that we remain owners of them and are free to use them as we see fit.

4.3 Nothing in these website terms grants you any legal rights in the website other than as necessary for you to access it. You agree not to adjust, try to circumvent or delete any notices contained on our website or any of its content (including any intellectual property notices) and in particular, in any digital rights or other security technology embedded or contained within the website or its content.

4.4 In particular the FYM name and logo are registered trademarks. Any use or copying of these trademarks is strictly prohibited unless you have our prior written permission.

5 Accuracy of information and availability of the website

5.1 We try to make sure that the website is accurate, up-to-date and free from bugs, but we cannot promise that it will be. Furthermore, we cannot promise that the website will be fit or suitable for any purpose. Any reliance that you may place on the information on the website is at your own risk.

5.2 We may suspend or terminate access or operation of the website at any time as we see fit.

5.3 Our website content is provided for your general information purposes only and to inform you about us and our charitable activities, news, general support, services and other websites that may be of interest. It has not been tailored to your specific requirements or circumstances.

5.4 While we try to make sure that the website is available for your use, we do not promise that the website will be available at all times or that your use of the website will be uninterrupted.

6. Hyperlinks and third party websites

The website may contain hyperlinks or references to other websites. Any hyperlinks or references are provided for your convenience only. We have no control over third party websites and accept no legal responsibility for any content, material or information contained in them.

7. Limitation on our liability

Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury) or arising under applicable laws relating to the protection of your personal information, we are not legally responsible for any loss because you use this site.

8 Changes to these website terms

We reserve the right to vary these website terms from time to time. Our updated terms will be displayed on the website and by continuing to use and access the website, you agree to be bound by any changes made by us.

Texting us to Donate

Text to donate is a quick and easy way to donate to FYM. If you've already texted a donation, thank you so much.

Where can I send text donations from?

Please note that you can donate from a TZ mobile only.

How we use your personal information Your privacy is important to FYM, please read our privacy notice which sets out how we use and protect any information that you give to us.

General terms and conditions

When you donate via SMS to FYM, you will incur your standard network message charge (based on your service provider rates).

Please ensure you spell the keyword carefully and send your text message to the correct short code or your gift will not be received.

If your keyword and short code are valid, you will be charged the donation amount when you receive the bounce-back message – this cost will be applied directly to your mobile phone bill. It may take some time for you to receive a bounce-back message. Please wait until you receive it. Any repeat texts will result in repeat donations.

If your keyword or short code is invalid, you may not receive a bounce-back but may still be charged your standard network message charge. You will not be charged the donation as you will not be donating to FYM. All supporters must obtain permission from the bill payer before sending a text message. If you are under 16 years old, you must have your parent or guardian's permission to send a text donation to us.

How to contact us

If you would like to discuss your mobile donation, please contact the Supporter Relations Team:

Email: info@freeyourmind.or.tz

Call: (+255) 0622 877929

Buying goods and services

Our terms for supplying goods and services can be found [here](#).

FYM Membership

Our mind membership terms can be found www.freeyourmind.or.tz