

Forgotten Patients, Overlooked Diseases

Terms and Conditions

These Terms and Conditions (“Terms”) apply to all members and users of Forgotten Patients, Overlooked Diseases (“FPOD”, “we”, “us”, “our”), whether joining as a paid member or free community member.

By applying for membership or engaging with FPOD, you agree to these Terms.

1. About Forgotten Patients, Overlooked Diseases

Forgotten Patients, Overlooked Diseases is a UK registered charity (Charity No. **1202442**). Our purpose is to support patients affected by overlooked and complex conditions through education, discussion, advocacy, research, and the development of resources.

2. Membership Types

FPOD offers two types of membership:

a) Full Membership (£10 per year)

Full membership is available to individuals who pay the annual membership fee.

Full Members may:

- Vote on key charity decisions
- Stand for election as a trustee (subject to eligibility and charity law)
- Participate in FPOD projects, events, and working groups
- Receive updates, opportunities, and communications from FPOD
- Help raise awareness and represent overlooked patients

b) Community Membership (Free)

Community membership is available to individuals who wish to engage with FPOD without paying a membership fee.

Community Members may:

- Attend FPOD monthly meetings
- Access, use, and share FPOD resources and materials

Community Members do not have voting rights and are not eligible to stand for election as a trustee.

3. Membership Term and Fees

- Full Membership runs for **12 months** from the date payment is received.
 - The annual Full Membership fee is **£10**.
 - Community membership does not have a fixed term and may be reviewed periodically.
 - Membership fees support FPOD's charitable activities, including events, publications, learning initiatives, and resources.
 - Fees are **non-refundable**, except at the discretion of the trustees.
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4. Member Responsibilities and Conduct

Members are expected to:

- Act respectfully and professionally towards others
- Support FPOD's charitable aims and values
- Engage constructively in discussions, meetings, and events
- Not misuse FPOD platforms, materials, or communications

FPOD reserves the right to suspend or terminate membership if a member's conduct is considered harmful, misleading, discriminatory, or inconsistent with the charity's aims.

5. Ending Membership

Members may end their membership at any time by contacting FPOD.

FPOD may suspend or terminate membership if:

- These Terms are breached
 - Membership fees remain unpaid (for Full Members)
 - Continued membership is not considered to be in the best interests of the charity
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6. Privacy and Data Protection

6.1 Our Commitment to Privacy

FPOD is committed to protecting your personal data and ensuring it is processed fairly, lawfully, and transparently.

6.2 Data Controller

For the purposes of the **Data Protection Act 2018** and the **UK General Data Protection Regulation (UK GDPR)**, FPOD is the **data controller** responsible for your personal information.

6.3 Personal Data We Collect

We may collect:

- Name
- Contact details (email address, phone number, postal address)
- Organisation or role (if provided)
- Membership type and status
- Records of communications with FPOD
- Confirmation of membership payments
(*FPOD does not store card details.*)

6.4 How We Use Your Data

We use personal data to:

- Administer membership and participation
- Provide information, services, and resources you request
- Communicate about FPOD events, activities, and opportunities
- Meet legal, regulatory, and governance obligations

6.5 Legal Basis for Processing

We process personal data based on:

- Your consent
- The performance of a contract (e.g. managing membership)
- FPOD's legitimate interests as a charity
- Compliance with legal obligations

6.6 Data Sharing

We do **not** sell or trade personal data.

Your data will not be shared with third parties unless:

- You have given explicit consent
- We are legally required to do so
- It is necessary to support FPOD's activities and appropriate safeguards are in place

6.7 Data Retention

Personal data is retained only for as long as necessary for the purposes for which it was collected or to meet legal and regulatory requirements.

6.8 Your Rights

You have the right to:

- Access the personal data we hold about you
- Request corrections
- Request deletion where appropriate
- Withdraw consent at any time
- Object to or restrict certain processing

You may unsubscribe from FPOD communications at any time.

7. Communications

By becoming a member, you may receive communications related to FPOD's activities, events, and services.

You can manage your communication preferences or opt out at any time.

8. Changes to These Terms

FPOD may update these Terms from time to time.

Any significant changes will be communicated to members, and the most recent version will be made available on our website.

9. Limitation of Liability

FPOD provides information, resources, and events in good faith.

Nothing provided by FPOD should be considered medical advice or a substitute for professional medical care.

FPOD accepts no liability for actions taken based on information shared through its activities or materials.

10. Contact Details

If you have questions about these Terms or how your data is handled, please contact:

Steven.walker@forgottenpatients.org

Forgotten Patients, Overlooked Diseases

Registered Charity No. **1202442**