
Policies and Procedures

This chapter provides the general policies for the NAAF bulletin board and individual policies and procedures for each category of forums.

Conditions of Use

The following appears on the Rules, Policies, and Disclaimers page when a person initially attempts to register for the bulletin board system:

If you agree to abide by our rules below, you should press the "Agree" button, which will enable you to register. If you do not agree, press the "Cancel" button.

Considering the real-time nature of this bulletin board (BBS), it is impossible for us to review messages or confirm the validity of information posted. Please remember that we at NAAF do not actively monitor the contents of and are not responsible for any messages posted. We do not vouch for or warrant the accuracy, completeness or usefulness of any message, and are not responsible for the contents of any message. The messages express the views of the author of the message, not necessarily the views of this BBS or any entity associated with this BBS. Any user who feels that a posted message is objectionable is encouraged to contact us immediately by email. We have the ability to remove objectionable messages and we will make every effort to do so, within a reasonable time frame, if we determine that removal is necessary. This is a manual process, however, so please realize that we may not be able to remove or edit particular messages immediately.

You agree, through your use of this service, that you will not use this BBS to post any material which is knowingly false and/or defamatory, inaccurate, abusive, vulgar, hateful, harassing, obscene, profane, sexually oriented, threatening, invasive of a person's privacy, or otherwise violative of any law. You agree not to post any copyrighted material unless the copyright is owned by you or by this BBS. Likewise, you agree not to use the BBS as a means to advertise for, rent or sell any product not in direct association with the National Alopecia Areata Foundation.

Although this BBS does not and cannot review the messages posted and is not responsible for the content of any of these messages, we at this BBS reserve the right to delete any message for any or no reason whatsoever. You remain solely responsible for the content of your messages, and you agree to indemnify and hold harmless this BBS, the National Alopecia Areata Foundation, Madrona Park, Inc. (the makers of the bulletin board software), and their agents with respect to any claim based upon transmission of your message(s).

We at this BBS also reserve the right to reveal your identity (or whatever information we know about you) in the event of a complaint or legal action arising from any message posted by you.

Please note that advertisements, chain letters, pyramid schemes, and solicitations are inappropriate on this BBS.

Privacy Policy

The following text appears whenever a user clicks the **Privacy Statement** hyperlink at the bottom of many pages.

NAAF Privacy Policy

The National Alopecia Areata Foundation vigorously guards the privacy of the information that it receives from individuals. The foundation privacy procedures include the following: NAAF does not sell, rent or divulge personally identifiable information to anyone unless required by law. Donors are listed in our newsletter unless requested otherwise.

The National Alopecia Areata Foundation vigorously guards the privacy of the information it receives from individuals during the registration process. However, all personal, emotional, and medical information that you voluntarily reveal in BBS forums is not protected by the NAAF privacy policy.

Registration Data

During registration for use of the bulletin board system (BBS), NAAF collects personal information including your name, address, email address, zip code and phone number. After providing NAAF with this information, you are no longer anonymous.

How does NAAF use personal information?

NAAF uses your personal information to provide you with information that you request, including brochures and newsletters, and to inform you of support group and awareness activities in your area. NAAF does not sell, rent, or divulge personally identifiable information to anyone unless required by law.

Policies and Procedures by Category

Each category of forums has additional policies and procedures that are documented here. Failure to comply with the general or these category-specific policies and procedures may result in revocation of access privileges.

Public

At the time of publication of this document, the Public Category has the following forums available to associate members and their children:

- ❑ **Children's Forum** — This forum provides an area where children in grades eight and below can build support networks and friendships with other children. Only children in this age group, who have a signed parental permission form submitted to NAAF via fax or normal mail, have access to this forum.
- ❑ **Teen's Forum** — This forum provides an area where teens in 9th through 12th grades can build support networks and friendships with other teen's. Only teens enrolled in high school, who have a signed parental permission form submitted to NAAF via fax or normal mail, have access to this forum.
- ❑ **Parent's Forum** — This forum provides an area where parents of children and teens can build support networks and friendships with other parents. All adult associates may access this forum.
- ❑ **Adult's Forum** — This forum provides an area where adults with alopecia areata can build support networks and friendships with other adults with the condition. All adult associates may access this forum.

NAAF staff and Board members have access to all forums.

Objectives

The objectives of the Public forums are to:

- ❑ Provide a gateway of communication between all associate members of NAAF, teens and children.
- ❑ Offer BBS members the ability to exchange ideas, share experiences, and extend support with other members of their forum.
- ❑ Strengthen the relationship between BBS members and the NAAF staff through an open-ended dialogue that will provide those involved with the opportunity to voice suggestions and concerns, and offer ideas and assistance.

Policies and Procedures

- The Public Category of the BBS consists of four separate forums, children through the eighth grade, teens through high school, parents, and adults 18 and older.
- In order to qualify for access to the BBS, all adults (18 and older) must be associate (current NAAF donors). Children of associate members may become registered users of the BBS without additional fees as long as they have submitted a signed parental permission form.
- The BBS automatically provides a password for everyone who registers. Before anyone can actually gain access to the BBS a NAAF staff member must authorize access.
- In order for any individual under the age of 18 to participate in the BBS, a parent or guardian must complete and sign a permission slip and submit it via fax or normal mail to NAAF. The parent or guardian must be an associate of NAAF.
- Once approved, those members ages 18 and older will be allowed to access the adults and parents forums. Teens between grades 9 –12 will be able to access the teen forum. Children of grade 8 and younger will be able to access the children forum. Requests to enter another forum will be denied, although the BBS will let children and teens access the parents and adult forums.
- The intent of the BBS is to provide all NAAF members with a mechanism to generate ideas, request information, and most importantly provide and receive support.
- The BBS is intended to serve as an informational tool, providing NAAF associates with the opportunity to share experiences and offer suggestions to others.
- The BBS is intended to serve as an educational resource, promoting the exchange of ideas between NAAF associates.
- The BBS is intended to serve as a means of communication between NAAF associates, the NAAF staff, and the NAAF Medical Advisory Board. This relationship will strengthen NAAF's commitment to its associates, and will connect associates needs to the goals of the foundation.
- The BBS strictly abides by rules of confidentiality; submission of names, addresses or telephone numbers of any individual to an external source is prohibited.

- ❑ The BBS holds a zero tolerance policy regarding defamation of character. Mention of any individual, organization or company in a negative or derogatory manner is prohibited.
- ❑ Posting copyrighted materials on the BBS is not permitted unless the poster is the copyright holder.
- ❑ Information submitted to the BBS will be monitored by a moderator, and may be edited or deleted if not in accordance with NAAF policies.
- ❑ Any violation of NAAF policies regarding use of the BBS will result in termination of BBS access privileges.

Support

At the time of publication of this document, the Support category has the following forums:

- ❑ **Support Group Leaders Forum** — This forum provides an area where support group leaders can exchange ideas. Only support group leaders, NAAF staff and Board members may access this forum.
- ❑ **Telephone Contact Forum** — This forum provides an area where telephone contacts can exchange ideas. Telephone contacts, support group leaders, prospective support group leaders, NAAF staff and Board members may access this forum.
- ❑ **Medical Questions and Answers Forum** — This forum lets support group leaders and telephone contacts submit medical questions that aren't addressed in the FAQ section of the NAAF web site.
- ❑ **Support Advisory Board Forum** — This forum is for the Support Advisory Board. Only members of the SAB and NAAF staff and Board members can access this forum.

Objectives

The objectives of the Support forums are to:

- ❑ Provide a gateway of communication for the worldwide Support Group Leader Network (SGLN).