
FOR EMPLOYEES

Employee Terms of Use

What to expect when you use Mothermind at Work

EFFECTIVE
17 May 2026
Subject to yearly legal review

ISSUED BY
Mothermind Limited

These Employee Terms of Use ("**Terms**") apply when you access and use the Mothermind at Work platform as an employee of an organisation that has subscribed to the service.

By signing in, you confirm you have read and agree to these Terms. If you don't agree, please don't use the platform.

1. About Mothermind at Work

Mothermind at Work is a workplace support platform for fertility, pregnancy, pregnancy loss, parenthood, and return to work. We provide:

- educational resources, webinars, and content;
- 1:1 specialist support sessions with qualified practitioners;
- access to manager guidance and policy templates (where your employer has enabled this).

Your access is provided through your employer's subscription. We are **Mothermind Limited**, registered in England and Wales (company number [XXXXXXXX], registered office: [ADDRESS]).

2. Who Can Use the Service

- You must be aged 18 or over.
- You must be employed by an organisation with an active Mothermind at Work subscription that has authorised your access.
- You agree to provide accurate information when you register.

3. Your Sessions Are Confidential

This is important, so we want to be clear:

Your employer cannot see what you discuss in any session with a Mothermind practitioner.

Your employer can see only aggregated, anonymised usage data such as the total number of sessions booked across the workforce. They cannot see:

- whether *you* personally booked or attended a session;
- what was discussed;
- any notes the practitioner made;
- any messages between you and the practitioner.

The only exceptions are where we are legally required to disclose information (for example, where there is a safeguarding concern or risk of serious harm) — and we will explain this further in Section 6.

4. What the Service Is and Isn't

What it is

Specialist support, education, and signposting from qualified practitioners (midwives, nurses, counsellors, and other professionals as relevant). Sessions take place online by video.

What it isn't

The service **does not** replace your GP, midwife, mental health team, or any NHS service. It is **not**:

- emergency or crisis care;
- psychiatric assessment, diagnosis, or treatment;
- prescription or medication management;
- acute medical or obstetric care.

If you are in crisis

If you are experiencing a mental health crisis, thoughts of harming yourself, or a medical emergency, please contact:

- **999** for emergencies
- **NHS 111** for urgent non-emergency advice
- **Samaritans: 116 123** (free, 24/7)
- Your **GP** or local mental health crisis team

Our practitioners will support you in accessing the right service if needed.

5. Your Practitioner

Mothermind practitioners are qualified professionals registered with their relevant UK professional regulatory body, including the Nursing and Midwifery Council (NMC), Health and Care Professions Council (HCPC), or British Association for Counselling and Psychotherapy (BACP).

They operate within their scope of practice and their professional codes of conduct. If you have concerns about practitioner conduct, see Section 9 below.

6. Confidentiality and Its Limits

We protect your confidentiality to the standards expected of regulated healthcare professionals. This means:

- We do not share what you discuss with your employer.

- We do not share information with anyone outside Mothermind without your consent — except where listed below.

We may share information without your consent only where:

- there is a risk to your life or someone else's life;
- a child or vulnerable adult is at risk of harm (safeguarding);
- we are required by law, court order, or our regulator;
- it is necessary for our professional or governance obligations.

If we need to break confidentiality, we will tell you wherever it is safe and possible to do so.

7. Your Personal Data

We take your data seriously.

- Our full **Privacy Notice** is at [URL] and explains what we collect, why, and how we protect it.
- Your session notes are held by Mothermind as an independent data controller, not by your employer.
- You have rights under UK GDPR including access, correction, deletion (where applicable), and objection. You can exercise these by emailing ****.

Some rights may be limited by professional record-keeping obligations or safeguarding considerations. We will explain this if relevant to your request.

8. Using the Platform Responsibly

When using Mothermind at Work, you agree to:

- use the service only for its intended purpose;
- treat practitioners and other staff with respect;
- not share your login with anyone else;
- not record sessions without explicit consent;
- not use the platform to threaten, harass, or harm any person.

We may suspend or remove access for serious breach of these expectations.

9. Complaints

If something has gone wrong, please tell us. We take complaints seriously.

- Email **** with the details.
- We will acknowledge within 5 working days and respond substantively within 28 days.
- Our full complaints policy is at [URL].

You can also escalate:

- Data protection concerns to the **Information Commissioner's Office (ICO)** at ico.org.uk;
- Practitioner conduct concerns to the relevant **professional regulator** (NMC, HCPC, BACP, etc.).

10. Things We Can't Promise

We work hard to provide a great service, but we have to be honest about limits:

- We can't guarantee uninterrupted platform availability.
- We can't guarantee specific clinical outcomes.
- We can't always offer sessions at the exact time you'd prefer.

Where we let you down, we'll do our best to put it right.

11. Changes to These Terms

We may update these Terms from time to time. We'll let you know about meaningful changes by email or platform notification. Continued use after notice means you accept the updated Terms.

12. Contact Us

Mothermind Limited

[Registered Address] Email: Privacy: Complaints:

13. Governing Law

These Terms are governed by the laws of England and Wales.

Version 1.0. Subject to legal review.