

Website Terms and Conditions for Clarity House London

Version 1.0

Effective Date: 3 July 2026

1. Introduction

1.1 Context and Scope

Welcome to the website of Clarity House London (accessible via clarityhouselondon.com, hereinafter referred to as the "Website"). These Website Terms and Conditions (the "Terms") govern the legal relationship between Clarity House London ("we", "our", "us") and any user, visitor, member, volunteer, or applicant ("you", "your") who accesses our Website or engages with our digital services, booking engines, application portals, and community resources.

1.2 Drafting Authority

These Terms have been prepared to the standard expected of a national UK charity or specialized Community Interest Company (CIC) operating within the health, social care, and community wellbeing sectors. They are integrated with our safeguarding protocols and data protection frameworks.

2. Acceptance of these Terms

2.1 Binding Agreement

By accessing, browsing, or interacting with any part of this Website, you acknowledge that you have read, understood, and explicitly agree to be bound by these Terms in full, alongside our Privacy Policy and Cookie Policy.

2.2 Non-Agreement

If you do not agree with or cannot comply with any part of these Terms, you must immediately cease using the Website and must not attempt to register for accounts,

apply for positions, book appointments, or join community groups through our digital portals.

3. About Clarity House London

3.1 Service Intent

Clarity House London is a specialized community wellbeing organization established to deliver structured emotional wellbeing support, practical life problem-solving, employment support, peer-led community support groups, individual support sessions, and coordinated case management.

3.2 Clinical and Legal Boundaries

Our auxiliary provisions, including psychological support coordinated through our specialist Clarity Companion Associates, are designed to assist individuals with low-to-moderate support needs.

- **No NHS Replacement:** We are not a clinical healthcare provider, an NHS secondary care mental health team, or a psychiatric facility. Our services do not replace formal psychological treatment, clinical psychiatric interventions, statutory social care assessments, or professional legal and financial advice.
 - **Voluntary Participation:** Engaging with our services is entirely voluntary. Members retain complete autonomy and absolute personal responsibility for their own choices, actions, life decisions, and subsequent outcomes.
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4. Definitions

In these Terms, the following definitions apply:

- **"CHAM"** means the Clarity House Assessment Manual, our proprietary structural evaluation framework used to map member requirements.
- **"CCSS"** means the Clarity Case Severity Scale, our proprietary six-tier framework used by our personnel to determine case complexity using structured professional judgement.
- **"Clarity Guide"** means a trained staff member or representative responsible for conducting triage, monitoring check-ins, and managing service pathways.

- **"Companion Associate"** means a qualified or trained individual delivering structured individual support or psychological wellbeing blocks.
 - **"Member"** means an individual who has been accepted into our service ecosystem following a baseline CHAM assessment.
 - **"PPT Codes"** means the Presenting Problems Taxonomy categorizations within CHAM (e.g., Employment, Financial, Housing, Relationships, Emotional Wellbeing, Health, Social, Safeguarding).
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5. Changes to these Terms

We reserve the right to amend, update, or replace these Terms at any time without prior individual notice to maintain compliance with UK statutory changes, regulatory advice, or operational adjustments. Any updates will be posted directly to this page with an amended "Effective Date." Your continued use of the Website following any modifications constitutes your absolute acceptance of the revised Terms.

6. Use of Our Website

6.1 Availability

We grant you a non-exclusive, non-transferable, revocable, limited license to access our Website for personal, non-commercial use, strictly in accordance with these Terms.

6.2 Technical Continuity

While we implement robust digital maintenance protocols, we do not warrant or guarantee that the Website, its application forms, booking engines, or member portals will be completely uninterrupted, secure, timely, or error-free. Access may be suspended temporarily without notice due to system upgrades, security maintenance, or force majeure events.

7. Acceptable Use

You agree to use our Website strictly for lawful purposes. You must not use the Website:

- In any way that breaches applicable local, national, or international laws or regulations (including the Data Protection Act 2018 and Computer Misuse Act 1990);
 - To submit, upload, or transmit fraudulent, deceptive, defamatory, abusive, obscene, or threatening material;
 - To deliberately transmit any data or upload any material containing viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware, or any other harmful programs designed to adversely affect computer operations; or
 - To scrape, harvest, or systematically extract data from our portal or assessment descriptions using automated systems or AI training software.
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8. Website Accounts

8.1 Account Security

If you are granted access to a secure digital portal or member account on our Website (such as for self-booking or resource tracking), you are entirely responsible for maintaining the strict confidentiality of your login credentials, including passwords and multi-factor authentication tokens.

8.2 Prohibited Sharing

You must not share your account details with any third party. You agree to notify us immediately at admin@clarityhouselondon.com if you suspect or become aware of any unauthorized use of your account or any other breach of digital security. We reserve the absolute right to disable any account at any time if we reasonably believe you have failed to comply with these Terms.

9. Booking Appointments

9.1 The Intake and Triage Pathway

All appointment requests, initial triage sessions, and ongoing support blocks booked via our digital portals are subject to acceptance by our team. A booking request submitted through the Website does not guarantee service delivery.

9.2 Application of CHAM and CCSS

Our intake path utilizes the Clarity House Assessment Manual (CHAM) and the Clarity Case Severity Scale (CCSS). Upon your initial digital intake or triage call, a Clarity Guide or Companion Associate will utilize structured professional judgement to score and categorize your case complexity.

9.3 Right of Refusal

If your assigned CCSS rating indicates a level of severity, psychiatric crisis, or legal complexity that falls outside our safe scope of practice (e.g., severe active psychosis, acute active substance addiction, or immediate severe forensic risk), we reserve the right to refuse service access. In such scenarios, we will provide appropriate alternative statutory signposting where possible.

10. Community Support Groups

10.1 Therapeutic Boundary

Clarity House London facilitates peer-led and volunteer-facilitated community support groups through digital invitations or physical listings on our Website. Attendance or active participation in these community support groups does not establish a formal clinician-patient or therapist-client relationship between you and Clarity House London, its staff, or its volunteers.

10.2 Code of Conduct

All participants in community groups must maintain absolute confidentiality regarding other members' identities and disclosures. Abusive, disruptive, discriminatory, or aggressive behavior will result in immediate and permanent expulsion from all groups and digital platforms.

11. Recruitment and Professional Applications

11.1 Employment Applications

The Website may display professional job vacancies and accept digital applications, CVs, and cover letters. Submission of an employment application via our portal does not guarantee an interview, an acknowledgement of receipt, or an offer of employment.

All recruitment processes are subject to rigorous safer-recruitment checks, verification of qualifications, and right-to-work documentation in line with UK employment law.

11.2 Volunteer and Clarity Fellow Applications

We value community-led action and host application portals for volunteers and specialized Clarity Fellows. Submission of a volunteer application does not guarantee a placement. We reserve absolute discretion regarding who we onboard into our training pathways. All volunteer roles are contingent upon completing mandatory screening, background checks, and clear Disclosure and Barring Service (DBS) verifications where applicable.

11.3 Board Member Applications

Applications submitted via the Website for non-executive director or Trustee positions on the Board of Clarity House London are managed strictly under our corporate governance framework. Submission does not guarantee an invitation to interview or final appointment to the Board.

12. Donations

12.1 Transactional Processing

Any financial donations made to Clarity House London via our Website are processed through secure, third-party payment gateways. We do not store financial card numbers or bank credentials on our systems.

12.2 Finality of Donations

All donations are voluntary and, once successfully processed, are considered non-refundable except under exceptional circumstances or where required by UK charity law and consumer protection regulations. If you suspect an unauthorized or fraudulent charge has been made through our donation portal, contact your financial institution and our team immediately.

13. Community Events

13.1 Ticketing and Access

Registration, ticket booking, or RSVP processing for community events via our Website constitutes an agreement to attend that specific event. We reserve the right to change event formats, transition physical sessions to digital platforms, or cancel community events entirely due to speaker unavailability, venue constraints, low registration numbers, or safety issues.

13.2 Behaviour and Safety at Events

We maintain a zero-tolerance policy for harassment or disruptive behavior at all events advertised on our Website. We reserve the right to deny entry or remove any individual from an event without a refund if their conduct compromises the emotional or physical safety of our members, staff, or guests.

14. User Responsibilities

When interacting with our Website or utilizing our online booking tools, you explicitly agree that you are solely responsible for:

- The absolute accuracy, truthfulness, and completeness of all personal information, PPT code indicators, and health disclosures provided on application or triage forms;
 - Reviewing and acting upon any practical guidance, life problem-solving strategies, or employment steps suggested by Companion Associates, noting that the execution of such strategies is at your own risk; and
 - Ensuring that your communication with our staff, Clarity Guides, and other members remains respectful, non-threatening, and constructive at all times.
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15. Confidentiality

15.1 Our Commitment

Clarity House London treats all information disclosed by users and members via our digital portals with the utmost discretion. Member records, assessment notes, and session logs are kept strictly confidential within our ring-fenced data architectures.

15.2 Role-Based Access Control

We maintain rigid role-based access restrictions. Your personal files can only be accessed on a strictly need-to-know basis by authorized Clarity Guides, Companion Associates, and supervising clinicians. General volunteers and external board members have no visibility over deep case management notes or specific therapeutic histories.

16. Privacy and GDPR Compliance

The collection, storage, and processing of all personal data, contact information, and special category data (such as mental health information) provided through this Website are governed in strict accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. For a detailed breakdown of your individual rights, subject access request mechanisms, data retention schedules, and legal processing criteria, please review our comprehensive [Privacy Policy].

17. Intellectual Property

17.1 General Website Content

All content hosted on this Website—including but not limited to text, descriptions, software code, graphic designs, layouts, user interfaces, branding arrays, logos, audio-visual materials, downloadable toolkits, organizational policies, and digital resources—is the exclusive intellectual property of Clarity House London or its licensors. All rights are explicitly reserved under UK and international copyright, trademark, and database laws.

17.2 Specific Prohibitions

You must not copy, reproduce, republish, download, post, broadcast, transmit, make available to the public, or commercially exploit any content from our Website without obtaining prior, express written authorization from an executive officer of Clarity House London.

18. CHAM and CCSS Intellectual Property

18.1 Proprietary Frameworks

The **Clarity House Assessment Manual (CHAM)**, including its unique Presenting Problems Taxonomy (PPT) indexing, and the **Clarity Case Severity Scale (CCSS)**, including its specific multi-tiered complexity matrices, scoring guidelines, and structural professional judgement workflows, represent core proprietary innovations and trade secrets owned strictly by Clarity House London.

18.2 Prohibited Use of Manuals

No part of the CHAM or CCSS frameworks, training criteria, or associated assessment paperwork displayed or referenced on this Website may be copied, reverse-engineered, extracted, modified, shared on external networks, or adopted by third-party charities, local authorities, commercial clinical providers, or independent practitioners without an explicit, formal commercial licensing agreement signed by our Board.

19. External Links

Our Website may contain hyperlinks leading to third-party portals, public databases, local authority directories, or external mental health resources. These links are provided solely for your convenience and practical reference. We possess no operational control over the content, precision, safety, uptime, or privacy standards of these external websites. The inclusion of an external link does not imply an endorsement, recommendation, or validation of the third party by Clarity House London. Accessing third-party links is done entirely at your own risk.

20. Referrals to Third Parties

20.1 Operational Signposting

During case management or problem-solving support blocks, a Clarity Guide or Companion Associate may suggest or execute a digital referral to a third-party organization (such as specialized debt management services, housing associations, law centers, or NHS clinical units) to address a mapped PPT code vulnerability.

20.2 Liability Exclusion for Third Parties

Once a referral is initiated or signposted, Clarity House London is completely absolved of liability regarding the timeline, acceptance, quality, safety, or ultimate efficacy of the services provided by that external receiving organization. You are subject to the terms, conditions, and operational policies of that independent provider upon transfer.

21. Cancellation and Rescheduling

21.1 Notice Requirement

If you have successfully secured a one-to-one support session or a therapeutic block with a Companion Associate via our Website booking engine, you must provide a minimum of **24 hours' notice** if you need to cancel or reschedule your slot.

21.2 Failure to Attend

Repeated failure to attend scheduled sessions without notice ("No-Shows") or excessive short-notice cancellations disrupts our non-profit community allocation systems. We reserve the right to temporarily freeze your self-booking portal access or return your file to a Clarity Guide for service pathway reassessment if a pattern of non-attendance is established.

22. Suspension or Termination of Services

We reserve the absolute, unilateral right to refuse, restrict, suspend, or permanently terminate your access to our Website, member accounts, booking channels, physical offices, or active support groups at any time, without prior notice, if:

- You commit a material breach of any provision within these Terms;
 - Your conduct toward our Clarity Guides, Companion Associates, volunteers, or fellow members is deemed aggressive, threatening, harassing, or exclusionary;
 - An objective assessment under the CCSS indicates that your complex psychiatric or clinical needs can no longer be safely managed by an auxiliary community organization; or
 - We cease operational delivery of the specific program or platform you are interacting with.
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23. No Guarantee of Outcomes

While Clarity House London utilizes evidence-based problem-solving tools, structured professional judgement frameworks, and dedicated professionals, we provide **no warrant, assurance, or guarantee** that engaging with our services, reading our website material, or completing support blocks will result in a specific personal, clinical, financial, or employment outcome. Personal progress is dependent on individual implementation, systemic variables, and external factors beyond our organizational control.

24. Medical Disclaimer

24.1 Informational Content Only

All materials, articles, diagnostic overviews, and self-guided resources hosted on our Website are provided solely for general informational and educational purposes.

24.2 No Medical Advice

No content on this Website constitutes, or should ever be interpreted as, professional medical advice, clinical diagnosis, or a formal medical treatment protocol. You must not rely on the information on this Website as an alternative to medical advice from your general practitioner, psychiatrist, or other qualified healthcare professional. Never disregard professional medical guidance or delay seeking clinical treatment because of information read on our Website.

25. Mental Health Disclaimer

The structured emotional support and life problem-solving methodologies delivered by Clarity House London are intended to act as supportive, community-level interventions. They are not clinical psychotherapy, intensive psychiatric triage, or acute mental health therapies. If you are currently under the care of an NHS Secondary Mental Health Team, a Community Mental Health Team (CMHT), or an active psychiatric outpatient plan, you must inform your Clarity Guide during triage to ensure our community support does not conflict with your formal clinical care path.

26. Emergency and Crisis Support

26.1 Immediate Safety Threshold

Clarity House London is not an emergency medical provider, an acute crisis response unit, or a suicide intervention service. Our Website, emails, and intake forms are not monitored 24 hours a day. We cannot provide immediate, real-time crisis intervention.

26.2 Emergency Services Protocol

If you are in immediate danger of serious self-harm, medical collapse, domestic violence, or have intent to end your life, you must act immediately by taking the following steps:

- **Call 999** to contact the Police, Ambulance, or Fire services directly.
- Attend the nearest hospital **Accident & Emergency (A&E) Department**.

26.3 Crisis Helplines

If you require urgent, non-life-threatening medical or mental health triage, you should:

- **Call NHS 111** (requesting the specialized mental health option where available).
- Contact your local **GP Surgery** during their standard operating hours.
- Contact your designated **NHS Mental Health Crisis Team** if you are an active patient under their direct care.
- Reach out to the **Samaritans** by calling [116 123](tel:116123) for free, confidential emotional support available 24/7.

26.4 Involuntary Emergency Disclosure

If any user, member, or applicant inputs details into our digital platforms or booking forms that present clear, unambiguous indicators of an active suicide attempt, intent to cause severe harm to others, or an immediate threat to life, our staff and volunteers retain the legal and ethical right to bypass standard confidentiality. In such cases, we may contact emergency services, the police, or statutory safeguarding authorities directly without your prior consent.

27. Safeguarding

Clarity House London operates under a strict statutory safeguarding framework in compliance with UK legislation (including the Care Act 2014 and the Children Act 1989/2004). If our staff, Clarity Guides, or volunteers identify an indicator of abuse, exploitation, modern slavery, severe self-neglect, or risk of significant harm relating to a vulnerable adult or a child within your household, we are legally required to document this harm. We will escalate the file directly to the relevant Local Authority Safeguarding Board or the police, prioritizing the safety of the individual over organizational confidentiality.

28. Limitation of Liability

28.1 Permitted Exclusions

To the maximum extent permitted by applicable UK law, Clarity House London, its Board Members, Trustees, employees, volunteers, Clarity Fellows, and contracted Companion Associates explicitly exclude all liability for any direct, indirect, incidental, special, consequential, or exemplary losses or damages arising out of or in connection with:

- Your use of, or inability to use, our Website or digital booking portals;
- Any reliance placed on information, toolkits, or advice published on our Website;
- Any temporary or permanent interruption, suspension, or complete unavailability of our Website or services;
- The conduct, advice, or operational errors of any third-party organizations to which we have signposted or referred you; or
- Any personal decisions, actions, financial adjustments, or employment choices you execute following engagement with our support teams.

28.2 Unlawful Exclusions

Nothing in these Terms attempts to exclude, restrict, or limit our liability for actions that cannot be legally excluded under English law, including:

- Death or personal injury resulting directly from our proven negligence;
 - Fraud or fraudulent misrepresentation; or
 - Any other liability that cannot be excluded or restricted under the Consumer Rights Act 2015 or other statutory protections.
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29. Indemnity

You agree to fully indemnify, defend, and hold harmless Clarity House London, its executive Board, employees, volunteers, Clarity Fellows, and clinical Companion Associates from and against any and all claims, liabilities, damages, losses, costs, expenses, or legal fees (calculated on a full indemnity basis) arising directly or indirectly from:

- Your material breach of any provision within these Terms;
 - Your unlawful, fraudulent, or negligent use of our Website, application portals, or member forums; or
 - Your violation of any third-party rights, including intellectual property, privacy, or confidentiality protections during your engagement with us.
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30. Force Majeure

Clarity House London will not be held liable, responsible, or deemed in breach of these Terms for any delay, failure in performance, or service interruption resulting directly from acts, events, omissions, or accidents beyond our reasonable control. This includes but is not limited to: strikes, lock-outs, industrial disputes; failure of a utility service or public telecommunications transport network; acts of God, war, riot, civil commotion; malicious damage; compliance with any law or governmental order, rule, regulation, or direction; accident, breakdown of plant or machinery; fire, flood, storm; or global pandemics and associated localized lockdowns.

31. Complaints

We are dedicated to delivering high-quality, professional community support services. If you are dissatisfied with any aspect of our Website, application processing, triage pathways, or the conduct of our personnel, you have the right to lodge a formal complaint. Please submit your grievance in writing to our administrative team at admin@clarityhouselondon.com. We will acknowledge receipt of your complaint within five working days and execute a thorough internal review in accordance with our formal Complaints Handling Policy.

32. Governing Law and Jurisdiction

32.1 Choice of Law

These Terms, their subject matter, their formation, and any non-contractual disputes or claims arising out of or in connection with them shall be governed by, construed, and interpreted strictly in accordance with **English Law**.

32.2 Choice of Forum

You and Clarity House London explicitly agree that the **Courts of England and Wales** shall possess exclusive jurisdiction to settle any dispute or claim arising under or relating to these Terms or the use of our digital platforms.

33. Contact Information and Corporate Placeholders

33.1 Operational Contact

For any queries regarding these Terms, technical support requests, or intellectual property permission inquiries, contact us via the primary channel below:

- **Organisation Name:** Clarity House London
- **Email Contact:** admin@clarityhouselondon.com

33.2 Corporate Registrations

The administrative fields below will be filled in once formal regulatory registration procedures are finalized with the respective UK government bodies:

- **Company Registration Number (Companies House):** [To be updated upon registration]
 - **Charity Commission / CIC Registration Number:** [To be updated upon registry entry]
 - **Information Commissioner's Office (ICO) Registration:** [To be updated upon registry entry]
 - **Registered Corporate Address:** [To be updated upon office establishment]
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