

Welcome to SHB Social Foundation

SHB Social Foundation runs a telephonic helpline service called Listening Post. If you wish to avail yourself of Listening Post services, please note that you will have to abide by the following terms and conditions.

Please take a minute of your time to understand the terms:

1. **Volunteer Assistance:** SHB Social Foundation runs support groups with the help of trained volunteers. Many of our volunteers are not professionally qualified nor with a certification from a professional entity. They have been trained by in-house processes, and we are confident that they have the skills and abilities required to deliver these services.
2. At any time if you feel uncomfortable or do not wish to proceed, you can say STOP and walk away or disconnect.
3. **Our Approach:** SHB Social Foundation offers a listening space. You talk. We listen. We will hear you while you talk about your concerns, worries and troubles. We focus on your thoughts and emotions and give you a safe space to reflect.
4. We are **NOT a Counseling Centre**. We are non-advisory in nature. But we will be the first point of contact when you wish to seek help. We will be able to help you or guide you to professional services in the field who can help you resolve your issue. Please also note that their services may be chargeable and SHB Social Foundation does not carry any liability for advice that you may receive from them.
5. **Personal Information Consent:** You are requested to give us your personal information, like your identity details or contact information, **though you are free not to do so**. Our collection of data is for the purposes of data analysis only.
6. **Privacy & Confidentiality:** Please note that we will be maintaining a record of the conversation that you will have with us, though you can be rest assured that the contents of the conversation will not be divulged to anyone, unless we are required by law. Please be rest assured that all conversations here are treated with utmost confidence.
7. These terms are to safeguard your interests as well as those of our volunteers and partner organizations. If you require any clarifications regarding the conditions, please feel free to speak to our volunteers. All SHB Social Foundation services **are free or at nominal charge** or you may make a contributory donation.

We may limit or withdraw access to the services and the decision of the Directors of SHB Social Foundation will be final in this case.

I agree with the above terms and hereby indemnify SHB Social Foundation and their volunteers from any responsibility of my decisions whatsoever. I understand that I am here of my own free will, and my own responsibility and will not hold SHB Social Foundation liable for any of my own decisions.

By proceeding with the conversation, I allow deemed consent to the above terms and conditions, in the absence of a personally signed consent.