



Neurish - Safety and Crisis Disclaimer

Last updated: June 2026

This Safety and Crisis Disclaimer explains the limits of Neurish's ability to respond to safety concerns, risk situations, or crisis- related content. ExploreBuddy Ltd (trading as Neurish) is a Scotland- based company operating across the United Kingdom. Neurish is a peer- connection platform and is not designed or equipped to provide emergency support.

By using Neurish, you agree to the terms of this Disclaimer.

1. Neurish is not an emergency or crisis service1. Neurish is not an emergency or crisis service

Neurish cannot provide:

- Emergency response
- Crisis intervention
- Real- time monitoring
- Suicide prevention services
- Welfare checks
- Safeguarding investigations

If you or someone else is at immediate risk of harm, you must contact 999.

For urgent but non- emergency health concerns, contact NHS 24 (111 in Scotland) or your local NHS service.

2. No real- time monitoring

Neurish does not monitor:

- Messages
- Group posts
- Profiles
- User interactions

in real time.

Moderators may review content periodically, but:

- They are not available 24/7
- They may not see concerning content immediately
- They cannot guarantee any response time
- They are not trained crisis responders

Users must not rely on Neurish for urgent support.



3. User responsibility for safety

You are responsible for:

- Your own safety
- Your decisions
- Seeking appropriate professional or emergency help
- Managing your wellbeing
- Reporting concerns appropriately

Neurish cannot assess risk, intervene in emergencies, or provide crisis management.

4. Content involving harm or risk

Neurish may remove or restrict content that includes:

- Expressions of intent to harm yourself or others
- Graphic descriptions of self- harm
- Encouragement of harmful behaviour
- Threats or violence
- Content that may distress or endanger others

However:

- We cannot guarantee immediate removal
- We cannot guarantee moderator availability
- We cannot guarantee that all harmful content will be seen

Moderation is supportive, not clinical or crisis- oriented.

5. When Neurish may take action

Neurish may take action such as:

- Removing content
- Restricting account access
- Issuing warnings
- Suspending or closing accounts

Actions are taken to maintain community safety, not to provide crisis intervention.

Neurish may contact emergency services only if we become aware of an imminent and identifiable risk and have sufficient information to do so. This is rare and cannot be relied upon.

6. No liability for crisis outcomes

ExploreBuddy Ltd, its directors, employees, contractors, and moderators are not liable for:



- Harm resulting from crisis situations
- Failure to respond to crisis- related content
- Delays in moderation
- User reliance on peer support
- Emotional distress caused by interactions on the platform
- Any outcomes related to self- harm, harm to others, or emergencies

Neurish is not a substitute for professional or emergency support.

7. Encouragement to seek appropriate help7. Encouragement to seek appropriate help

If you are struggling, distressed, or concerned about your safety, you should contact:

- Your GP
- NHS 24 (111 in Scotland)
- A qualified mental health professional
- Emergency services (999) if at immediate risk

Peer support on Neurish is not a replacement for professional care.

8. Safeguarding limitations

Neurish is not a safeguarding organisation.

We cannot:

- Conduct welfare checks
- Investigate safeguarding concerns
- Verify user identities
- Guarantee user behaviour
- Prevent all harmful interactions

Users must exercise judgement and caution when interacting with others.

9. Changes to this Disclaimer

We may update this Disclaimer to reflect changes in law or platform features.

We will notify users of significant updates.

10. Contact us

If you have questions about this Disclaimer:

contact@explorebuddy.co.uk



This Policy is governed by the laws of Scotland. Any disputes will be handled by the Scottish courts.