



Neurish – Community Guidelines

Last updated: June 2026

These Community Guidelines (“Guidelines”) set out the expectations for behaviour on the Neurish platform. ExploreBuddy Ltd (trading as Neurish) is a Scotland- based company operating across the United Kingdom. By using Neurish, you agree to follow these Guidelines.

Neurish is a peer- connection platform for neurodivergent adults and parents. These Guidelines exist to maintain a safe, respectful, and psychologically secure environment for all users.

1. Purpose of These Guidelines

The purpose of these Guidelines is to:

- Support a safe, inclusive community
- Protect users from harm
- Promote respectful communication
- Reduce distress and overwhelm
- Provide clarity for moderation decisions
- Ensure compliance with UK law

These Guidelines apply to all users, content, and interactions on Neurish.

2. Definitions

Harmful Content

Content that may reasonably cause emotional, psychological, or physical distress, including harassment, threats, intimidation, hate speech, encouragement of harmful behaviour, or content that targets individuals or groups based on protected characteristics.

Distressing Content

Content that may trigger fear, panic, stress, or emotional discomfort, including graphic descriptions of self-harm, violence, crisis-related posts expecting intervention, or content likely to cause significant distress to neurodivergent users.

Unsafe Behaviour

Actions or interactions that place users at risk, including pressuring others to disclose personal information, encouraging dangerous activities, attempting to manage crisis situations, or engaging in behaviour that breaches platform safety expectations.



Peer Support

Non-clinical, informal support offered by users based on shared experiences. Peer support does not include professional advice, crisis intervention, therapeutic guidance, or any form of clinical assessment.

Moderator

A trained volunteer who helps maintain a safe environment by reviewing reports, removing harmful content, issuing warnings, and escalating concerns when appropriate. Moderators are not clinicians, crisis responders, safeguarding professionals, or employees of ExploreBuddy Ltd (trading as Neurish).

Commercial Activity

Any attempt to advertise, promote, sell, solicit, or recruit for commercial, business, or fundraising purposes. This includes posting links, promotional messages, or attempting to use Neurish for financial gain.

User-Generated Content (UGC)

Any content created or shared by users, including posts, messages, bios, images, comments, reactions, or group contributions. UGC represents the views of users only and is not endorsed or verified by Neurish.

Sensitive Personal Information

Information that could identify an individual or place them at risk, including medical details, diagnostic information, contact details, addresses, financial information, or personal data relating to others. Users must not share sensitive information in unsafe ways.

Platform Misuse

Any behaviour that interferes with the safe and lawful operation of Neurish, including spamming, reverse-engineering, attempting to access data that is not yours, disrupting features, or breaching technical or security measures.

Crisis-Related Content

Content indicating immediate risk of harm to self or others, requests for crisis intervention, or posts expecting emergency support. Neurish is not a crisis service and cannot respond to crisis-related content.

Boundaries

Personal limits that users set to protect their wellbeing. Boundaries include declining conversations, limiting emotional labour, choosing what to share, and disengaging from interactions that feel unsafe or overwhelming.



Protected Characteristics

Characteristics protected under the Equality Act 2010, including disability, race, sex, sexual orientation, gender reassignment, religion or belief, age, pregnancy/maternity, and marriage/civil partnership. Targeting individuals based on these characteristics is prohibited.

3. Core Principles

Neurish is built on the following principles:

- Respect
- Safety
- Inclusion
- Autonomy
- Consent
- Privacy
- Neurodiversity- affirming practice

All behaviour on the platform must align with these principles.

4. Respectful Communication

Users must:

- Communicate with kindness and respect
- Assume good intentions where possible
- Use content warnings when appropriate
- Avoid tone policing or dismissing lived experience
- Recognise that communication styles vary across neurotypes

Harassment, hostility, or belittling behaviour is not permitted.

5. Prohibited Behaviour

The following behaviour is not allowed on Neurish:

A. Harmful Conduct

- Harassment, bullying, or intimidation
- Threats or encouragement of harm
- Hate speech or discriminatory behaviour
- Targeting individuals or groups based on protected characteristics

B. Unsafe or Distressing Content

- Graphic descriptions of self- harm or violence
- Encouragement of harmful behaviour
- Crisis- related content expecting intervention
- Content likely to cause panic or distress



C. Illegal or Unlawful Activity

- Promotion of illegal acts
- Fraud, impersonation, or deception
- Sharing copyrighted material without permission

D. Sexual or Explicit Content

- Sexual content or imagery
- Sexualised communication
- Any content involving minors (immediate account termination)

E. Platform Misuse

- Spamming or mass messaging
- Commercial advertising or solicitation
- Attempting to disrupt or reverse-engineer the app

6. User-Generated Content Standards

Users must ensure that all content they share:

- Is lawful
- Is respectful
- Does not infringe intellectual property rights
- Does not contain personal data of others without consent
- Does not mislead, impersonate, or deceive

Users are responsible for the content they create.

7. Safety Expectations

Neurish is not a crisis service.

Users must:

- Seek appropriate professional or emergency help when needed
- Avoid relying on Neurish for crisis support
- Avoid placing emotional labour demands on others
- Use content warnings for potentially triggering topics
- Report concerning content appropriately

If you or someone else is at immediate risk, call 999.

8. Privacy and Boundaries

Users must:

- Protect their own privacy



- Respect the privacy of others
- Avoid sharing personal contact details publicly
- Avoid pressuring others to disclose personal information
- Not share screenshots or private messages without consent

Neurish is not responsible for consequences arising from oversharing.

9. Group Participation

Users must:

- Engage respectfully in group spaces
- Stay on topic where required
- Avoid dominating conversations
- Respect group rules and moderators
- Use content warnings when appropriate

Group spaces are for connection, not clinical support.

10. Matching and 1:1 Interactions

Users must:

- Communicate respectfully in matches
- Honour boundaries and consent
- Avoid pressuring others to respond
- Not use matching for dating or sexual purposes
- Discontinue conversations if asked

Neurish is not responsible for the outcomes of user interactions.

11. Offline Safety

If users choose to meet offline:

- They do so at their own risk
- Neurish does not arrange or supervise meetings
- Users should prioritise personal safety
- Users should meet in public places and inform someone they trust

Neurish is not liable for offline interactions.

12. Moderation

Moderators may:

- Remove content
- Issue warnings
- Restrict access to groups



- Suspend or terminate accounts

Moderation decisions are final.

Moderators:

- Are volunteers
- Are not clinicians
- Do not provide crisis support
- Cannot monitor all content
- Cannot guarantee response times

13. Reporting

Users can report:

- Harmful or unsafe content
- Violations of these Guidelines
- Concerning behaviour
- Technical issues

Neurish will review reports but cannot guarantee outcomes or timelines.

14. Consequences of Violations

Violations may result in:

- Content removal
- Temporary restrictions
- Permanent account closure
- Referral to law enforcement (in serious cases)

Neurish may take action even if behaviour occurs outside the platform when it poses a risk to community safety.

15. Changes to These Guidelines

We may update these Guidelines to reflect changes in law or platform features.

We will notify users of significant updates.

16. Contact Us

If you have questions about these Guidelines:

contact@explorebuddy.co.uk



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