



Terms and Conditions for Using the Peer Support Service

1. Acceptance of Terms

By accessing and using the Peer Support Service Portal provided by Qequal Foundation (Safe Access), you agree to comply with and be bound by the following terms and conditions of use. These terms govern your relationship with Qequal Foundation (Safe Access) and the use of the Peer Support Service. If you disagree with any part of these terms, please do not use our services.

2. Service Seeker

The Peer Support Service is only for people who identify as queer and trans people. Service seekers must be aged 18 years or above.

3. Prohibited Uses

The Peer Support Service is designed to provide emotional support only. It is strictly prohibited to use the service for any inappropriate needs. Any attempt to solicit interactions that are outside the scope of the peer support service will be considered a violation of these terms and may result in immediate termination of your access to the service.

4. Respecting Availability

Respect the availability and time slots mentioned by the peer support providers. Communication with PSPs should only occur during their specified available times unless otherwise agreed upon by both parties.

5. Appropriate Conduct

You must conduct yourself respectfully and appropriately when interacting with peer support providers. Disrespectful, abusive, or inappropriate behaviour will not be tolerated and may lead to the termination of the services provided to you.

6. Service Limitations

The peer support provided is not a substitute for professional mental health care. If you require professional counselling or therapy, please seek services from licensed mental health professionals.

7. Changes to Terms

Safe Access reserves the right to modify these terms and conditions at any time. Changes will be effective immediately upon posting on the service portal. Your continued use of the service following any changes will indicate your acceptance of the new terms.



8. Termination

Safe Access reserves the right to terminate your access to the peer support services without prior notice for any breach of these terms and conditions.

9. Reporting Concerns

If you have any concerns about the interactions or services provided, please report them immediately to Safe Access at contact@safeaccess.co.in.