



SightCare
Independent not alone

Conditions of use: Member Whatsapp group

Last updated: September 2025

SightCare WhatsApp group policy

The SightCare WhatsApp Group has been created exclusively for SightCare members. Its purpose is to provide a safe, supportive, and informal space where members can connect, collaborate, and exchange ideas relevant to the independent optical sector. By joining and participating in this group, you agree to abide by the following terms and conditions of use.

Purpose of the group

1. The group is intended for peer-to-peer support, sharing best practices, and networking with fellow professionals in the optical sector.
2. It is not actively monitored at all times. For urgent matters, please contact the SightCare office during office hours (9am–5pm, Monday–Friday).

Respectful behaviour

1. Be kind and courteous to all members. Bullying, harassment, hate speech, or personal attacks will not be tolerated.
2. Topics relating to politics, religion, or charities (except those directly related to optics) are not permitted.
3. Do not discuss current or past cases, investigations, or proceedings with the GOC, other regulatory bodies, or any civil/criminal legal matters.

Staying on topic

1. Posts should be relevant to the optical sector and the group's purpose.
2. Spamming, chain messages, or forwarding unrelated content is not permitted.
3. Excessive self-promotion or repeated promotional messaging will be removed.

Offensive or inappropriate content

1. Do not post explicit, offensive, discriminatory, or otherwise inappropriate material (including images, videos, memes, or text).
2. Sharing unverified news, rumours, or misinformation is not allowed.

Privacy and confidentiality

1. Do not share screenshots, chat content, or member details outside the group without prior consent.
2. Personal information (including phone numbers) must not be disclosed or used without explicit permission.
3. This group is a confidential space intended to foster trust between members.

Promotions and advertising

1. Business promotions, advertisements, or links may only be shared with prior approval from the Admin.
2. Unauthorised self-promotion or commercial advertising will be removed.

Language and tone

1. Use respectful, professional, and inclusive language at all times.
2. Avoid sarcasm, hostility, or language that may be misinterpreted in a professional setting.

Admin authority

1. Group Admins reserve the right to moderate discussions, remove content, or remove members at their discretion.
2. The decision of the Admins is final in all disputes relating to group activity.

Member contribution

1. Members are encouraged to actively contribute by sharing knowledge, experiences, and insights that add value to the group.
2. Supportive participation helps strengthen the SightCare community.

Acceptance of Terms

By joining and participating in the SightCare WhatsApp Group, you agree to comply with this Policy and Conditions of Use. Continued membership is subject to adherence to these rules.