



brightside

BRIGHTER FUTURES FOR ALL

Brightside and Safeguarding

The Online Platform

- The Mentoring platform is **text based**; there are no video calls or live chats.
- All messages go through a **filtering system** called **moderation**, which flags any potential inappropriate material to be manually checked by the Brightside team for approval.
- All attachments and websites sent in messages must be manually approved by the Brightside team before they reach their recipient.
- A list of stop words prevents any inappropriate messages moving through the platform, to ensure that mentors and mentees conduct safe conversations and do not share contact details. All messages containing stop words must be manually approved by the Brightside team.
- Mentors and mentees cannot see each others last names, contact details or their account data.
- Upon creating accounts, mentees agree to the [Brightside Privacy Policy](#), which is fully GDPR compliant in handling their data.

The Mentors

- All mentors are DBS checked at the enhanced level.
- Mentors are trained in safeguarding and child protection by the Brightside team, who have additional training in safeguarding through the NSPCC.
- Mentors have access to out of hours provision at Brightside if they ever have serious concerns about their mentees.