

# NEED HELP NOW:

## What to expect as an user



### Description

Provides information and resources to help with situations where nude or sexually explicit pictures or videos are shared without consent or where someone is threatening to share these images.



### Who can get help

Youth aged 13–17, as well as parents, educators, and other adults working with youth in this age group.



### Ways of contacting them

The support team can be contacted through their website:  
[needhelpnow.ca/en/contact](https://needhelpnow.ca/en/contact)



### Languages supported

- English.
- French.
- If you need accommodation to access their resources and/or services or information, please contact them.



### Services/types of support offered

- **Web resources:**  
Provides information on steps you can take if a nude image is shared online without your consent. It also offers information about your rights and protections, including Canadian criminal laws.
- **Direct Support:**
  - Offers support to help you refuse the demands of sextortionists.
  - Sends notices to help have problematic accounts suspended and/or removed.
  - Sends notices to platforms through Project Arachnid, which is their tool to help take down offending images
  - Refers you to local services like counselling/therapy, peer support, or victim services.



### When are services available?

You can contact them anytime via email.



### Confidentiality rules

- Need Help Now does not share your information with others except in very limited circumstances.
- If you choose to give your name when contacting the support line, it will be kept confidential. You do not need to provide your name, help can be completely anonymous. An email address needs to be provided so they can respond to the request. A phone number can be provided if you prefer to be contacted this way, but this is optional.



### Duty to report

They may share your private information if you are at risk of harm or in need of protection. In those cases, they may share the information with police, child welfare agencies, or others who can help. However, they will not share more information than they need to, and they will not do it unless they reasonably believe sharing is necessary to protect or help you.

They will also collect, use, and share personal information if they have reason to suspect unlawful activity, when a user is abusing the features of this service, or when a user's activity is jeopardizing the availability of the website.



### Parental involvement

Your private information will not be shared with anyone beyond police and child welfare, except when they believe it is needed to protect you, or to protect an adult from self-harm.