

Online Safety and Social Media Policy

Wapping HC and Wapping Kidds HC recognises the numerous benefits and opportunities which a social media presence offers. The club aims to build relationships and work with the members community to share news/information/successes. We will endeavour to use social media to engage appropriately with other areas that could benefit the club.

This policy provides guidance on how Wapping Hockey Club and Wapping Kidds Hockey Club uses the internet and social media. It's essential that volunteers, members and players make informed decisions about how they use the internet, mobile phone and email communications to protect our club and our people.

Our approach is therefore to support members to engage with the social community, while providing appropriate guidance on best practice.

Aims

It is the aim of our online safety policies:

- to protect all children and young persons involved with our club and who make use of technology (such as mobile phones, computer technology and the internet).
- To provide members, staff and volunteers with policy and procedure information regarding online safety and inform them how to respond to incidents
- To ensure Wapping Hockey Club and Wapping Kidds HC are operating in line with our values and within the law regarding how we behave online

For the purposes of this policy, social media is defined as any online interactive communication tool which encourages participation and exchanges. Common examples include; Twitter, Facebook, YouTube, Skype, Instagram, WhatsApp, and LinkedIn.

Responsibilities

Members are responsible for:

- Knowing the contents of the policy and its procedures
- Ensuring that any use of social media is carried out in line with this and other relevant policies
- Informing the chairman/committee where the club account is to be used
- Seeking relevant authorisation for official postings prior to publication
- Regularly monitoring, updating and managing content posted via the club account
- Ensuring that all members have read, understood and agreed to the code of conduct/acceptable use policy, before accessing and posting content via Wapping HC and Wapping Kidds HC social media accounts

- Adding an appropriate disclaimer to personal accounts when naming the institution
- Reporting any incidents in line with this policy

The Committee is responsible for

- Addressing concerns or questions regarding posts or comments via official and personal accounts
- Reporting outcomes to the committee members, or escalating the matter to involve appropriate agencies
- Authorising posts, where designated

Behaviour

Wapping HC and Wapping Kidds HC requires that all member using social media adhere to the standard of behaviour as set out in this policy and other relevant policies.

Unacceptable conduct, (e.g. defamatory, discriminatory, offensive, harassing content or a breach of data protection, confidentiality, copyright) will be considered extremely seriously by the club and will be reported as soon as possible to a relevant Chairman/Committee, and escalated where appropriate. The club will take appropriate action when necessary.

Where conduct is found to be unacceptable, the club will deal with the matter internally. Where conduct is considered illegal, the club will report the matter to the police and other relevant external agencies, and may take action according to the Disciplinary Policy.

Guidelines

The following general guidelines apply to members posting content via social media:

The Do's

- Check with a committee member before publishing content that may have controversial implications for the institution
- Use a disclaimer when expressing personal views
- Make it clear who is posting content
- Use an appropriate tone
- Be respectful to all parties
- When communicating with young persons, ensure parents/guardians are copied into said communication
- Ensure you have permission to 'share' other peoples' materials and acknowledge the author

- Express opinions but do so in a balanced and measured manner
- Manage your social media presence on behalf of the club
- Think before responding to comments and, when in doubt, get a second opinion
- Set up a shadow system or buddy system i.e. a colleague who can edit/authorise/access posts
- Seek advice and report any mistakes to the club committee

The Don'ts

- Don't make comments, post content or link to materials that will bring the club into disrepute
- Don't use the club's logo/branding on personal accounts
- Don't publish confidential or commercially sensitive material
- Don't breach copyright, data protection or other relevant legislation
- Consider the appropriateness of content given the age of readers, and don't link to, embed or add potentially inappropriate content
- Don't post derogatory, defamatory, offensive, harassing or discriminatory content
- Don't use social media to air internal grievances
- Don't use social media to communicate with young persons

e-Safety

Wapping HC and Wapping Kidds HC takes e-safety and its duty of care seriously. The club will do all that it reasonably can to ensure that various online and working environments, including online forums, are safe for members.

Where members are working with younger and/or more vulnerable members, extra safeguards may be required such as a moderating content prior to publication. This aspect should always be considered and if in doubt refer to the club committee for advice.

If you would like further information on social media, or wish to send us your comments on our Social Media Policy, then please contact Wapping HC and Wapping Kidds HC via our website