

Social Media Policy/Guidelines

BURTON HOPE

Charity Number 1187330

Introduction

The use of online social and business sites e.g. Facebook, Twitter, Blogs, YouTube, LinkedIn and all other public online communications is now commonplace and used by people to maintain contact with friends as well as being employed in certain circumstances as a work tool. As a proactive and innovative organisation, **BURTON HOPE** actively welcomes and supports the use of these tools in the workplace, as they help in publicising and raising awareness of the unique work we do.

However, there have been a number of cases where the use of social media has harmed the reputation of an employer or its employees and volunteers. This policy is intended to help **BURTON HOPE** volunteers avoid potential pitfalls.

If information on any of the sites we use raises concern for you, you must contact your line manager.

Scope and Purpose

The purpose of this policy is to minimise risks to **BURTON HOPE** through the use of social media.

This policy deals with all forms of social media including but not limited to Facebook, LinkedIn, YouTube, Twitter, Google+, Wikipedia, Instagram, and Tumblr.

When working as a Volunteer for **BURTON HOPE**, our Volunteers will be expected to comply with the organisations policies.

This policy outlines the expectations of all **BURTON HOPE** Volunteers regarding the use of social or business media.

Breaches of the Policy

Whether accessed at work or at home, the following can result in disciplinary action including dismissal:

Any reference, direct or indirect, on social or business networking sites, blogs or other such sites, to **BURTON HOPE**, individuals or organisations, or funding partners and members that could cause the **BURTON HOPE** reputation to be damaged;

OR

Use of a site that contravenes **BURTON HOPE**'s policy or an illegal site;

Or

Use of a site where **BURTON HOPE** or your individual duty of confidentiality is breached, where the dignity at work of Volunteers are undermined or the values of **BURTON HOPE** are compromised, where any other policies of **BURTON HOPE** are breached.

Use of Social and Business Network Sites

Social media should never be used in a way that breaches any of BURTON HOPE's policies. If an internet post would breach any of our policies in another forum, it will also breach them in an online forum.

Best interests:

You are expected, when using social and business networking sites and the internet, to act in all situations in the best interests of **BURTON HOPE**.

Social or business networking activities should not interfere with your primary Role responsibilities.

Disrepute:

You must not use sites in such a way that BURTON HOPE interests or reputation is or may be damaged whether directly or indirectly.

You must not use social media to defame or disparage **BURTON HOPE** our Volunteers. or any third party; to harass, bully or unlawfully discriminate against Volunteers or third parties; to make false or misleading statements; or to impersonate colleagues or third parties.

Confidentiality

You are not to refer to or publish contact details or pictures of any volunteers, members, supporters, children or young people without obtaining permission to do so from the parties concerned. In all circumstances you must inform the Chairman/Vice Chairman/Committee prior to publishing.

Confidential information is defined as any information that is described as such **BURTON HOPE as** the employer of Volunteers. This shall include any personal information, embargoed press releases, and any information, not legitimately available to the public, which relates to the commercial, financial and other activities of **BURTON HOPE**

Information shared on social and business networking sites, or personal blogs, even in private spaces, are still subject to copyright, data protection and defamation laws and may give rise to claims against an individual or **BURTON HOPE**

Remember: Once you make a comment online it is extremely difficult to remove the comment.

Dignity at work:

Sites should not be used to abuse, ridicule, bully, harass, intimidate staff, volunteers, members or supporters, children or young people or stakeholders e.g. defamatory, threatening, harmful, homophobic or obscene comments. The privacy and feelings of others should be respected at all times.

Contacting children and young people

Under no circumstances should social or business networking sites be used inappropriately by you to contact children, young people or any of our members.

Illegal file sharing:

Sites should not be used by you for accessing or sharing illegal or inappropriate content at any time.

Values: Under no circumstances should members of staff make any comments or post items, photos or materials that compromise BURTON HOPE values.

Disclaimer:

Any personal blogs and other personal posts by you, whereby you identify yourself in any way as a BURTON HOPE employee or volunteer, must contain a disclaimer stating “the opinions expressed are solely those of the author and do not represent the views of BURTON HOPE

Be respectful to others when making any statement on social media and be aware that you are personally responsible for all communications which will be published on the internet for anyone to see.

Privacy:

You must consider carefully your privacy settings, and that initially private postings may not remain so.

Offensive Material:

You must not access pornographic, sexually explicit, religious hatred, any material which may be construed as discriminatory or other unsuitable material, or download such material onto IT and other equipment, or in any way associate **BURTON HOPE** with such material.

Any breach of this policy or misuse of social networking sites or the internet may result in disciplinary action up to and including dismissal. You may be

required to remove or be refused access to any social media that **BURTON HOPE** consider to constitute a breach of this policy.

If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from posting it until you have discussed it with your line manager. If you see social media content that disparages us or reflects poorly on us, you should contact your manager.

If you wish to report any suspected wrongdoing in relation to a suspected breach of this policy, please refer to **BURTON HOPE** Whistle blowing Policy.

Monitoring

This policy is designed to reduce risks to both **BURTON HOPE** activities and reputation that might occur as a result of inappropriate use of social or business networking sites and personal blogs. Users must be aware that the use of **BURTON HOPE** IT systems, including the internet and email, can be monitored and electronically logged. Monitoring is performed in accordance with the **Employment Practices Data Protection Code, Part 3: Monitoring at Work**, as issued by the Information Commissioner.

We reserve the right to monitor, intercept and review, without further notice, staff activities using our IT resources (When and if we have them) and communications systems, including, but not limited to, social media postings and activities, to ensure that our rules are being complied with and for legitimate business purposes and you consent to such monitoring by your use of such resources and systems.

Adopted by **BURTON HOPE** Trustees/Committee on

Signed. Committee/Trustees.....	Date.....
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Review: 2022 or if Policy changes are needed
V.1