



Henleaze Lawn Tennis Club Ltd Communications and Social Media Policy

This is a new policy document since Henleaze Lawn Tennis Club became incorporated on 28 October 2020. The Club became known as Henleaze Lawn Tennis Club Ltd and is based at Tennessee Grove, Bristol, BS6 7XH. In this document the Club is referred to as HLTC Ltd. This Photography and Filming (Recording) Policy will be reviewed at least once every two years, in line with the Lawn Tennis Association Guidelines, or earlier if legislative changes require it to be. This policy will be made available on the Club Website to all existing and new members and read in conjunction with the following policies:

Anti-bullying
Changing Rooms – use of
Code of Conduct for Club members
Complaints Policy
Diversity and Inclusion
Photography and Filming (Recording) Policy
Safeguarding Policy
Safeguarding Code of Behaviour

The Directors of HLTC are responsible for ensuring that this policy is kept up to date. The Management Committee is responsible for ensuring that it is followed by all those attending the club

Policy statement

HLTC Ltd strives to ensure that all children (anyone under 18) and adults at risk are safeguarded from abuse and have an enjoyable tennis experience. This document sets out how the Club uses the internet and social media and the procedures or doing so. It also outlines how we expect coaches, volunteers, members, visitors, players and parents/carers to behave online and communicate with players. In this document the term ‘**Visitor**’ means any person with access rights to the Club, including Coaches, Guests, Members, Parents, Pay and Play participants, Participants in Coaching Courses and Visiting teams.

The purpose of this policy is to:

- Protect children involved in and with our organisation and who make use of technology (such as mobile phones, tablets, games consoles and the internet).
- Provide members, coaches and volunteers with policy and procedure information regarding online safety and inform them how to respond to incidents.
- Ensure our organisation operates within the law regarding how we behave online.

We recognise that:

- The online world provides everyone with many positive opportunities; however, it can also present risks and challenges.
- We have a duty to ensure that all children and adults involved in our organisation are protected from potential harm online.
- We have a responsibility to help keep children safe online within the context of our Club.
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse.
- Working in partnership with children, their parents, carers and other organisations is essential in helping them to be responsible in their approach to online safety.

We will seek to keep children safe by:

- Understanding the safety aspects, including what is acceptable and unacceptable behaviour for members, coaches, volunteers, visitors and children, when using website, social media, apps and other forms of digital communication.
- Being aware that it doesn't matter what device is being used for digital interaction, but that the same safety aspects apply whether it is a computer, mobile phone or game console.
- When using social media platforms, ensure that we adhere to relevant legislation and good practice.
- Ensuring the person managing our organisation's online presence is suitably trained and experienced.

Managing our online presence

Our online presence through our website or social media platforms will adhere to the following guidelines:

- All social media accounts will be password-protected and at least two members of the Committee/volunteers will have access to each account and password.
- Social Media accounts will be monitored by a designated person, who will have been appointed by the committee.
- The designated person managing our online presence will seek advice from our Welfare Officer/ County Safeguarding Officer and the LTA to advise on safeguarding requirements as necessary.
- The designated person will remove any inappropriate posts, explaining, why and informing anyone who may be affected (as well as the parents of any children involved).
- Account, Page and Event settings will be set to "Private" so that only those invited can see their content.
- Social media pages/groups (eg Facebook pages/groups) used to communicate with children must be from the Club and not personal.
- Identifying details such as a child's home address, school details, telephone number or email will not be posted on social media platforms.
- Any posts or correspondence will be of a professional purpose

- We will make sure children are aware of who manages our Social Media Accounts and who to contact if they have any concerns about the running of the account.
- Parents will be asked to give their consent for us to communicate with their children through social media, or by any other means of communication.
- Parents will need to give consent for photographs or videos of their child to be posted on social media.
- All of our accounts and email addresses will be appropriate, fit for purpose and only used for Club specific activities.

What we expect of members, coaches, volunteers and visitors:

- They should be aware of this policy and behave in accordance with it.
- They should seek advice from our Welfare Officer/County Safeguarding Officer and the LTA if they have any concerns about the use of the internet or social media.
- Any messages they wish to send out to children must be sent through the designated person responsible for the organisation's online presence.
- They must not "friend" or 'follow' children from personal accounts on social media.
- They must make sure any content posted is accurate and appropriate
- They must not communicate with children via personal accounts or private messages.
- They must communicate with parents through email or in writing, or use an organizational account, profile or website rather than via personal social media accounts.
- They must copy in parents or at least one other member, coach or volunteer should any communications be sent to children.
- They must avoid communication with children beyond dedicated event or activity timings, unless it is necessary for professional purposes (i.e. emergencies) and contacting the parents is not possible.
- They must sign off any communications in a professional manner, avoiding the use of emojis or symbols such as kisses ("Xs").
- They must respond to any disclosure of abuse in line with the safeguarding policy.
- They must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone.

What we expect of children

- They should be aware of this policy
- They should follow the guidelines set out in our acceptable use statement on all devices

What we expect of parents/carers

- They should be aware of this policy and behave in accordance with it.
- They should seek advice from our Welfare Officer/County Safeguarding Officer and the LTA if they have any concerns about the use of the internet or social media.
- They should communicate with Coaches, volunteers, members and visitors in a professional and appropriate manner.
- They must not engage in sexting, or sending pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone.

Using mobile phones or other devices to communicate.

When using mobile phone or other devices to communicate, we will take the following precautions to help keep children safe:

- Coaches, volunteers, members and visitors will communicate through parents directly or copy them into all messages to children.
- Where it is necessary to contact children directly and it is not possible to copy the parents into the message, we will see parental consent to do this.
- Messages will be used for professional communication, such as reminders about lesson times, meeting points if relevant.

If a child tries to engage a member, coach, volunteer or visitor in conversation which is not of a professional manner (for example, their personal life), the individual will:

- End the conversation or not reply.
- Inform the Welfare Officer/County Safeguarding Officer as soon as possible and arrange to address the matter with the child and their parents appropriately.
- If the conversation raises safeguarding concerns, notify the LTA as soon as possible.

Using mobile phones/devices during activities

So that all children can enjoy and actively take part in tennis activities, we discourage the use of mobile phones/devices. As part of this policy, we will:

- Make children aware of how and who to contact if there is an emergency or change to previously agreed arrangements.
- Inform parents of appropriate times they can contact children who are away playing for the club.
- Advise parents that it may not be possible to contact children during activities and provide a contact within the Club who will be reachable should there be an emergency.

7 Data Protection

Under applicable data protection legislation, including the General Data Protection Regulation (EU) 2016/679 and the Data Protection Act 2018, individuals have a right to object to their images being processed.

Depending on the circumstance, consent from the individual or their parent/guardian should be obtained before capturing, sharing or publishing images where an individual is identifiable. Whilst it is not always possible to avoid a specific image being captured, where an individual does object to their image being captured, attempts should be made to avoid photographing that individual and images of them should be deleted on request. In addition, as with all personal data, images and footage should be processed in accordance with the applicable data protection principles, other relevant legislation and guidance.

This Policy is reviewed every two years (or earlier if there is a change in national legislation).

This Policy is recommended for approval by:

