



Llantwit Major Tennis Club

Online Safety and Communication Policy

This document sets out how Llantwit Major Tennis Club uses the internet and social media, and the procedures for doing so. It also outlines how we expect the committee, coaches, volunteers, players and parents/carers, to behave online and communicate with players.

The principles in this policy apply no matter which current or future technology is used. The purpose of this policy is to:

- Protect children involved in our organisation and who make use of technology (such as mobile phones, tablets, games consoles and the internet);
- Provide the committee, 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 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;
- 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 staff, coaches, volunteers 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 experienced.

Managing our online presence

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

- **The minimum age for participation in the club's WhatsApp groups is 16;**
- all social media accounts will be password-protected, and at least two club members will have access to each account and password;
- social media accounts will be monitored by a designated person, who will have been approved by the committee;
- 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);
- social media pages/groups (e.g. Facebook pages/groups) used to communicate with children must be an organisation, community or sports group and **NOT a personal account or group**;
- 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 related either to tennis or to the local community and will be relevant to the needs of the club's members;
- parents will be asked to give their consent for us to communicate directly 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.

Guidance for committee members, coaches and club volunteers

- they should be aware of this policy and behave in accordance with it;
- they should seek advice from the club's Welfare Officer, the Tennis Wales Safeguarding Officer or the LTA if they have any concerns about the use of the internet or social media;
- any messages they wish to send to children via one of the organisation's online platforms, must be sent through the designated person/s responsible for that platform;
- they are advised not to 'friend' or 'follow' children from personal accounts on social media or communicate with children via personal accounts or private messages;
- they must make sure any content posted is accurate and appropriate;

- they should ensure a parent/guardian, or at least one other committee member, coach or volunteer can see a copy of any communications sent to children;
- they are advised to sign off all communications with children in an appropriate manner, avoiding the use of emojis or symbols such as kisses (“X’s”);
- they must respond to any disclosure of abuse in line with the safeguarding policy and the club’s procedure for ‘Raising a Concern’;
- they must not send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone.

Guidance for adult & junior members, parents and carers

- they should be aware of this policy;
- they should seek advice from the club’s Welfare Officer, the Tennis Wales Safeguarding Officer or the LTA if they have any concerns about the use of the internet or social media.
- when participating or commenting on the club’s social media platforms they must follow the rules of the platform, as stated by the administrator.
- they must not send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone.

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

- the committee, coaches and volunteers will communicate through parents/carers 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/carers into the message, we will seek parental consent to do this;
- messages will be used for tennis related communication, such as reminders about lesson times, meeting points etc.;
- if a child initiates a conversation that raises a safeguarding concern, we will follow the club’s procedure for ‘Raising a Concern’.
- they must not send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone.

Related policies and procedures

This policy should be read alongside the other club policies and procedures, including:

- safeguarding policy
- code of conduct
- photography and filming policy
- anti-bullying policy
- equality and diversity policy

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

Approved: 10 March 2024

Review by: 09 March 2026