TMW internet and social media safety policy

November 2016

1. Introduction

Purpose: We need to ensure that The Music Works team (including freelancers, board members, volunteers where relevant) are using computers, digital and social media in safe, appropriate, inclusive and creative ways.

Scope: Team members, board members, volunteers, advisors and participants – anyone who is using computers at The Music Works settings – are subject to the guidance in section 2 of this policy. The same categories of people who are using social media on behalf of The Music Works are subject to the guidance provided in this policy.

If you have any questions or comments about this policy, please contact us via our website: www.themusicworks.org.uk

2. Using computers & internet

Customers/participants/The Music Works (TMW) team members must read and sign this section of the policy before they use TMW computers OR have seen posters outlining this policy and verbally agreed to abide by this agreement.

Participants, customers and TMW team:

- will use TMW computers with care and consideration at all times.

- will report any faults or viruses immediately.

- will not open any hyperlinks in, or attachments to, e-mails, unless the source is known and trusted.

- will not use the internet to view or engage in activities that would cause offense and would compromise TMW as a safe space e.g. sites that contain violence, sexual or extremist content.

- must be willing to show the web-page which they are viewing at any time to a member of staff or volunteer.

- must not use the computers to post on social media unless accompanied/monitored by a member of TMW team.

TMW team:

- will ensure that all computers have parental control measures set up on them so that young/vulnerable people cannot access inappropriate content – see https://support.apple.com/kb/PH18571?locale=en_US

- We will not normally use internet filtering on our computers for the following reasons (apart from in exceptional cases):
    - It would have minimal impact on the E-Safety of students who nearly all have full unrestricted access as soon as they step out of our building.
    - The provision is operated in a climate of trust and respect, aiming to instill these values in students as the best way of keeping them safe beyond our provision. We aim to get students to self-regulate as this has a much wider positive impact on their lives.
    - The small numbers of students and high staff ratios makes active monitoring by staff both possible and effective.
    - Filters often block access to material that is needed for learning, particularly in music and other areas of the arts (e.g. YouTube).
    - For specific individuals there may need to be a different policy, this will be checked on referral and they will be limited to a computer that has filtering in place.
    - Any digital information kept onsite by staff or volunteers including registers and individual student records will be kept on a staff account which is fully password protected.
    - The password will be changed if there is any suspicion it has been revealed to anyone who is not authorised to have it.
    - Safeguarding, health and other highly sensitive digital information will not be kept on site. They will be kept at the registered office on an encrypted, password protected computer, with encrypted back up.
    - Staff should delete confidential emails or messages as soon as possible after receipt. This policy will be monitored, any incidents reported. Additional monitoring may take place as part of an investigation following evidence of apparent misuse.

- will ensure that, if they use personal devices for work, their systems are secure, protected with passwords and encrypted.

These agreements are important - refusal to stick to them will result in an immediate request to leave the studio/computer room/IT suite/setting.

3. How we keep your data (contact details and other information about you) safe

- Your contact details will never be shared with anyone outside of TMW team (contracted freelancers who include music leaders and management team) or those who have a duty of care for you.

- When we collect your contact details, we will always be clear how we will use them now and in the future. If this changes, we will contact you to gain appropriate permissions.

- Documents containing your contact details will only be saved temporarily on any computers: until they are uploaded onto safe, password-protected tools such as MailChimp and DropBox at which point they will be deleted from individual computers. This is unless you are attending activities (eg Audio-Base) where there is a register with details of your emergency contact and health/other needs.

- See our website for our full data protection policy: http://www.themusicworks.org.uk/policies/

4. Tips for young people for keeping safe online

1. Never give out personal information to online friends. This includes an instant messaging ID, email address, mobile number, school name and any pictures of you, your family and friends.

2. If something is published online, anyone can access it, change it or share it with others. Keep social network profiles private.

3. Use webcams with caution and only with family and friends who are already known in the real world, as images can be copied, changed and shared. If TMW team say it's appropriate, it's safe to use your webcam (eg for Skype) with them as they are DBS-checked and follow strict safeguarding policies.

4. Do not post inappropriate images of yourself online.

5. Remember that online friends are just that and if they are not known to you in the real world, offline, they may be lying about who they are.

6. Never meet with a person you have met online unless you take a trusted adult with you.

7. Think before opening files from people you don't know in the real world. They may contain anything from a virus to an inappropriate image or film and should be deleted.

8. Learn how to block someone online and report them to the website involved. Report abusive users to the Child Exploitation and Online Protection Centre (CEOP) if you feel uncomfortable or threatened. Save the www.clickceop.net website to your favourites so that you can report any suspicious behaviour straight away.

9. Online location tools, such as Facebook Places, should not be used by those who are under-18 or if you are in a location alone

5. Our social media safety policy

The following is an adapted version of a policy originally produced by AllSorts Youth Project, see: http://www.allsortsyouth.org.uk/wp-content/uploads/2014/02/Simple-Guide-to-Digital-Social-Media-.pdf The following organisations/individuals were involved in the development of the AllSorts policy: members of the Community & Voluntary Sector Forum (CVSF) Safety Net, Brighton & Hove city council, and http://network.youthworkonline.org.uk.

5.1. Basic Principles

We (TMW team, trustees, volunteers) will use social networks responsibly, to reflect our responsible, role modelling status at The Music Works, just as we would in the offline world.

We will keep a professional distance online. This is not to say we will be distant and formal – *it's important that our values are reflected in all we do, and that we're authentic.* However, technology increases the potential for messages to be taken out of context, misinterpreted or forwarded to others. Also, once we place something in the public domain, it is there permanently for people to access, change and share it with others. Even if you delete a comment straight away, someone might have already seen it.

We will reflect our values through our public behavior and never do anything that would detrimentally affect TMW reputation.

We will be clear about professional boundaries, and avoid setting up false expectations in participants and others.

We will not put ourselves in the position of having to deal with information or situations that we are not confident or comfortable to deal with.

We will never create situations in which we could cause harm to customers, stakeholders or others.

We will not use email or social media:
- for unofficial or inappropriate purposes
- for any messages that could constitute bullying, harassment or have any other
  detrimental impact
- posting confidential information about the team, TMW itself or its customers and stakeholders

Any moderators or administrators with permitted unsupervised access to service-users through Social Network Sites (SNS) such as Facebook and Twitter will be DBS checked.

However, young people in leadership roles involving communications will need independent access to social networks and permission to communicate on TMW's behalf. They will read and agree to this policy. Their access will be monitored and reviewed on a regular basis. If it is misused, it will be revoked.

If you're a team member and have concerns about participants' safety online, use the same chain of authority and advice as in our Safeguarding Policy.

If you're a team member concerned about the way a customer/stakeholder is attempting to contact you, report it immediately to your project manager.

Any complaint of internet or computer misuse by participants will be dealt with immediately by those leading the activity and reported to the project manager; any complaint about misuse by team members will be dealt with by the CEO and/or Chair.

5.2. Personal profiles:

We will ensure that participants cannot access any content, media or information from personal accounts which would undermine our positions as professional, trusted and responsible adults working or volunteering with The Music Works.

If there is content that we deem inappropriate for participants to see, we will ensure that our personal profile is unconnected to TMW profile (ie do not share The Music Works content).

Only The Music Works official pages, profiles, groups and sites will be used to share information relating to The Music Works, directly. Shares/retweets of TMW information are acceptable.

5.3   Interactions with customers, stakeholders:

We will not use our personal social networking account to communicate directly with customers/stakeholders as this will blur boundaries between our professional and personal lives. This does not prevent us from moderating or contributing to a Facebook group using our personal profile (as this is the only way to do this, but does not enable members to view our profiles/accounts) and sharing/retweeting etc posts by The Music Works, and vice versa, although see 'Personal profile', above.

We will not accept 'Friend' requests from service-users you work with. Volunteers and trustees who are currently participants are exempt from this clause.

If we enter into social media discussions where we might be seen to be representing TMW when in fact we're speaking as a private individual, we will make this clear with an explicit statement.

We will only set up pages for events, activities or groups for which we are responsible and have 'officer' or 'admin' responsibilities for. The team member with key responsibility in any context will always be the administrator or officer of these spaces.

If we create a group, host discussions or encourage media-sharing on behalf of TMW, then we'll adopt the Moderation Rules (in Section 4.7) and create a group agreement using these ground rules.

We will never post or comment on the status, wall or photos of any participants.

5.4   Passwords

We must each keep TMW accounts and passwords details in a safe place. They must be changed regularly in order to make them more secure. We will ensure that Anita Holford and/or a project manager has overall access to sites. When team members who have access to sites leave TMW, passwords must be changed.

5.5   Email & texts

- Emails sent to external organisations will be written carefully in the same way as a letter written on TMW headed paper.

- When sending emails to groups of people, we'll use the 'BCC' facility to avoid sharing e-mail addresses.

- We'll only use TMW e-mail accounts to contact customers.

- We will never reveal personal details of themselves or others in e-mail and social media communication, or arrange to meet anyone without specific permission.

5.6   Publishing/sharing young people's images and creative work and information

- When a young person first joins a TMW activity, their parents will receive a form (often the booking form) to enable them to opt in/out of photography/videography. When photography/videography is taking place, the photographer/videographer must:
  a) check with music leader or project manager to ensure they identify and don't take photos/video of those without permissions;
  b) ensure they or the music leader explains to the young people that if they would not like to be used in TMW publicity, they must make themselves known.

- We will always ask a young person and parent/carer's permission before publishing their creative work (music, videos, photography, etc).

- We will gain permission to use any photos of customers/stakeholders and quotes, and only use their first names on any caption unless express permission is given by parent/carer and participant.

- We will never tag customers in photographs on social networks.

- We will not infringe copyright. If you use photos taken by someone who is not part of The Music Works, then get permission for their use and credit the images. The same practice applies for any other content that has not been created originally by us.

- We will never give personal details about customers on the website or social networks.

5.7   Moderation rules

We will delete any of the following:

- Violent, obscene, profane, hateful, or racist posts, links or images
- Comments that threaten or defame any person or organisation
- Solicitations, advertisements, or endorsements of any financial, commercial, political party or not-for-profit organisation
- Comments that suggest or encourage illegal activity
- Multiple successive off-topic posts by a single user
- Repetitive posts copied and pasted or duplicated by single or multiple users