

IT and Social Policy for VOCAWAVES

VOCAWAVES uses IT and social media in its work and recognises that those who are involved in its work may also use social media either as part of their role or in their private lives. A written policy is therefore required for all staff, volunteers and those working with us on the acceptable use of IT and social media in the organisation.

This policy applies to all volunteers and staff, and those working with us at venues. It also covers those supplying services to VOCAWAVES.

This document outlines VOCAWAVES' commitment to having a positive impact. These guidelines are based on the following principles:

- Give clear guidelines on what volunteers can say about the organisation
- Comply with relevant legislation and protect volunteers
- Help volunteers draw a line between their private lives and their volunteering
- Protect VOCAWAVES against liability for the actions of volunteers
- Be clear about sensitive issues such as monitoring and explain how problems with inappropriate use will be addressed

Scope Covered

This document covers the following scope:

- All forms of social media, including Facebook, YouTube, Twitter and all other social networking sites, and all other internet postings, including blogs
- The use of social media for both volunteering and personal purposes, whether while volunteering or otherwise. The policy applies regardless of whether the social media is accessed using our IT facilities and equipment or equipment belonging to volunteers
- Volunteers may be required to remove internet postings which are deemed to constitute a breach of this policy
- This policy links to all other policies therefore social media should never be used in a way that breaches any of our other policies or the governing document
- The usage of your personal IT systems and our IT systems with the organisation
- The usage of our email systems

Social Guidelines

The following sections of the policy provide volunteers with common-sense guidelines and recommendations for using social media responsibly and safely:

- We want you to help protect our organisation's reputation. Volunteers, staff, or those working with us at venues must not post disparaging or defamatory statements about:
 - i. VOCAWAVES
 - ii. VOCAWAVES' staff, our clients, volunteers, or members past or present
 - iii. Suppliers and vendors
 - iv. Other affiliates and stakeholders

Volunteers should also avoid social communications that might be misconstrued in a way that could damage our reputation, even indirectly

- Volunteers are personally responsible for what they communicate in social media (as part of their role or on personal sites). Remember that what you publish might be available to be read by the masses (including VOCAWAVES), colleagues, volunteers, future employers, and social acquaintances for a long time. Keep this in mind before you post content.
- Publicity consent must be obtained prior to posting images or text which may be used on social media.
- There is no obligation for volunteers to link their personal social media to any VOCAWAVES social media.
- Volunteers are not permitted to set up social media accounts for work purposes without prior consultation with the VOCAWAVES committee.
- If you disclose your affiliation as a volunteer of VOCAWAVES, you must also state that your views do not represent those of the organisation you are volunteering with. For example, you could state, "the views in this posting do not represent the views of VOCAWAVES". You should also ensure that your profile and any content you post are consistent with the image you present to those you work with as part of your volunteering role.
- You can only use your VOCAWAVES email address for purposes regarding IT and social use on behalf of the organisation
- You are responsible for the security settings of any social media sites you use and should ensure they are set to the appropriate level if you wish to limit who can see your information
- Remember that you must respect confidentiality at all times and protect confidential information. You should be mindful of Data Protection issues, if in doubt speak to the committee. Confidential information includes things such as unpublished details about our work, details of current projects, future projects, financial information, or information held on our supporters, staff, or volunteers.
- Avoid posting comments about sensitive VOCAWAVES related topics, such as our performance. Even if you make it clear that your views do not represent those of our organisation, your comments could still damage our reputation.

- If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from making the communication until you discuss it with the committee.
- If you see content in social media that disparages or reflects poorly on VOCAWAVES or our stakeholders, you should report it to the committee. All volunteers are responsible for protecting our reputation.
- The contact details of contacts made during the course of your volunteering are regarded as our confidential information, and as such you will be required to delete all such details from your personal social networking accounts, should you finish volunteering with VOCAWAVES.
- Contact details of volunteers are subject to data protection. Staff are not permitted to access or store information on volunteers that would breach data protection.
- Volunteers should not setup social media accounts on behalf of VOCAWAVES. This is to prevent confusion.
- Before allowing staff outside of VOCAWAVES to contribute content to social media, whether not-for-profit or paid for advertising, they should speak to the committee about this first.
- You should always check facts before posting content on our channels.
- Staff should refrain from offering personal opinions via our accounts, either directly by commenting or indirectly by “liking”, “sharing” or “retweeting”.
- Do not post or share content that encourages others to risk their personal safety or that of others.
- Do not encourage people to break the law.
- You should ensure you have all relevant rights for using video, audio, or image footage in content you post on our social media before publishing it.
- VOCAWAVES is not a political organisation and does not hold a view on party politics or have any affiliation with or links to political parties. We have every right to express views on policy, including the policies of parties, but we can't tell people how to vote.
- Staff may not use VOCAWAVES logos or branding assets without permission from the committee beforehand.
- You should ensure that all content posted has a purpose and benefit for VOCAWAVES and accurately reflects our agreed position.
- You should ensure that all content has no typos, misspellings or grammatical errors, and that images are of high quality.
- You should try to answer as many questions from the audience as possible and help and engage with them.
- You are not to share your account or provide access to those approved by the committee

IT Guidelines

The following sections of the policy provide volunteers with common-sense guidelines and safety recommendations for using IT systems with the organisation:

- You are responsible for keeping your personal devices up to date and secured
- You are responsible for ensuring that your devices that link to those owned by volunteers and the organisation do not compromise any of the systems on those devices
- You are responsible for backing up data where necessary, and to ensure that it is secured
- You are responsible for ensuring that unauthorised parties do not access any confidential information such as passwords or VOCAWAVES data

Email Guidelines

The following sections of the policy provide volunteers with common-sense guidelines and recommendations for using our email systems responsibly and safely:

- Ensure that the backup Gmail account is CC'D into all emails, along with the main contact email
- You must ensure that your signature is up to date
- Delete all unsolicited mass junk email or spam without reading them, and report them to the committee
- Chain letters must not be forwarded using VOCAWAVES systems
- Do not sign up to any websites or services without permission from the committee
- Do not use the email address(s) for personal usage

Review

This Policy and these Procedures will be regularly reviewed:

- In accordance with changes in legislation and guidance on digital systems or following any changes within VOCAWAVES.
- Following any issues or concerns raised about the social media, email, or IT usage within VOCAWAVES

- In all other circumstances, at least every Annual General Meeting (AGM).

Document updated and effective as of 07/10/2023