



PAINTBALL HEROES LTD Online Safety and Social Media Policy

Note: the terms 'child' or 'children' apply to any customers under the age of 18, the term 'parent' applies to anyone with guardianship or caring and parental responsibility for the child, the term 'staff' applies to members of staff.

Our Online Safety Statement

This policy provides guidance on how our organisation uses the internet and social media, and the procedures for doing so. It also outlines how we expect the staff who work for us to behave online.

As an organisation, we commit to implementing this policy and addressing any concerns quickly and within these guidelines.

Aims

The aims of our online safety policy are:

- to protect all children involved with our organisation and who may make/receive contact with staff through technology (such as mobile phones and the internet)
- to provide staff with policy and procedure information regarding online safety and inform them how to respond to incidents
- to ensure our organisation is operating in line with our values and within the law regarding how we behave online

Understanding the online world

As part of using the internet and social media, our organisation will:

- assess and manage the safety aspects – including what is acceptable and unacceptable behaviour for staff when using websites, social media including Facebook, TikTok, Instagram, Twitter or Snapchat, apps and video conferencing platforms including Zoom or Skype
- be aware of how staff in our organisation use our social media channels
- ensure that we adhere to relevant legislation and good practice guidelines¹ when using social media platforms
- provide training² for the staff responsible for managing our organisation's online presence

¹ Take a look at the CPSU's online safety guidance – <http://thecpsu.org.uk/help-advice/topics/online-safety/>

² The NSPCC provide an e-learning product called Keeping Children Safe Online for professionals - <https://www.nspcc.org.uk/what-you-can-do/get-expert-training/child-protection-sport-online-course/>

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 2 members of staff will have access to each account and password
- the account will be monitored by at least two designated members of staff in order to provide transparency
- the designated staff managing our online presence will seek advice from our designated safeguarding lead to advise on safeguarding requirements
- designated staff will remove inappropriate posts by children or staff, explaining why, and informing anyone who may be affected (as well as the parents of any children involved)
- we'll make sure all are aware of who manages our social media accounts and who to contact if they have any concerns about something that's happened online
- identifying details such as a child's home address, school name or telephone number shouldn't be posted on social media platforms
- any posts or correspondence will be consistent with our aims and tone as an organisation
- parents will be asked to give their approval for us to communicate with their children through social media, or by any other means of communication
- parents will need to give permission by signing their child's disclaimer for photographs or videos³ of their child to be posted on social media

³ See CPSU's topic page for further guidance on the use of photography in sport - <http://thecpsu.org.uk/help-advice/topics/photography/>

What we expect of our staff

- ✓ staff should be aware of this policy and behave in accordance with it
- ✓ staff should seek the advice of the designated safeguarding lead if they have any concerns about the use of the internet or social media
- ✓ staff should communicate any messages they wish to send out to children to the designated staff responsible for the organisation's online presence
- ✓ staff should not communicate with children via personal accounts
- ✓ staff should not 'friend' or 'follow' children from personal accounts on social media and maintain the same professional boundaries online as they would in person when using organisation accounts
- ✓ staff should make sure any content posted on public personal accounts is accurate and appropriate, as children may 'follow' them on social media
- ✓ rather than communicating with parents through personal social media accounts, staff should choose a more formal means of communication, such as face-to-face, in an email or in writing, or use an organisational account or website
- ✓ staff should avoid communicating with children via email or organisational social media outside of normal office hours

- ✓ emails or messages should maintain the organisations tone and be written in a professional manner, e.g. avoiding kisses (X's) or using slang or inappropriate language
- ✓ staff should not delete any messages or communications sent to or from organisation accounts
- ✓ appropriate staff should undertake all online safety training offered and gain a basic knowledge of the platforms children use and how to report or remove inappropriate content online
- ✓ any concerns reported through social media should be dealt with in the same way as a face-to-face disclosure, according to our reporting procedures
- ✓ staff and children must not engage in 'sexting'⁴ or send pictures that are obscene

⁴ further information and guidance for staff and parents about it can be found on the NSPCC's sexting pages - <https://nspcc.org.uk/preventing-abuse/keeping-children-safe/sexting/>

Using mobile phones or other digital technology to communicate

When using mobile phones (or other devices) to communicate by voice, video or text (including texting, email and instant messaging such as WhatsApp or Facebook Messenger), we'll take the following precautions to ensure children's safety:

- ✓ staff will avoid having children's personal mobile numbers and will instead seek contact through a parent
- ✓ we'll seek parental permission on each occasion we need to contact children directly; the purpose for each contact will be clearly identified and agreed upon
- ✓ a method of accountability will be arranged, such as copies of texts, messages or emails also being sent to another member of staff or to parents
- ✓ staff should only use PAINTBALL HEROES' phone number for any contact with parents or children
- ✓ texts, emails or messages will be used for communicating information –such as about upcoming events– and not to engage in conversation
- ✓ if a child misinterprets such communication and tries to engage a staff member in conversation, the member of staff will take the following steps:
 1. end the conversation or stop replying
 2. inform the organisations lead safeguarding officer in the interest of transparency
 3. if concerned about the child, provide contact details for the organisations designated safeguarding lead or appropriate agencies and report any concerns using the organisations reporting procedures

Further information for parents about keeping children safe online

NSPCC

The NSPCC's guidance for parents on online safety

nspcc.org.uk/keeping-children-safe/online-safety

Child Exploitation and Online Protection Centre (CEOP)

Child Exploitation and Online Protection Demand's website

ceop.police.uk

The UK Safer Internet Centre

Safer Internet Centre's advice for parents and children

saferinternet.org.uk

Important contacts

Contacts for parents, children and staff in relation to this policy and online safety

Our website or social media lead

Name: Matt Pritchard-Hawkes

Tel: 07590 227287

Email: matt@paintballheroes.uk

Our designated safeguarding lead

Name: Hannah Pritchard-Hawkes

Tel: 03333 397989

Email: hannah@paintballheroes.uk

Signature of staff member:

Print name:

Date: