

# **CUDDINGTON & SANDIWAY TENNIS CLUB (C&STC)**

## **ONLINE SAFETY AND COMMUNICATION POLICY**

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## **ACCEPTABLE USE STATEMENT FOR INTERNET AND SOCIAL MEDIA USE**

**DATE: 30.11.23**



# ONLINE SAFETY AND COMMUNICATION POLICY

## PURPOSE AND SCOPE

C&STC 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 C&STC uses the internet and social media, and the procedures for doing so. It also outlines expectations for online behaviour and communication with children.

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 with our organisation and who make use of technology (such as mobile phones, tablets, games consoles and the internet).
- Provide staff, 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

This policy applies to all staff, coaches, volunteers, players, parents/carers and any other individuals associated with C&STC

## 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, whether or not they are using a C&STC network &/or device that may be available
- 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 or video conferencing platforms (including live streaming), 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:

- all social media accounts will be password-protected, and at least two members of staff and/or 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 required
- 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 organization, community or sports group 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 tennis-related
- we'll make sure club members 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 need to give consent for photographs or videos of their child to be posted on social media
- Venue-specific communications are used when possible, i.e. clubspark system for sending of club-wide emails and club WhatsApp groups for general communications.

## **WHAT WE EXPECT OF STAFF, COACHES AND VOLUNTEERS WITH REGARDS TO TENNIS CLUB COMMUNICATIONS**

- they should be aware of this policy and behave in accordance with it
- they should seek the advice from our Welfare Officer and the LTA if they have any concerns about the use of the internet or social media
- Messages/emails should not be sent out solely to children. For those junior players who have been invited to play within for example team tennis, box league or adult social tennis, communications should always also be copied / sent to their parent / carer. Similarly, all messages from junior players to adult players must have one of their parents/carers copied in. For example, if playing in a box or league match, a junior player may include their own details and be involved in the dialogue of the relevant WhatsApp box-match or team chat group, but their parent/carers should also be included so they have full visibility.
- they must not 'friend' or 'follow' children from personal accounts on social-media and should maintain the same professional boundaries online as they would in person when using organisation accounts
- they must make sure any content posted is accurate and appropriate
- they must not communicate with children via private messages
- they must avoid communication with children beyond dedicated event or activity timings, unless it is necessary for professional purposes (i.e. emergencies, whilst on a trip, etc.) and contacting the parents is not possible
- they must sign off any communication in a professional manner, avoiding the use of emojis or symbols such as kisses ("X's")
- they will respond to any concerns reported through social media in the same way as a face-to-face disclosure, in accordance with our safeguarding policy
- they must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent, or menacing to anyone
- they must ensure any 1-2-1 sessions with children involve the parents/carers being able to supervise their child, or alternatively, that another coach/member of staff is present. This supervision would not necessarily require the parents to be on site, as long as they are able to check in on the session

## **WHAT WE EXPECT OF CHILDREN**

- they should be aware of this policy
- adhere to the acceptable use statement for internet and social media as regards the club



- they will behave responsibly online and refrain from any bullying or abusive behaviour with regards to the tennis club

## **WHAT WE EXPECT OF PARENTS/CARERS, AS REGARDS THE TENNIS CLUB**

- they should be aware of this policy and behave in accordance with it
- they should seek the advice from our Welfare Officer and the LTA if they have any concerns about the use of the internet or social media
- they should communicate with staff, coaches and volunteers in a professional and appropriate manner
- they must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone
- they will ensure their children understand and conform to the acceptable use statement for internet and social media use on all devices

## **USING MOBILE PHONES OR OTHER DEVICES TO COMMUNICATE, AS REGARDS THE TENNIS CLUB**

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

- staff, coaches, and volunteers 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 for the parents into the message, we will seek parental consent to do this or include a second practitioner
- In some circumstances it may be necessary for staff, coaches and volunteers to message children directly for logistical reasons and it is impractical to text the parents
- Where this type of one-to-one communication by text message is needed, the message will not be deleted from the device to ensure an audit trail exists.
- messages will be used for professional communication, such as reminders about lesson times, meeting points etc.
- If staff, coaches and volunteers only have one mobile phone, and it is not possible to have a second business phone, they will ensure the parents and child understand this and agree and adhere to clear boundaries.
- if a child tries to engage a member of staff, coach or volunteer in a conversation which is not of a professional manner (for example, their personal life), the member of staff, coach or volunteer will:
  - end the conversation or not reply
  - inform the Welfare 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 during activity/events.



# ACCEPTABLE USE STATEMENT FOR INTERNET AND SOCIAL MEDIA USE

Cuddington & Sandiway Tennis Club (C&STC) understand the importance of online communication for children's development, however we recognise that relevant safeguards need to be put in place to ensure children remain safe while online or using social media.

We ask that all parents/carers spend a few minutes to read through and discuss this statement with their child.

All children are expected to be able to agree to the following with regards to the tennis club / whilst partaking in tennis club activities:

- I will be responsible for my own behaviour when using the internet and social media at the tennis club, known as venue (and whilst involved in any activities/trips organised by the venue), including the content I access and how I conduct myself.
- I will not deliberately create, browse or access material that could be considered offensive, inappropriate or illegal. If I accidentally come across any such material, I will report this to a member of the Club Management Committee, Coach or Team Captain. I understand that my electronic devices may need to be temporarily confiscated if I am found to have deliberately accessed such material.
- I will not use social media or the internet to send anyone data, images or other material which could be considered inappropriate, threatening, offensive, upsetting, bullying or illegal.
- I understand that all my use of internet and social media is potentially visible to everyone and that any issues involving my behaviour online related to the tennis club may be addressed by my coach or other staff or committee members at the venue.
- I will not give out any of my personal information (such as name, age, address or telephone number online), or that of anyone else.
- I will not share my passwords with anyone else.
- I understand that these rules are designed to keep me safe, and if they are not followed my parent/carer may be contacted.
- I will avoid using my mobile, tablet or any device during tennis club activities as I understand that it will have an impact on my safety and my opportunity to learn and achieve.
- I am aware that if I am experiencing bullying behaviour or abuse online, I can contact Yvonne Williams, C&STC Welfare Officer
- I know I can contact Childline on 0800 11 11 if I have any worries about something I've seen or experienced online.



## RELATED POLICIES AND PROCEDURES

This policy should be read alongside our venue policies and procedures, including:

- Anti-Bullying
- Code of conduct
- Diversity and inclusion
- Photography and filming
- C&STC changing policy
- Safeguarding policy

### Further information for parents about keeping children safe online

[Keeping children safe online | NSPCC](#)

[CEOP Education \(thinkuknow.co.uk\)](#)

[Parents and Carers - UK Safer Internet Centre](#)

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

