COMMUNICATIONS POLICY

Our commitment
Electronic communication is essential for sharing club news and information with our members. Our communication will be timely, appropriate and related to club business.

What we will do
We use a range of electronic tools to communicate with our members.

Our communication will protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

We will develop a Social Media Policy to address the particular issues arising from the use of social media.

A data controller will be appointed to provide accountability and control over material published on our club's website and social media websites, such as Facebook and Instagram.

Website
Our website will include current information, policies, codes of conduct and constitution.

No offensive content or photos will be published.

If we intend to publish a photo of a child, we will first seek permission from his or her parents and take care not to provide identifying information.

SMS, Whatsapp and Email
Coaches and/or team managers (when applicable) may use SMS, whatsapp and email to provide information about competitions, training and other club business, however:

- SMS and whatsapp messages should be short and about club matters only
- email communication will be used when more information is required
- communication involving children will be directed through their parents.
- Club/coaches will aim to reply to emails within 3 business days.

<u>Whatsapp group chats</u>

- to be used for a quick way of communication, club matters only
- STAR any important messages
- Any videos and photos shared on the group chat are strictly confidential and cannot be used on social media unless given permission from the coach
- children age 11-17 can only be added at parents request
- be mindful of content when posting messages of under 18's being on the group
- do not private message coaches (unless it is an urgent, sensitive matter)
- do not message the coaches during anti-social hours (Acrobay considers antisocial hours to be after your gymnast's allocated training/sessions times and days off training)
- do not share content which is posted by coaches on one whats app group chat onto another group (if you are on more that one group), for example competition information etc.

Social media
We treat all social media postings and status updates as public 'comment'.

Postings (written, photos or videos) will be family-friendly and feature positive club news and events.

No personal information about our members will be disclosed.

COMMUNICATIONS POLICY

No statements will be made that are misleading, false or likely to injure a person's reputation.

No statements will be made that might bring our club into disrepute.

Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site.

What we ask you to do

We expect our members to conduct themselves appropriately when using electronic communication to share information with other members or posting material on public websites connected to the club.

Electronic communication:-

- should be restricted to club matters
- must not offend, intimidate, humiliate or bully another person
- must not be misleading, false or injure the reputation of another person
- should respect and maintain the privacy of members
- must not bring the club into disrepute.
- Coaches and others who work with children and young people must direct electronic communication through the child's parents.
- Never post offensive or hurtful comments or comments that could be seen as disrespectful or upsetting on social media. This includes making negative comments relating to Acrobay Gymnastics Trust Scottish Gymnastics staff, officials, volunteers, coaches, gymnasts, and support staff.
- Parents should never communicate directly with other gymnasts, this should be done through the parents or coaches

Policy Awareness and Acceptance

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member or coach, as outlined in our codes of conduct.

Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police.

In addition, members who publish false or misleading comments about another person or Acrobay Gymnastics Trust in the public domain (e.g., Facebook, Instagram etc..) may be liable for defamation.

By accepting the policy on Thrive4, I confirm that I will abide by this policy.

I will always follow this agreement and I know that if I don't follow it, Acrobay Gymnastics Trust might need to take action. *(Please ensure you update your details on Thrive4)*