

T&RA Website and Social Media Policy

Introduction

This document provides information about the T&RA's Website and Social Media Policy, which governs how our organisation conducts itself online. It also includes information about how to handle any incidents that may arise, as well as how we expect the Pros, tournament organisers and any volunteers who work with us to behave online.

Why This Policy Exists

The aims of this policy are:

- To protect everyone involved with our organisation – especially minors – from online and social media harm
- To provide all who have access to the T&RA's website and social media accounts with information regarding online safety and how to respond to incidents
- To ensure the T&RA and anyone posting on our behalf adheres to our values and acts in accordance to the policy of how we behave online
- To ensure that anyone posting to T&RA's website and social media accounts understands what is acceptable and unacceptable behaviour when using digital forms of communication

T&RA's Internet and Social Media Responsibilities

As a base for preventing online and social media harm, the T&RA will ensure the following:

- All social media accounts are password-protected; only contracted members of the T&RA team and select volunteers have access to the accounts and corresponding passwords
- All contracted members of the T&RA team are responsible for monitoring the accounts
- Each T&RA employee managing the organisation's online presence will seek advice from the CEO to advise on any safeguarding issues or requirements that arise
- Each T&RA employee managing the organisation's online presence will remove any inappropriate posts and notify the CEO; if necessary, the CEO will inform anyone who may be affected (including the parents of any children involved) and explain why the post was removed

Posting Guidelines

Anyone posting to the T&RA's website or social media accounts will adhere to the following guidelines:

- Use common sense when posting, sharing or tagging material to ensure it is not offensive, obscene or dangerous in any way
- No inappropriate messages or online behaviour will be tolerated, including but not limited to bullying, 'sexting' or sending/posting pictures that are obscene, indecent or menacing
- Nobody shall post or tag content that is unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, pornographic, libelous, hateful, racist or objectionable in any way
- Identifying details of minors such as home addresses and telephone numbers will not be posted on our website or social media platforms; minors' full names will also not be posted if there is an accompanying photo (in the case of posts with photos, only the minors' last names will be given, unless parent permission to use the child's full name is given)
- Parents/guardians will be asked to give their approval for us to communicate with their children through social media, or by any other means of communication
- A parent or guardian should always be copied into any emails sent to minors
- Parents/guardians will need to give permission for photographs or videos of their child to be posted on social media; they do so by signing the consent section provided on all tournament entry forms
- No one shall communicate with minors via email or social media outside of normal office hours
- Communications with minors' parents should go through formal means such as email, telephone or face-to-face conversations rather than through social media accounts

What We Expect From Pros, Tournament Organisers and Any Volunteers Who Post On T&RA's Website and Social Media Accounts

- Anyone with access to T&RA's website and social media accounts will be made aware of this policy and shall behave in accordance with it
- All should seek the advice of a contracted T&RA team member if they have any questions or concerns about this policy or the use of the organisation's website or social media accounts
- Everyone should make sure all content posted is accurate and appropriate
- Any posts or communication intended for or including minors need prior approval from a contracted T&RA team member
- Any communication with minors should be strictly informational (such as reminding them about upcoming events), never conversational
- Nobody should 'friend' or 'follow' minors associated with the T&RA account; nobody should communicate with minors via private messages via the T&RA account
- All must end the conversation or stop replying if a minor tries to engage in conversation via social media

To ensure this policy is followed, the T&RA will:

- Provide any necessary training for those responsible for managing the organisation's online presence
- Periodically review existing safeguarding policies and procedures to ensure that they are current and fully integrated
- Make sure concerns of online abuse or inappropriate behaviour are quickly addressed in office as well as in our board meetings and reporting procedures