

## **Teens Unite Internet and Technology Safety Policy**

**This policy and the procedures that it underpins apply to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers and anyone working on behalf of Teens Unite Fighting Cancer.**

### **It is intended to:**

- Protect the young people supported by Teens Unite and who make use of information technology as part of their involvement with the charity (including mobile phones, social media sites and the internet)
- Provide staff, volunteers and anyone working on behalf of Teens Unite with the overarching principles that guide our approach to internet safety
- Ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use information technology
- Protect the reputation of the charity and its staff

### **We understand that:**

- The welfare of the young people who come into contact with our services is paramount and should govern our approach to the use and management of electronic communications technologies
- All young people, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse
- Working in partnership with young people, their parents, carers, social workers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to internet safety
- The use of information technology is an essential part of all our lives; it is involved in how we as an organisation gather and store information, as well as how we communicate with each other, our supporters and our beneficiaries
- It is also an intrinsic part of the experience of the young people, and is greatly beneficial to all. However, it can present challenges in terms of how we use it responsibly and, if misused either by an adult or a young person, can be actually or potentially harmful to them

### **We will seek to promote internet safety and protect the young people we support by:**

- Ensuring our Social Media Coordinator fulfils the necessary duties to promote internet safety and monitor the wellbeing of the young people by abiding by a set list of criteria and recording all monitoring activity
- Developing a range of procedures that provide clear and specific directions to staff, volunteers and anyone working on behalf of Teens Unite on the appropriate use of internet technology
- Incorporating statements about safe and appropriate internet safety use into the codes of conduct both for staff, volunteers, young people and anyone working on behalf of Teens Unite
- Developing an internet safety agreement for use with young people for them to acknowledge and agree to when registering with the charity
- Using our procedures to deal firmly, fairly and decisively with any examples of inappropriate internet use, complaints or allegations, whether by an adult, or a young person, which may include, but are not limited to breaches of filtering, illegal use, cyberbullying, or using the internet or Teens Unite social media sites to groom a young person or perpetrate abuse
- Informing parents, guardians and social workers of incidents of concern when appropriate
- Reviewing and updating the security of our information systems and databases regularly

- Providing adequate physical security for ICT equipment
- Ensuring that user names, logins and passwords are used effectively and professionally and are not disclosed to external sources
- Communicating with young people is done only through official email accounts provided by the organisation, through the organisations official social media sites and through other professional means including office landlines and office mobile phones
- Ensuring that the personal information of staff, volunteers and service users are not published on our website
- Ensuring that images of the young people and their families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- Any social media tools used in the course of our work with young people and families must be risk assessed in advance by the member of staff wishing to use them
- Assessing those wishing to connect with Teens Unite on social media before they are accepted
- Providing effective management for staff and volunteers on ICT issues, through supervision, support and training
- Examining and risk assessing any emerging new technologies before they are used within the organisation and identifying the benefit to the young people and the organisation

**We will seek to prevent any risk to Teens Unite and preserve the charity's reputation by:**

- Ensuring all staff, volunteers or anyone working on behalf of Teens Unite only use the website and social media sites in the best interest of the charity and the young people we support
- All postings should be of a respectful and professional nature, suitably targeted to the young age group we support
- Under no circumstances should staff seek to connect with or contact any of the young people supported by Teens Unite through personal devices or personal social media pages
- Should any external posts be uploaded that relate to or involve Teens Unite and are detrimental to the reputation of the charity, they will be removed and reported immediately

**Action Points to Prevent Risk to the Young People and Teens Unite on Social Media:**

The following applies to, but is not limited to, Facebook, Instagram and Twitter

- Photos of the young people and their families are only to be uploaded with written permission. Should a photo be uploaded without permission, it is to be deleted immediately
- Young people should only be referred to by first names terms on any social media or website posts
- Should a member of staff, volunteer or anyone acting for Teens Unite upload an abusive, unprofessional, discriminating or inappropriate post on Teens Unite's social media, it will be deleted and removed immediately with the necessary in-house disciplinary procedures fulfilled
- Should a young person or supporter upload an offensive post on to Teens Unite's social media, it will be reported immediately and deleted. The user will then be removed from being a part of Teens Unite's social media community
- Should a young person be seen to carry out disrespectful behaviour towards another young person, volunteer, staff member or anyone working on behalf of Teens Unite, the post will be reported. The young person will then be removed from Teens Unite's social media community
- Should anyone make a disrespectful, offensive, abusive or discriminatory comment on a post made by Teens Unite across any social media sites, it will be reported and removed immediately and the person will be removed from Teens Unite's social media community

- Should Teens Unite be included in an offensive post, we will report the post immediately and block the poster from being a part of Teens Unite's social media community
  
- Should Teens Unite notice any behaviour deemed any inappropriate by a supporter of the charity or volunteer towards a young person, we will take the necessary procedures and remove that person from our social media community

**Action Points to Prevent Risk to the Young People and Teens Unite on our website:**

- Only Teens Unite members of staff are permitted to upload posts on to our website. Should an offensive or inappropriate post be made, it will be removed immediately with the necessary in-house disciplinary procedures fulfilled
- Photos of the young people and their families are only to be uploaded with written permission. Should a photo be uploaded without permission, it is to be deleted immediately