

St. Helens Church, Trowell

Part of ACT Churches

Use of Social Media Policy

Purpose

Social media can be useful for engaging with the worshipping church and wider community. It is used freely by a wide range of age groups and might include, for example, Facebook, Twitter, Instagram, Snapchat and WhatsApp. It also includes joining web page discussions and forums.

This policy is intended to be a living document that reflects the current needs of St. Helens Church, Trowell to help facilitate safe spaces for conversation, community and dialogue within St. Helens Church, Trowell on social media outlets, the following policy will be observed in the management of user-generated content submitted to St. Helens Church, Trowell's social media platforms.

As a church, it is right that we engage in using these platforms as appropriate. However, we have a responsibility to ensure that we safeguard against risks which may include:

- Forming inappropriate relationships
- Making offensive, sexual or suggestive comments
- Blurring the boundaries between public work/ministry and private life
- Grooming and impersonation
- Bullying and harassment

What is social media?

Social Media, in this policy, refers to all online communication in a public space, from Blogging, Zoom, Twitter, Facebook, Messenger, WhatsApp, and e-mail. And other social media platforms.

Engagement through a computer or smartphone screen should not change our understanding of confidentiality, responsibility, good manners and Christian witness. Safeguarding and compliance with GDPR and data protection standards remains paramount.

Software applications such as Snapchat that routinely delete information and files/attachments shared after they are seen **are not** permitted for use in church activities. All WhatsApp Groups will have disappearing Messages turned off for this reason.

Who is covered by this policy?

The Social Media Policy is designed to ensure that we communicate within the law and in a way consistent with our Christian character. This Policy recognises that the Christian faith has communication (the word – written or spoken), at its heart and that electronic communications are now a central part of everyday life. In this sense, it has a vital role in updating, coordinating and improving the experiences of Christian groups (such as youth groups, community care groups, house groups and prayer ministry). It is also recognised

that with this comes risk, and the following guidance and responsibilities section defines how risks are minimised and mitigated.

St. Helens Church, Trowell recognises the following activities which are approved to use social media.

- Lego Church (Parents Group)
- Dive Deeper Bible Group
- HomeGroup Whatsapps
- ACT Online Together
- Hybrid Church Livestreaming
- Remix (Youth Group)
- Village Breakfast

Standards and Responsibilities

St. Helens Church, Trowell expect the use of social media to maintain the high standards set in the following guidance and responsibilities in Appendix A. Any breach of these standards will be considered as a breach of this policy and steps will be taken to address that behaviour as appropriate.

In summary:

Being online is an extension of church life and the expectations of the parishioner remain as high in this context as in any other. In general, those engaging online will conduct themselves in a Christian manner and demonstrate these values at all times. In particular:

- Be safe. The safety of children, young people and vulnerable adults must be maintained. If you have any concerns, ask our safeguarding lead.
- Be respectful. Do not post or share content that is sexually explicit, inflammatory, hateful, abusive, threatening or otherwise disrespectful. Equity: unkind and inappropriate references to someone's race, gender, disability, religion or similar demographic factors will not be tolerated.
- Be kind. Treat others how you would wish to be treated and assume the best in people. If you have a criticism or critique to make, consider not just whether you would say it in person, but the tone you would use.
- Be honest. Don't mislead people about who you are.
- Take responsibility. You are accountable for the things you do, say and write. Text and images shared can be public and permanent, even with privacy settings in place. If you're not sure, don't post it.
- Be a good ambassador. Personal and professional life can easily become blurred online so think before you post.
- Disagree well. Some conversations can be places of robust disagreement and we must apply our values in the way we express them. Individuals will not engage in online disputes and arguments contrary to group harmony or that may cause wider offence and distress.
- Credit others. Acknowledge the work of others. Respect copyright and always credit where it is due. Be careful not to release sensitive or confidential information and always question the source of any content you are considering amplifying.

- Follow the rules. Abide by the terms and conditions of the various social media platforms themselves. If you see a comment that you believe breaks their policies, then please report it.

This guidance should be read alongside St Helens Church, Trowell Safeguarding Policy. Any online concerns concerning safeguarding should be reported immediately and in line with the Safeguarding Policy.

Approved by St. Helens Church, Trowell PCC

Date:

Appendix A

Guidance and responsibilities

1. Public Domain

The law views anything shared online as being in the public domain. Sharing thoughts and reflections with friends using social media or email might feel personal and private; but if more than one person can access what we have written, it is highly likely that the law would class it as "published". It is subject to the law touching libel, copyright, freedom of information and data protection.

If we wouldn't say something in the local newspapers, we shouldn't say it online.

There must be no swearing or offensive language.

2. Permanence

Anything said on the Web can be assumed to be permanent. Even if we delete a comment made on a website, it could still have already been seen by other people, re-published, or had a screenshot picture taken. It is easy to say something in the heat of the moment that we regret later, but it could remain permanently online for all to see.

3. Security

It is absolutely not safe to assume anything electronic is secure. Privacy settings on social media tools might mean comments going only to accepted "friends" or "followers" but there is no guarantee that they will not pass (repost) them outside trusted circles.

4. Gossip

Social media can pose a risk to confidentiality and be intrusive. Social media does not change our fundamental understanding of confidentiality in the life of the Church. When telling a story about a situation which involves someone else, it is always useful to pose the question "Is this my story to tell?"

Furthermore, we should ask if the story is likely to cause distress, inconvenience, upset or embarrassment to others if they discovered it had been shared in this way. If in any doubt at all, it should not be shared online.

5. Representatives

If we are church members, youth leaders or church employees, anything we do or say in the public domain will be interpreted by the public as representative of attitudes and behaviour in the Church. Controversial, hasty or insensitive comments can quickly attract the attention of the media. In the web environment, the person pressing the keys is ultimately responsible for their online activities, but they can tar a lot of others with their brush in the eyes of the media.

6. Separation

Keep a clear separation between personal and corporate accounts. If you tweet/message from an account representing the church, then make sure you avoid expressing personal opinions. Any account which carries the logo, address or website of the church should be seen as a corporate account and only speak for the church.

7. Recommendations

Take care with external links. When you link to material, check out the website you are linking to – is its overall focus one you are happy to publicise and promote?

8. Real-time Relationships

Interactions in the virtual world need to be transparent. Healthy boundaries and practices must be adhered to just as they should be in the physical world. In the virtual world, “friend” or “follower” can mean anyone with whom you are willing to communicate through that medium. In the physical world, friend can mean much more in terms of intimacy, self-disclosure, mutuality and expectations for the relationship.

9. Safeguarding

Laws regarding the reporting of suspected abuse/neglect/exploitation of children, youth, elders and vulnerable adults apply in the virtual world as they do in the physical world. Very clear boundaries must be maintained when communicating with children and young people. The law and policies on Safeguarding apply in communications with children and young people by whatever means, and Safeguarding guidelines apply fully online.

Communications should be public and in the view of whole groups, not individuals. Private messages should not be exchanged with young people via social media.

10. Emails

Face-to-face communication is always preferred, please try to speak to people face-to-face or via the telephone. When email is used, carefully check that you are representing what you trying to say in the best manner, keeping within the above guidelines. Make sure you are sending it to the correct recipient and for the right reason. Only write what you are comfortable to say face to face. Only copy other recipients into an email when it is expedient to do so. When sending an email to multiple recipients, always consider using BCC, known as Blind Carbon Copy. This is to avoid disclosing other people’s e-mail addresses. Only use CC (Carbon Copy) if you purposefully want recipients to see all other copied recipients’ e-mail addresses. When replying to an email with visible multiple recipients, only ‘reply to all’ when the sender has asked you to do so. Replies should be personal and not public. Never copy recipients into a thread of emails. This is a quick way to lose confidentiality and cause damage. Emails are to be precise and easy to read.

11. Pictures

Pictures of children should be discouraged, and prior permission needs to be obtained from authorised by the administrator, member of the ministry team or appropriate designated person for any photographing of children.

11. Whatsapp

A WhatsApp Community has been created for ACT Churches. Any current groups can apply to join this community giving accountability and discoverability to the previously personal groups. Once the group joins the community they must comply with this above policy. If

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WhatsApp Community Groups

Welcome to the ACT Churches – Together Online Community

We have recently set up WhatsApp Communities for the Benefice. You might have seen a group you're in get added to it and be wondering what it's about.

What is it?

[WhatsApp Communities](#) is a way for us to together and organise the various WhatsApp groups that exist in church life, to facilitate communication and community.

Why are we doing this?

It makes it much easier for people to find and join groups that are relevant to them. It also gives us the ability to message everyone in the community via the announcements group. Finally, it improves our compliance with GDPR rules.

We have some of this type of more social, and less 'broadcast' ability to communicate via the [Facebook group](#) already but it is limited because not everyone uses Facebook. WhatsApp, in comparison, has a much broader user base and so I hope will help us to reach and engage more people.

Is my personal information safe?

Yes, your contact information is only shared with those who you are in groups with. This is the same way any WhatsApp groups you're already in operate. It cannot be used as a directory to look up people's numbers. If you need someone's number try ChurchSuite

Do I need to do anything?

No, the Groups you're in already will start to move into the community over the coming weeks. Once a group you're in has been added to the community "ACT Churches – Online Together". You will get a notification and be added to the community and its announcements group. You can then click on the 'Communities' tab in the WhatsApp app and browse other groups that may be of interest.

How do I join other groups?

You simply click on the group and request to join it. An admin of that group then can accept or reject your request with the option to message you directly if they don't already know you.

Are there rules?

Of course. Like any community, it needs some rules to keep it working well. Here they are:

Be safe. The safety of children, young people and vulnerable adults must be maintained. If you have any concerns, ask our safeguarding lead.

Be respectful & Kind. Please avoid statements, particularly anything unnecessarily political or controversial, which might damage rather than promote our unity in Christ. Some conversations may be best taken off group chats and continued separately one to one, ideally, face-to-face.

Be a good ambassador. We're all in this together to create a welcoming environment. Let's treat everyone with respect. Healthy debates are natural, but kindness is required. Before you message or reply think, would you say what you're sending to someone's face?

Can I leave?

You can leave individual groups at any point, just like any WhatsApp groups you're already in. You can leave the community too if you want to. You can't leave the announcements group without leaving all the groups you're part of in the community though. We don't use the announcements group much but you can [mute it](#) if you want to.