



# Caerphilly Tennis Club

## Online Safety and

## Communications Policy

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Next Review: January 2028 (or earlier if legislation/guidance changes)



# Caerphilly Tennis Club

## Online Safety and

## Communications Policy

The aim of this policy is to document how Caerphilly Tennis Club (CTC) uses the internet and social media, and the procedures for doing so. It also outlines how we expect staff, coaches, volunteers, players and parents/carers, to behave online and communicate with players. This policy is fully supported by the Management Committee who are responsible for its implementation and review.

CTC strives to ensure that all children (anyone under 18) and adults at risk are safeguarded from abuse and have an enjoyable tennis experience.

This policy applies to all coaches, volunteers and other adults associated with CTC and is applicable no matter which current or future technology is used.

The purpose of this policy is to:

- Protect children involved in 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.

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 CTC's network and devices
- 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 (computer, mobile phone or game console) is being used for digital interaction, but that the same safety aspects apply.
- When using social media, ensure we follow relevant legislation and good practice.
- Ensuring the person managing CTC's online presence is suitably trained and experienced.

## **Managing CTC's 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 parents of any children involved).
- Social media pages/groups (e.g. Facebook pages/groups) used must be an organization, community or sports group and not personal .
- Any posts or correspondence will be of a professional purpose.
- We'll make sure individuals are aware of who manages our social media accounts and who to contact if they have any concerns about the running of the account.
- Consent will be sought before sharing photographs or videos of individuals are posted on social media in line with our Recording and Publishing Images Policy.
- All of our accounts and email addresses will be appropriate, fit for purpose and only used for club specific activities.

What we expect of coaches and volunteers:

- They should be aware of this policy and behave in accordance with it.
- They should seek the advice from our Welfare Officer / County Safeguarding Officer and the LTA if they have any concerns about the use of the internet or social media.
- They must not 'friend' or 'follow' children from personal accounts on social media.
- They must make sure any content posted is accurate and appropriate.
- They must not communicate with children via personal accounts or direct messages.
- They must communicate with parents through email or in writing, or use an organisational account, profile or website rather than via personal social accounts.
- They must copy in parents/carers or at least one other coach or volunteer in any communications sent to children.
- 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 must respond to any disclosure of abuse in line with the Safeguarding Policy.
- They must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone.

What we expect of children:

- They should be aware of this policy.
- They should follow the guidelines set out in our acceptable use statement.

What we expect of parents/carers:

- They should be aware of this policy and behave in accordance with it.
- They should seek the advice from our Welfare Officer, County Safeguarding Officer or the LTA if they have any concerns about the use of the internet or social media.
- They should communicate with coaches and volunteers in an appropriate manner.
- They must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone.

## **Using mobile phones or other devices to communicate**

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

- 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.
- Messages will be used for professional communication, such as reminders about lesson times, meeting points etc.
- If a child tries to engage a member of staff, coach or volunteer in a conversation which is not of a professional manner, then the coach or volunteer will:
  - End the conversation or not reply
  - Inform the Welfare Officer / County Safeguarding Officer as soon as possible and arrange to address the matter with the child and their parents
  - If conversation raises safeguarding concerns, notify 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. As part of this Policy we will:

- Make children aware of how and who to contact if there is an emergency or a change to previously agreed arrangements.
- Inform parents/carers of appropriate times for them to contact children who are away on trips.
- Advise parents/carers that it may not be possible to contact children during activities and provide a contact within the club or organisation who will be reachable should there be an emergency.