

QMSC Online Safety and Social Media Policy (Updated 20/3/2026)

Introduction - This policy provides guidance on how our organisation uses the internet and social media and procedures for doing so. It also outlines how we expect the staff and volunteers who work for us as well as the children or youth and members to behave online.

Aims:

- To protect all children and young people involved with our organisation and who makes use of technology (such as mobile phones, tablets with access to the internet)
- To provide staff and volunteers with policy and procedure information regarding online safety and inform them how to respond to incidents.
- To ensure our organisation is operating in line with our values and within the law regarding how we behave online.

Managing our online presence:

- All social media accounts will be password protected and only accessible by senior staff/club council members or fleet captains.
- The accounts will be monitored by someone appointed by the Club Secretary or Sailing Principal.
- Those responsible for accounts will seek advice from the Welfare Officer on safeguarding concerns.
- The supervisor will monitor the account of any unwanted or inappropriate content and inform the Welfare Officer.
- All accounts will comply with GDPR and never share any sensitive detail such as a home address, phone number or email address.
- All will be asked approval of sharing pictures or videos via the QMSC Medical Form.
- QMSC is aware of some unofficial member-run WhatsApp groups and, whilst the club does not run, monitor or accept responsibility for the management of these groups, relevant group admins are recommended to abide by the contents of this policy.

What we expect from our staff and volunteers:

- All should be aware of this policy and its aims.
- All should inform the Welfare Officer of any concerns.
- All should ask for permission from the account holder and Welfare Officer before sharing any content.
- All should not 'friend' or 'follow' or communicate with any children, young people or parents from personal accounts.
- Communications should be made face-to-face, phone call or email. With a second member of senior staff accompanied or copied in to email if corresponding with Under 18s.
- Any form of safeguarding concern or any abuse should be dealt with in the same way as face-to face. See Safeguarding Policy.

What we expect from children, young people and members of the club:

- All should be aware of this policy and its aims and expectations.
- That our staff and volunteers are not there to communicate with them online or on social media.
- Any communications should be done through regular methods like face-to-face, phone or email. Social media is there for certain communications only.

- Only appropriate comments, messages and communications should be done through social media. Any abuse or unwanted, inappropriate feedback will not be tolerated and taken down immediately.
- All U18's on courses should not use their phone on-site, unless for an emergency.
- Phones from participants on Junior Courses will be kept in the office until the end of each day