

Social Media and Communication Policy



Use of mobile phones, emails and social media

- All RYZ staff and volunteers must obtain an **Enhanced DBS certificate** before they start their role at RYZ.
- RYZ staff who use mobile phones, email addresses and social media accounts will use **phones and accounts dedicated to RYZ work purposes**. Their private accounts are not to be disclosed to young people.
- RYZ staff are not to communicate with young people via email, messenger, social networking sites or texting, without **prior written permission from the young person's parents/guardians**.
- One-to-one communication between RYZ workers and a young person should normally be avoided, all communication should be in a **page or group context**.
- Where groups are set up (e.g. Instagram/ TikTok/ SnapChat/ Facebook/ You Tube/ Twitter), the **groups are closed** and only young people known to RYZ staff are invited to join. It remains the young people's choice to join a group or not.
- In the exceptional circumstance when a RYZ worker might need to communicate with a young person individually, this is done through an **approved account** that a line manager/colleague can also access and where the conversations can be reviewed.
- RYZ workers will ensure any communication takes place during **working hours: 8am-9pm**.

Use of cameras, photographs and videos

We use photos and videos of activities and projects involving members to report back to grant giving organisations, and to show our work on our website, publications and Social Media channels, as well as in the press. This means they are viewable by those with access to the internet.

We have a **Photo Consent Form as part of RYZ Registration Form**, which adults with parental responsibility for our members are asked to complete on joining.

Staff should ensure that:

- Only members with photo consent forms from their responsible adult are included in photos and videos;
- Only members who have given their consent are included in photos and videos;
- They use RYZ cameras or phones to take photos or record videos – no private phone or camera to be used;
- No personal information is evident or shared to protect the young people's safety and privacy. This includes full names, e-mail addresses, mobile numbers etc.

Review

This policy will be reviewed annually or in response to any changes in legislation or guidelines.

Approved by Sophie Thorpe and Caroline Drummond (RYZ Directors)

Date 8th of January 2025

Last review: 8th of January 2025

Next review: 8th of January 2026