

Telephone, email & internet use policy

This policy is intended to give basic guidance on what is and what is not acceptable practice in Ripon City of Sanctuary (RCoS) concerning use of telephone, computer, e-mail and the internet. It does not replace the law.

Other RCoS policies which should be cross-referenced

- Child Safeguarding Policy
- Code of Conduct
- Confidentiality and Data Protection Policy
- Use of Vehicles Policy.

As a general rule

- Everyone involved in RCoS activities when using equipment to communicate (phones, computers etc) should show good sense whilst doing so. Volunteers should never use work do illegal things, or things that are objectionable or offensive, or would be considered to be discriminatory.
- Volunteers finding interesting or helpful things should share them with colleagues.
- If a volunteer receives something that is discriminatory or derogatory, they should not distribute it further; and they should report any matter of concern to the Management Committee
- Do not delete, destroy or tamper with electronic records kept on RCoS systems

Be aware of privacy issues (refer to the RCoS Confidentiality and Data Protection Policy in full)

- Email and the internet are not secure.
- Volunteers needing to send confidential information electronically should protect it with a secure password. Volunteers should make sure they tell a Member of the Management Committee all the passwords they use concerning RCoS.
- Volunteers must not download confidential information onto memory sticks.

Be safe

- Volunteers should obey the law if they use a phone in the car.

Social media guidelines

These are guidance for how you use social media at work:

- Volunteers should be aware that what they say and how they behave may reflect on the reputation of RCoS
- Volunteers should make it clear that their opinions are personal and not those of RCoS
- Volunteers should be respectful and kind in the way they communicate online.
- Volunteers should think about what they say and why they are saying it. Remember what is said on the internet is permanent and cannot be retracted.
- Volunteers should be aware of the effect their comments might have on a client, a donor, a partner, a colleague or another volunteer if they see a volunteer talking in this way, and how they might view RCoS as a consequence.
- Remember confidentiality, to individuals and to RCoS. Do not share private information in public.
- Volunteers should not feel pressurised into accepting clients or other volunteers as friends on social media. If this is something a volunteer member chooses to do, be aware of the possible impact of un/friending or un/following a client or volunteer on social media, and consider how this may lead to allegations of favouritism.

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