

Kapi Mana Bridge Club

communication policy

Our commitment

Electronic communication is essential for sharing club news and information with our members. Our communication will be timely, appropriate and related to club business.

What we will do

We use a range of electronic tools to communicate with our members.

Our communication will protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

An individual will be appointed by the committee to provide accountability and control over material published on our club's website and any related discussion groups or social media websites, such as Facebook, YouTube or Twitter.

Website

- Our website will include current information on competitions, social events, committees, policies, constitution, rules and by-laws.
- No offensive content or photos will be published.
- If we intend to publish a photo of a child, we will first seek permission from his or her parents and take care not to provide identifying information.
- We will seek feedback from members to improve the information available on the site.

Social media websites

- We treat all social media postings, blogs, status updates and tweets as public 'comment'.
- Postings (written, photos or videos) will be family-friendly and feature positive club news and events.
- No personal information about our members will be disclosed.
- No statements will be made that are misleading, false or likely to injure a person's reputation.
- No statements will be made that might bring our club into disrepute.
- Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site.

What we expect from members

Since social media are new to most of us, we have created these guidelines to help everyone understand some basic rules.

We expect our members to conduct themselves appropriately when using electronic communication to share information with other members or posting material on public websites connected to the club.

Electronic communication:

- should be restricted to club matters
- must not offend, intimidate, humiliate or bully another person
- must not be misleading, false or injure the reputation of another person
- should respect and maintain the privacy of members
- must not bring the club into disrepute.

Non-compliance

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member

Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police.

In addition, members who publish false or misleading comments about another person in the public domain (e.g., Facebook, YouTube or Twitter) may be liable for defamation.

Basic principles for website management

There are some common principles shared across all forms of social media.

- **Be consistent** - Encourage constructive criticism and deliberation. Be cordial, honest and professional at all times.
- **Be responsive** - Answer questions in a timely manner. Share your insights where appropriate.
- **Be integrated** - Wherever possible, align online participation with other offline communications.
- **Be a good custodian** – If you are managing the club’s social media profile or website, make sure that you’re posting content and checking messages regularly. An untended and out-of-date account looks unprofessional. Also ensure that information is created, kept and, if necessary, disposed of in accordance with club policies. Remember that you are an ambassador for your club

- Seek authorisation to participate in social media on behalf of the club. **Do not disclose information, make commitments or engage in activities on behalf of the club unless you are authorised to do so.**
- Always remember that participation online results in your comments being permanently available and open to being republished in other media.
- Stay within the legal framework and **be aware that defamation, copyright and privacy laws, among others,** apply.
- Keep in mind that even social media sites restricted to 'friends' are in effect public, as you cannot control what friends do with the information.