**Social Media Basic Guidance Notes**

***This guidance note needs to be amended as required to suit your specific needs, it can be used in the formulation of a Social Media Policy***

* *Change the logo in the Header to your own*
* *Use the select all then replace all to amend the document for your NGB where it says (insert NGB)*
* *If your NGB does not have employees remove all reference to them in the text below*

**PURPOSE**

**Use of Social Media is now the norm.** NGBs will want to maximise the opportunities afforded by social media and websites but there are also downsides to the current “instant social media age”. Use of all media platforms should be driven by common sense, the law and defined policies set by the NGB which are widely distributed and clearly visible to its members.

**POLICY DRAFTING NOTES (example)**

Social media offers the opportunity for people to gather in online communities of shared interest and create, share or consume content. As a member based organisation, *(insert NGB)* recognises the benefits of social media as an important tool of engagement and enrichment for our members, stakeholders and the wider public.

It is important that the reputation of *(insert NGB)*, its members, clubs (insert categories as required) and the sport generally is not tarnished by anyone using social media inappropriately, particularly in relation to any content that might reference *(insert NGB)*.

When someone clearly identifies their links with *(insert NGB),* and/or discusses their involvement in the organisation in this type of forum, they are expected to behave and express themselves appropriately and in the ways that are consistent with *(insert NGB)* stated/normal values and policies.

This policy aims to provide some guiding principles to follow when using social media it does not apply to the personal use of social media platforms by *(insert NGB)* members that makes no reference to *(insert NGB)* or related sport issues.

**SCOPE**

This policy applies to *(insert NGB)* members (employees should have a separate policy contained in an Employee Handbook or similar)

This policy covers all forms of social media including, but not limited to, activities such as:

* Maintaining a profile page on social or business networking sites (such as LinkedIn, Facebook, Twitter or MySpace);
* Content sharing including Flicker (photo sharing) and YouTube (video sharing);
* Commenting on blogs for personal or business reasons;
* Leaving product or service reviews on retailer sites or customer review sites;
* Taking part in online votes and polls;
* Taking part in conversations on public and private web forums or message boards; or
* Editing a Wikipedia page

The intent of this policy is to include anything posted online where information is shared that might affect members, stakeholders, sponsors or *(insert NGB)* as an organisation and the reputation of the sport in general.

**GUIDING PRINCIPLES**

The World Wide Web is not anonymous. *(Insert NGB)* members should assume that everything they write can be traced back to them.

Due to the unique nature of sport, the boundaries between *(insert NGB)* member’s and employee’s profession, volunteer time and social life can often be blurred. It is therefore essential that everyone makes a clear distinction between what they do, think or say in their capacity as a member of *(insert NGB)* [as *(insert NGB)*considersmembers of the organisation as its representatives] and what they do, think or say as an individual.

When using the internet for professional or personal pursuits, all members must respect all stakeholders of *(insert NGB)*, all members and clubs, *(insert NGB)*employees and anybody else involved in our sport and follow the guidelines in place to ensure that sport’s intellectual property or its relationships with sponsors and stakeholders is not compromised (see “*Branding and Intellectual Property*” below) or the organisation is brought into disrepute.

**USAGE**

For *(insert NGB)* members using social media, such use must not:

* contain, or link to, libellous, defamatory or harassing information;
* comment on, or publish information that is confidential in anyway;
* bring the organisation or the sport into disrepute; or
* otherwise be in breach of the *(insert NGB)* Code of Conduct.

**BRANDING AND INTELLECTUAL PROPERTY**

Only the (*insert NGB*) official social media and website(s) have the right to use any logo or trademarks belonging to the organisation. It is important that any logo or trademarks belonging to *(insert NGB)* are not used in personal social media applications as doing so will be a breach of this policy.

**OFFICIAL** *(insert NGB)* **BLOGS, SOCIAL PAGES AND ONLINE FORUMS**

When creating a new website, social networking page or forum for members, clubs, competitions or general *(insert NGB)*business, care should be taken to ensure the appropriate person has given permission to create the page or forum.

Similarly, appropriate permissions must be obtained for the use of logos or images. Images of children may not be replicated on any site without the written permission of the child’s parents and/or guardian. (Reference to Safeguarding may be inserted here from the NGB Child Protection and/or Safeguarding Policies)

For official *(insert NGB)*blogs, social pages and online forums:

* posts must not contain, nor link to pornographic or indecent content;
* “pop up” hosted sites should not be used for online forum or social pages as the nature of “pop up” content cannot be controlled;
* members must not use *(insert NGB)* online pages to promote personal projects; and
* all materials published or used must respect the copyright of third parties.

**CONSIDERATION TOWARDS OTHERS WHEN USING SOCIAL NETWORKING SITES**

Social networking sites allow photographs, videos and comments to be shared with thousands of other users worldwide. *(Insert NGB)*members must recognise that it may not be appropriate to share photographs, videos and comments in this way, especially when there may be an expectation that they will not appear publicly. In certain situations, *(insert NGB)*members could potentially break the law or inadvertently make *(insert NGB)*liable for breach of copyright.

*(Insert NGB)*members should be considerate to others and should not post information when they have been asked not to, or if formal consent has not been obtained. Information about another person posted without permission must always be removed if requested as soon as possible, ideally immediately.

Under no circumstance should offensive comments be made about *(insert NGB)*, employees, members, the NGB or our sport online.

**BREACH OF POLICY**

Detected breaches of this policy should be reported to *(insert NGB and who the report should be made to…e.g. CEO)*.

If detected, a breach of this policy may result in disciplinary action under the *(insert NGB)*governing documents including its constitution/Articles, Byelaws, Disciplinary Regulations and other relevant policies. (Add in those that relate to your NGB)

**CONSULTATION OR ADVICE**

This policy has been developed to provide guidance for *(insert NGB)*members taking part in social media activities.

This policy was adopted by *(insert NGB)* on

Date……………………………………and will be reviewed at least annually or earlier if required.

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| --- | --- |
| **Agreed by the Board** | Insert date |
| **Communicated to Members** | Insert date |
| **Version Number** | Insert V number |
| **Next review date** | Insert date |