

Technology and Social Media Policy



Trustee Owner	Andrew Newbold
Effective date:	1/3/22
Review date:	1/3/25
Related documents	Equality and Diversity policy Safeguarding Policies (Children at Adults at Risk of Harm) Data protection policy

Approval History

Version	Reviewed by	Amendment History	Approved by	Date
1.0	Jane Sullivan	First Draft	Andrew Counsell	01/03/22
1.1	Katharine Jane	Update for charity status	Jane Sullivan	18/7/22
1.2	Andrew Counsell	Reviewed – no amends needed	Katharine Jane	11/3/24

Scope

The policy is separated into guidance for accounts and devices owned by Newton Rigg Ltd and guidance for use of privately owned accounts and devices where use may affect the functioning and reputation of Newton Rigg Ltd.

The policy applies to staff (including volunteers) and students and states clearly where there are different responsibilities.

By “social media”, we refer to a variety of online communities like blogs, social networks, chat rooms and forums.

The policy’s purpose is to:

- Provide practical advice to avoid issues that might arise regarding the use of digital technology and social media
- Ensure compliance with relevant statutes/guideline e.g. GDPR, Safeguarding
- Protect the reputation of Newton Rigg Ltd
- Ensure the security of devices, data and accounts
- Set out guidance for 'fair use' of Newton Rigg Ltd's devices
- Support students in safe use of social media with reference to the Safeguarding Policy
- Protect staff from work matters intruding in their time outside of work.

Devices owned by Newton Rigg Ltd

All of Newton Rigg Ltd's devices are protected with a PIN/pattern/password which should be changed regularly, at least every three months.

Newton Rigg Ltd's devices should not be used for personal use other than on an exceptional basis. They should never be used for accessing inappropriate content.

Particular care should be taken not to use Newton Rigg Ltd's devices for activities which could lead to a security risk e.g. online quizzes or voucher deals

Software should be updated regularly. Minor updates are usually done automatically. We will review software for major updates every 1-2 years and will seek technical support from a qualified professional where required.

Photographs or videos of people should only be should only be taken and stored in accordance with our Privacy policy.

Accounts owned by Newton Rigg Ltd

All social media accounts should be monitored for evidence of hacking and to remove false/damaging content as soon as possible. Staff should also be aware that fake accounts can cause reputational damage and should report anything suspicious as soon as possible to the Operations Manager.

Privacy settings should be reviewed every six months and access removed as soon as a member of staff leaves.

Staff with responsibility for posting content to Newton Rigg Ltd accounts are expected to use the Business Manager App for their own privacy and to allow control of notifications outside of work hours.

Newton Rigg Ltd's social media is a place where we can exchange information, promote our educational and charitable work, share nature and experiences of our students and staff and have fun. When posting content/comments staff should remain productive and avoid damaging Newton Rigg Ltd in any way. Specifically:

- Be respectful, polite and patient when engaging in conversations on Newton Rigg Ltd's behalf. You should be especially careful when making declarations or promises towards customers and stakeholders.
- Avoid speaking on matters outside your field of expertise when possible. Everyone should be careful not to answer questions that fall under somebody else's responsibility.
- Follow our data protection policy specifically never using a photo of a person without their written consent to use their data for this purpose
- Avoid deleting or ignoring comments for no reason. We should listen and reply to criticism.
- Never post discriminatory, offensive or libellous content and commentary.

Specific staff members/Trustees will be given authority to post on Newton Rigg Ltd's social media accounts as required to fulfil their duties.

Use of internet and intranet

You are strongly discouraged from providing Newton Rigg Ltd's email address when using public website for non-business purposes. This must be kept to a minimum and done only where necessary, as it may result in you and Newton Rigg Ltd receiving substantial amounts of unwanted email. Access to certain websites is blocked during normal working hours. You must not:

- Use Newton Rigg Ltd's systems to participate in any internet chat room or post messages on any external website, including any message board or blog, unless expressly permitted in writing to do so by Newton Rigg Ltd.

Email use

Be aware that the person you send the email to may not be the only person to see it, either inside or outside of Newton Rigg Ltd. For operational reasons, other employees may routinely, or in the case of absence, view colleagues' emails to ensure business continuity. Email can also be forwarded by the recipient, inside or outside Newton Rigg Ltd.

Some emails may comprise formal company records and legal, binding documents. Any email which is part of Newton Rigg Ltd's business is a company record and must be managed accordingly. Use 'reply all' and 'forward' with care. Question if you need to forward the whole string of email correspondence, there could be some confidential information contained within it. If you plan to copy or forward an email that contains personal data to anyone outside of Newton Rigg Ltd, obtain consent of the data subject first. If you contravene the Data Protection Act, a criminal offence will have been committed, by you or by Newton Rigg Ltd. This may lead to disciplinary action under Newton Rigg Ltd's disciplinary procedure.

Unacceptable emails

It is unacceptable to create or send messages that could be construed as harassment or criticism of others based on their sex, marital status, age, colour, racial origin, religion, disability, sexual orientation, personal characteristics or religious or political beliefs.

Everyone uses email for casual chat, but recipients do not often welcome unwanted, useless or foolish emails.

Unacceptable use of electronic communications includes the following activities, but is not limited:

- Retaining, intentionally viewing or sending offensive or illegal materials, including jokes, that contain racist terminology, violence, pornography, or any material that might constitute harassment, as set out in Newton Rigg Ltd's Diversity, Equity and Inclusion policy (although Newton Rigg Ltd understands that it is possible for employees inadvertently to receive such material and they will have the opportunity to explain if this is the case). It is illegal to use email to create or transmit offensive, obscene or indecent images, data or other material.
- Personal use of electronic communications during normal business hours, except in the case of an emergency or if this is unavoidable. It is acceptable to make personal use before or after normal business hours, or during the lunch break.
- Sending communications detrimental to Newton Rigg Ltd.

Monitoring emails

Emails sent or received using Newton Rigg Ltd's communication facilities are not private and may be read, copied or monitored by Newton Rigg Ltd at any time. All emails will be electronically screened for viruses and other undesirable files. Incoming emails may also be checked if you are absent from work or on leave to ensure that business matters can be dealt with in your absence. This is to maintain communications and the smooth running of the business.

When monitoring emails, Newton Rigg Ltd will, except in exceptional circumstances, confine itself to looking at the address and heading of emails. Employees should head any personal emails as such and encourage those who send them to do the same. Newton Rigg Ltd will avoid, where possible opening emails clearly marked as private or personal.

It is essential that employees are aware that any email using a Newton Rigg Ltd address may be disclosed to an enquirer under the Freedom of Information Act.

Minimising Spam

To help combat spam, email users must ensure:

- Never make a purchase from an unsolicited email
- If you do not know the sender of an unsolicited email message, delete it
- Never respond to any spam messages or click on any links in the message
- Avoid using the preview functionality of your email
- Never give your email address to anyone or any site you don't trust
- Use caution when you register your name and details on websites. Registration and subscription using a personal email address means that your details will be logged as coming from Newton Rigg Ltd

Personal Devices

Staff and volunteers' personal devices should not be used for work purposes where personal information is involved (e.g. photos of people, telephone numbers) in order to ensure compliance with our data protection policy.

School groups will adhere to their school's policy on personal devices during visits.

Alternative Provision students are required to leave their mobile phones in their secure locker during their session, however appropriate use of personal devices will be identified and managed in accordance with the individual's personal learning plan/positive behaviour agreement.

Staff and volunteers should be alert to students use of their personal devices in case of concerns about their online safety and refer to the safeguarding policy.

Personal Accounts

Staff may access their personal accounts at work, however they are expected to act responsibly and ensure productivity isn't affected.

Staff are expected to be careful when posting on social media. They are expected to adhere to the confidentiality policies at all times. With reference to Newton Rigg Ltd's Equality, Diversity and Inclusion policy, staff should also be cautious about posting any content that may make working with colleagues and students more difficult.

We advise staff to:

- Ensure others know that your personal account or statements do not represent Newton Rigg Ltd. You should not state or imply that your personal opinions and content are authorised or endorsed by Newton Rigg Ltd. We advise using a disclaimer such as "opinions are my own" to avoid misunderstandings.
- Avoid any defamatory, offensive or derogatory content. It may be considered as a violation of our company's Equality, Diversity and Inclusion policy, if directed towards colleagues, students or other stakeholders.

You must ensure that your personal account use:

- Does not interfere with the performance of your duties
- Does not take priority over your work responsibilities
- Is minimal and limited to taking place substantially outside of normal working hours (i.e. during any breaks which you are entitled to or before or after your normal hours of work)
- Does not cause unwarranted expense or liability to be incurred
- Does not have a negative impact on Newton Rigg Ltd in any way
- Is lawful and complies with this policy
- Is not used to order goods or services or as a contact address for selling goods or services

Training

It is a statutory requirement that schools provide safeguarding training to their staff once a year **as a minimum**. The importance of current online safety issues being addressed within such training is

more important than ever. At Newton Rigg Ltd we will also ensure that our training includes e-safety as part of our Safeguarding approach.

The OSA Certificate of Online Safety has been developed to help address this requirement. Free to access for all staff in UK schools, the Certificate also provides tangible data that proves to governors and inspectors that staff have understood such training.

As part of our annual training plan, this training is a requirement for all staff, Trustees, and independent volunteers.

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