



SOCIAL MEDIA POLICY

Policy overview and purpose

Social media is changing the way we communicate.

This policy has been developed to inform our community about using social media so people feel enabled to participate, while being mindful of their responsibilities and obligations. In particular, this policy provides practical guidance allowing all parties to benefit from the use of social media, while minimising potential risks and protecting those involved.

This policy assists to establish a culture of openness, trust and integrity in all online activities related to Edgemean Tennis Club.

This policy contains Edgemean Tennis Club guidelines for the ETC community to engage in social media use. It also includes details of breaches of the policy.

Underlying principles

This policy complements Edgemean Tennis Club core values:

OUR CLUB GOALS:

- Develop the game of tennis
- Provide a social environment for families
- Instilling values of sportsmanship, teamwork, honesty and community spirit
- Encourage wellbeing through participation
- Provide a fun atmosphere

Coverage

This policy applies to all persons who are involved with the activities of Edgemean Tennis Club, whether they are in a paid or unpaid/voluntary capacity and including:

- Members, including life members of ETC, players;
- Persons appointed or elected to ETC boards, committees and any subcommittees;
- Coaches and assistant coaches of HotShot Tennis Academy and TORO Tennis Academy;
- Umpires and other officials;
- Associations, such as Deuce Cafe;
- Spectators and family members.



Scope

Social media refers to any online tools or functions that allow people to communicate and/or share content via the internet.

This social media policy applies to platforms including, but not limited to:

- Social networking sites (e.g. Facebook, Twitter, LinkedIn, Google+, Pinterest, Yammer, etc)
- Video and photo sharing websites or apps (e.g. YouTube, Vimeo, Instagram, Flickr, Vine, etc)
- Blogs and microblogging platforms (e.g. Tumblr, Wordpress, Blogger, etc)
- Review sites (e.g. Yelp, Urban Spoon, etc)
- Live broadcasting apps (e.g. Periscope, Meerkat, Facebook Mentions, etc)
- Podcasting (e.g. iTunes, Stitcher, Sound cloud, etc)
- Geo-spatial tagging (e.g. Foursquare, Strava etc)
- Online encyclopaedias (e.g. Wikipedia, etc)
- Instant messaging (e.g. SMS, Skype, Snapchat, WhatsApp, Telegram, Viber, etc)
- Online multiplayer gaming platforms (e.g. World of Warcraft, Second life, Xbox Live, etc)
- Online voting or polls
- Public and private online forums and discussion boards
- Any other online technologies that allow individual users to upload and share content.

This policy is applicable when using social media as:

1. an officially designated individual representing Edgemean Tennis Club on social media; and
2. if you are posting content on social media in relation to Edgemean Tennis Club that might affect Edgemean Tennis Club business, products, services, events, sponsors, members or reputation.

NOTE: This policy does not apply to the personal use of social media where it is not related to or there is no reference to Edgemean Tennis Club or its business, competitions, teams, participants, products, services, events, sponsors, members or reputation. However, any misuse by you of social media in a manner that does not directly refer to Edgemean Tennis Club may still be regulated by other policies, rules or regulations of Edgemean Tennis Club.

Using social media in an official capacity

You must be authorised by our Club Secretary before engaging in social media as a representative of Edgemean Tennis Club.



As a part of the Edgemean Tennis Club community you are an extension of the Edgemean Tennis Club brand.

As such, the boundaries between when you are representing yourself and when you are representing Edgemean Tennis Club can often be blurred. Therefore, it is important that you represent both yourself and Edgemean Tennis Club appropriately online at all times.

Guidelines

You must adhere to the following guidelines when using social media related to Edgemean Tennis Club or its business, competitions, teams, participants, services, events, sponsors, members or reputation.

Use common sense

Whenever you are unsure as to whether or not the content you wish to share is appropriate, seek advice from others before doing so or refrain from sharing the content to be on the safe side.

When using social media, the lines between public and private, personal and professional, may be blurred. Remember, you are an ambassador for Edgemean Tennis Club.

Protecting your privacy

Be smart about protecting yourself and your privacy.

When posting content online there is potential for that content to become publicly available through a variety of means, even if it was intended to be shared privately. Therefore, you should refrain from posting any content online that you would not be happy for anyone to see, even if you feel confident that a particular individual would never see it.

Where possible, privacy settings on social media platforms should be set to limit access. You should also be cautious about disclosing your personal details.

Honesty

Your honesty—or dishonesty—may be quickly noticed in the social media environment. Do not say anything that is dishonest, untrue or misleading. If you are unsure, check the source and the facts before uploading or posting anything.



Do not post anonymously, using pseudonyms or false screen names. Be transparent and honest. Use your real name, be clear about who you are and identify any affiliations you have.

If you have a vested interest in something you are discussing, point it out. If you make an endorsement or recommendation about something you are affiliated with, or have a close relationship with, you must disclose that affiliation.

The web is not anonymous. You should assume that all information posted online can be traced back to you. You are accountable for your actions both on and offline, including the information you post via your personal social media accounts.

Use of disclaimers

Wherever practical, include a prominent disclaimer stating who you work for or are affiliated with (e.g. member of Edgemean Tennis Club) and that anything you publish is your personal opinion and that you are not speaking officially.

Respect confidentiality and sensitivity

When using social media, you must maintain the privacy of Edgemean Tennis Club confidential information. This includes information that is not publically accessible, widely known, or not expected to be shared outside of Edgemean Tennis Club.

Within the scope of your authorisation by Edgemean Tennis Club, it is perfectly acceptable to talk about Edgemean Tennis Club and have a dialogue with the community, but it is not okay to publish confidential information about Edgemean Tennis Club. Confidential information includes things such as member details, financial information and legally binding agreements.

When using social media you should be considerate to others and should not post information when you have been asked not to, or where consent has not been sought and given. You must also remove information about another person if that person asks you to do so.

Permission should always be sought if the use or publication of information is not incidental, but directly related to an individual. This is particularly relevant to publishing any information regarding minors. In such circumstances, parental or guardian consent is **mandatory**.

Gaining permission when publishing a person's identifiable image

You must obtain express permission from an individual to use a direct, clearly identifiable image of that person.



You should also refrain from posting any information or photos of a sensitive nature. This could include accidents, incidents or controversial behaviour.

In every instance, you need to have consent of the owner of copyright in the image.

Complying with applicable laws

Do not post or link to content that contains illegal or indecent content, including defamatory, vilifying or misleading and deceptive content.

Abiding by copyright laws

It is critical that you comply with the laws governing copyright in relation to material owned by others and Edgemean Tennis Club own copyrights.

You should never quote or use more than short excerpts of someone else's work, and you should always attribute such work to the original author/source. It is good practice to link to others' work rather than reproduce it.

Discrimination, sexual harassment and bullying

The public in general, and Edgemean Tennis Club members, reflect a diverse set of customs, values and points of view.

You must not post any material that is offensive, harassing, discriminatory, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate.

When using social media you may also be bound by Edgemean Tennis Club values and Anti-Discrimination, Harassment and Bullying Policy Members Code of Behaviour.

Avoiding controversial issues

Within the scope of your authorisation by Edgemean Tennis Club, if you see misrepresentations made about Edgemean Tennis Club in the media, you may point that out to the relevant authority. Always do so with respect and with the facts. If you speak about others, make sure what you say is based on fact and does not discredit or belittle that party.

Dealing with mistakes

If Edgemean Tennis Club makes an error while posting on social media, be up front about the mistake and address it quickly. If you choose to modify an earlier post, make it clear that you



have done so. If someone accuses Edgemean Tennis Club of posting something improper (such as their copyrighted material or a defamatory comment about them), address it promptly and appropriately and if necessary, seek legal advice.

Conscientious behaviour and awareness of the consequences

Keep in mind that what you write is your responsibility, and failure to abide by these guidelines could put your MEMBERSHIP at risk.

You should always follow the terms and conditions for any third-party sites in which you participate.

Branding and intellectual property of Edgemean Tennis Club

You must not use any of Edgemean Tennis Club's intellectual property or imagery on your personal social media without prior approval from Edgemean Tennis Club.

Edgemean Tennis Club intellectual property includes but is not limited to:

- trademarks
- logos
- slogans
- imagery which has been posted on Edgemean Tennis Club official social media sites or Website.

You must not create either an official or unofficial Edgemean Tennis Club presence using the organisation's trademarks or name without prior approval from Edgemean Tennis Club.

You must not imply that you are authorised to speak on behalf of Edgemean Tennis Club unless you have been given official authorisation to do so by the Club Secretary.

Where permission has been granted to create or administer an official social media presence for Edgemean Tennis Club, you must adhere to the Edgemean Tennis Club Branding Guidelines.

Policy breaches

Breaches of this policy include but are not limited to:

- Using Edgemean Tennis Club's name, motto, logo in a way that would result in a negative impact for the organisation, clubs and/or its members.



- Posting or sharing any content that is abusive, harassing, threatening, demeaning, defamatory or libellous.
- Posting or sharing any content that includes insulting, obscene, offensive, provocative or hateful language.
- Posting or sharing any content, which if said in person during the playing of the game would result in a breach of the rules of the game.
- Posting or sharing any content in breach of Edgemean Tennis Club's anti-discrimination, racial discrimination, sexual harassment or other similar policy.
- Posting or sharing any content that is a breach of any state or Commonwealth law.
- Posting or sharing any material to our social media channels that infringes the intellectual property rights of others.
- Posting or sharing material that brings, or risks bringing Edgemean Tennis Club, its affiliates, its sport, its officials, members or sponsors into disrepute. In this context, bringing a person or organisation into disrepute is to lower the reputation of that person or organisation in the eyes of the ordinary members of the public.

Reporting a breach

If you notice inappropriate or unlawful content online relating to Edgemean Tennis Club or any of its members, or content that may otherwise have been published in breach of this policy, you should report the circumstances immediately.

Report to the Club Secretary via tennisclubedgemean@gmail.com

Further information about reporting breaches:

For a complaint about the misuse of social media relating to a match or competition that occurs either prior to, during, or after a game; contact the Club Committee

For a complaint about the misuse of social media that is general in nature and/or ongoing and does not apply to a particular game; contact the Club Committee.

Investigation

Alleged breaches of this social media policy may be investigated according to Edgemean Tennis Club regulations.

Where it is considered necessary, Edgemean Tennis Club may report a breach of this social media policy to police and relevant authorities.



Disciplinary process, consequences and appeals

Depending on the circumstances breaches of this policy may be dealt with in accordance with the disciplinary procedure contained in the Edgemean Tennis Club Constitution.

Related policies

- Code of Conduct
- Anti-Discrimination, Harassment and Bullying Policy
- Acceptable IT use Policy
- Member Protection Policy
- Grievance Policy
- Child Protection Policy
- Data Protection Privacy Policy
- Appeals & Resolution Procedures Policy

Other legal considerations that may be applicable include but are not limited to:

- Defamation
- Intellectual property laws, including copyright and trademark laws, Privacy, confidentiality and information security laws
- Anti-discrimination laws
- Employment laws
- Advertising standards
- Human Rights and Responsibilities Act
- Information Privacy Act 2000
- Equal opportunity laws
- Contempt of Court
- Gaming laws