

## Space2BHeard CIC Social Media Policy

### Introduction

The aim of this document is to clarify Space2BHeard CIC (S2BH) position in regard to the use of social media and offer guidance for using social media responsibly. It aims to provide a guide for staff, Self Employed Staff, Volunteers and Directors.

Many more practitioners are using the internet, social networking sites and blogs to communicate - both personally and professionally. Volunteers, staff and directors should be aware that these internet/social networking sites are public and permanent. Once something has been uploaded or posted, it is still possible to trace it or be saved by others, even if it is subsequently deleted.

### Keeping Boundaries

The nature of an online presence has the potential to blur personal and professional boundaries. S2BH requires that the S2BH team make a clear distinction between their online personal and professional presence, with regard to emails, websites and social media accounts i.e. Facebook. We require members to have a separate email address for personal and professional use and that all possible steps are taken to ensure confidentiality of professional emails.

In particular our S2BH team are required not to use any joint email address with partner/other family member for professional purposes. It is important that if one email programme is used to collect emails from a variety of different accounts, e.g. Outlook, that it is not jointly used by a partner/other family member and is password protected.

Where confidential documents are sent electronically they must have password or other forms of protection against being opened or tampered with by a third party.

Smartphones and tablets that are synchronised with a main computer need to be protected from being accessed by a partner/other family member.

If computers are used by people other than the practitioner then all confidential, professional material needs to be password protected.

The S2BH Team will have up to date antivirus and antiphishing protection and be registered under the Data Protection Act.



## Privacy

The S2BH Team are strongly advised to protect their own privacy. This means regularly checking your privacy settings as well as choosing carefully the information you make available online. Be aware that comments or images posted by friends or family may be accessible as their privacy settings may not be set as rigorously as your own. Pictures of you taken by other people may be tagged and it is recommended that you monitor this as much as possible and request people untag any inappropriate images.

The S2BH team need to be aware that most search engines will guide members of the public to any sites that could have personal information posted about them.

The S2BH team are also reminded that when social media sites update their services, sometimes the privacy settings are automatically reset to

a default setting. It is incumbent upon members to be vigilant about this.

## Professional Conduct

However you identify yourself on your professional account (e.g. volunteer, staff member, director etc) you are required to act professionally at all times.

When S2BH team members are involved in social networking sites they may inadvertently become involved in ethically questionable conversations. If this occurs members are required to act according to our ethical guidelines (e.g. withdraw, seek supervision or confront).

## In particular, S2BH Team members MUST NOT:

- Establish online relationships which in any way compromise their professional relationship with clients and service users.
- Accept friend requests from clients or service users, and to decline this request using formal means of communication.
- Discuss clinical work or work-related issues online in any non-secure medium.
- Publish pictures of clients, trainees, supervisees or other service users online without their permission.
- Post defamatory comments about individuals or institutions. This applies to all comments made on personal or professional accounts. Defamation law applies to any comments posted on the internet.
- Use social-networking sites/internet/blogs for raising professional and/or ethical concerns or whistle-blowing.

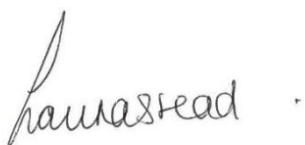


The S2BH team are required to confront any misconduct of other members on social networking sites either directly and formally with their colleagues.

**Name:** Laura Stead

**Position:** Operations Leader and Director

**Signature:**



**Date:** 11.08.2025

**Name:** Michelle Shanley

**Position:** Clinical Leader and Director



**Date:** 11.08.2025

