



Wanneroo City Soccer Club Social Media Policy

Social Media Policy

1. INTRODUCTION

- 1.1 Wanneroo City Soccer Club (Club) recognises that Social Media and digital communications are a valuable tool to engage and connect with members, athletes, supporters, sponsors and other key stakeholder groups, and that Social Media is an increasingly important method of communications for members and athletes.
- 1.2 The rapid growth and evolution of Social Media requires an overarching Club policy that ensures Relevant Persons engaging in Social Media have an understanding about appropriate guidelines and usage.
- 1.3 The intention of this Social Media Policy (Policy) is to establish a culture of openness, trust and integrity in activities surrounding Social Media and the Internet, in conjunction with education and training.

2. PURPOSE

- 2.1 The purpose of this Policy is to set out Club rules for the appropriate use of Social Media by Relevant Persons, whether for or on behalf of the Club, engaging with the Club, or personally whilst a member of the Club.
- 2.2 The aim of this Policy is to:
- (a) promote and encourage appropriate use of Social Media by Relevant Persons;
 - (b) ensure that Relevant Person(s) understand the Club's approach to Social Media, and its expectations for the personal and professional use of online communication; and
 - (c) govern the terms of use by Relevant Persons of the Club-controlled, administered or related Social Media.
- 2.3 This Policy also aims to protect the Intellectual Property, Confidential Information, brand, reputation and viability of the Club as well as the rights and interests of Relevant Persons.

3. APPLICATION OF THE POLICY

- 3.1 This Policy applies to Relevant Persons. This Policy binds all members of the Club as a policy implemented by the committee.
- 3.2 While this Policy does not form part of any contract of employment, failure to comply with the procedures below may result in disciplinary action by the Club against Administrator/Members or any Relevant Person.
- 3.3 This Policy may be updated by the Club from time to time.
- 3.4 This Policy applies to all communications published by Relevant Persons on Social Media.

4. POLICY GUIDELINES AND PROCEDURES

- 4.1 The use of Social Media is regarded as an essential and convenient tool in day to day life and business. It must be used in a manner that upholds the policies and procedures of the Club and in a way that reflects the responsible and upstanding principals of the organisation.
- 4.2 The use of Social Media by any Relevant Person should be appropriate, responsible and ethical:

- (a) All Club communications posted, shared or sent on Social Media, whether by an Authorised User or otherwise, are considered official communications of the Club in the same manner as documents on the Club letterhead and, therefore, must be consistent with the values, ethics, policies, aims and objectives of Club;
 - (b) All communications posted, shared or sent on Social Media by Relevant Persons in their personal capacity may still be considered by others, whether correct or not, as a communication of the Club, or otherwise representing the views, values or beliefs of the Club or members of the Club. As such, the Club expects that such communications will at all times be consistent with the values, ethics, policies, aims and objectives of the Club.
- 4.3 The use of Social Media by any Relevant Person should be made with a clear distinction between acting in a professional capacity and a personal capacity.

5. CLUB BUSINESS USE – AUTHORISED USERS

- 5.1 Only Authorised Users are authorised to comment or publish information on Social Media for or on behalf of the Club.
- 5.2 To become an Authorised User of specific Social Media, an Administrator/Member must gain the approval from the president or vice president in writing.
- 5.3 Once an Administrator/Member has received authorisation to use Social Media for and on behalf of the Club, the Administrator/Member must:
- (a) comply with the terms of this Policy;
 - (b) disclose that they are an Administrator/Member of Club;
 - (c) use only authorised Club accounts with that particular Social Media, unless authorised to use an approved official account or avatar;
 - (d) disclose and comment only on information classified as information already within the public domain;
 - (e) ensure that all content published is accurate and not misleading, and complies with all relevant Club policies and other relevant requirements;
 - (f) comment only on the Administrator/Member area of expertise and authority;
 - (g) ensure comments are respectful; and
 - (h) adhere to the terms of use for the Social Media platform or website being used.
- 5.4 The Administrator/Member must not:
- (a) do anything that may cause harm to the business, brand, reputation or rights of the Club or its Associated Parties or the Events;
 - (b) disclose information about a Club stakeholder that is confidential or commercially sensitive without the written approval of the stakeholder and the Club;
 - (c) disclose any Confidential Information without the appropriate written approval; or
 - (d) post any material that might otherwise cause or be likely to cause damage to the Club or its Associated Parties' reputation, or bring or be likely to bring the Club, its Associated Parties, the Administrator/Member, the Events or the Sport into disrepute.

- 5.5 Administrators/Members are encouraged to contact the Club's Authorised Users with any Social Media requests so the Club can act on their behalf. Relevant Persons are further encouraged to 'share' posts that are created and shared by the Clubs Authorised Users.
- 5.6 At all times when using Social Media for and on behalf of the Club, Administrator/Members must comply with this Policy and any training, directions and guidance provided by the Club about how to use Social Media.
- 5.7 All Club Website activity, including the use of Social Media, must be approved by the president, vice president or Relevant Persons only, unless otherwise authorised under this Policy.

6. PERSONAL USE

- 6.1 Relevant Persons should be aware that communications made through Social Media have the potential to impact the Club and its Administrators/Members. Potential damage may be caused in certain circumstances, whether or not the Relevant Person is identified as having an affiliation with the Club.
- 6.2 Relevant Persons must take their employment or affiliation with the Club into account when using Social Media, particularly in the following circumstances:
- (a) Social Media use that has the capacity to damage the reputation of the Club, the Sport or the Events;
 - (b) Social Media use that breaches another of the Club's policies.
- 6.3 When using Social Media in circumstances that are intended to be personal or private, Relevant Persons must:
- (a) make it clear that the Relevant Person's private opinions are their own and not say or do anything that may indicate that they represent either the views of the Club or their connection with the Club. The Relevant Person may wish to use a disclaimer such as *"any views expressed on this site/account are those of the author only"* or *"these views are personal and mine alone"*;
 - (b) not publish anything harmful, obscene, abusive, offensive or illegal as a consequence of which harm may be caused to the Club or its Associated Parties, the Sport or the Events;
 - (c) not post any material that might otherwise cause or be likely to cause damage to the Club's reputation, or the reputation of the Sport or the Events, or bring or be likely to bring the Club, the Relevant Person, the Sport, the Events or the Associated Parties into disrepute;
 - (d) not post content that is in breach of one or more of the Club's policies;
 - (e) not disclose information about the Club or its operations that is confidential or likely to cause harm to the Club or its Associated Parties;
 - (f) only disclose and discuss publicly available information;
 - (g) not use or disclose the Club's Intellectual Property or Confidential Information, including but not limited to Club's logos, Club email address or insignia;
 - (h) not use the identity or likeness of an Administrator/Member;
 - (i) ensure that they are respectful of others at all times and comply with the Club's policies if they interact with (or about) Club-related matters;
 - (j) adhere to the terms of use of the relevant Social Media; and

- (k) comply with all laws including, but not limited to misleading and deceptive conduct, anti-discrimination, victimisation, vilification, privacy, intellectual property, anti-bullying, harassment and defamation.

7. MONITORING & PRIVACY

- 7.1 While it is not the Club's usual practice to do so, the Club may intercept or monitor Administrator/Members' use of Social Media.
- 7.2 This may include, but is not limited to, the interception and/or reading of any message sent or received and any page visited via the Internet.
- 7.3 The Club strongly recommends that all Relevant Persons protect their own personal privacy by not including personal information in Social Media communications (for example but not limited to, email addresses, residential addresses and telephone numbers).

8. RESPONSIBILITIES

- 8.1 All Relevant Persons have a responsibility to ensure that their actions in relation to the use of Social Media comply with this Policy.
- 8.2 In particular, Relevant Persons are required to:
 - (a) comply with this Policy;
 - (b) report any perceived incidence of non-compliance with this Policy to the Club, and to maintain confidentiality while the incident is being resolved; and
- 8.3 If a Relevant Person becomes aware of inappropriate or unlawful content, or content that is in breach of this Policy, relating to the Club, they should report the circumstances via email to the following contact:

President
President@theroos.com.au

9. CONSEQUENCES

- 9.1 If directed by the Club, the responsible Relevant Person will remove, rectify and/or publish a correction about, any material published on Social Media that, in the view of the Club, may breach this Policy or otherwise bring or be likely to bring, the Club, a Relevant Person or a Club sponsor into disrepute.
- 9.2 A Relevant Person who breaches this Policy may be responsible for any loss suffered by the Club, or it's Associated Parties.
- 9.3 If a claim that Social Media has been used improperly is substantiated, disciplinary action, may result. The level of action will depend on all the circumstances, including the severity of the conduct. The outcomes could include, but are not limited to:
 - (a) a formal apology;
 - (b) a warning;
 - (c) suspension or termination of membership, or membership benefits; or
 - (d) termination of employment (with or without notice).
- 9.4 Breaches of this Policy will be dealt with in accordance with the disciplinary provisions under the Club's Constitution and associated policies.

10. REFERENCES

10.1 This Policy must be adhered to, in conjunction with the following Club rules and policies:

- (a) Constitution;
- (b) Code of Conduct.

11. DEFINITIONS

11.1 For the purpose of this Policy, the below definitions apply:

Associated Parties mean Club members, athletes, sponsors, officials and volunteers.

Authorised User means a person authorised in accordance with clause 5.2 of this Policy to use Social Media on behalf of Club.

CEO means the Chief Executive Officer of Club from time to time.

Confidential Information means information belonging to Club that is not known to the general public.

Event means any particular event or series of events, comprising Sport and/or entertainment activities, conducted by, or under authorisation from, Club.

Improper Use means the use of Social Media in a way that does not comply with this Policy.

Intellectual Property means all rights or goodwill subsisting in copyright, business names, names, trade marks (or signs), logos, designs, patents or service marks (whether registered or registrable).

Internet means a worldwide electronic communications network providing access to millions of resources, not all of which are free. The World Wide Web is one element of the Internet.

Relevant Persons mean and include:

- (a) Club Administrator/Members;
- (b) Club authorised officials;
- (c) Club members;
- (d) Club athletes; and
- (e) volunteers associated with Club.

Administrator/Members mean all employees and contractors of Club, including but not limited to permanent, casual and temporary staff and students on placement, as well as directors of Club.

Policy means this Social Media Policy as amended from time to time.

Social Media means any website or application that enables users to create and share content or participate in one or both of social and online networking, including but not limited to:

- (a) external social networking sites (eg Facebook, LinkedIn, and Google Plus);
- (b) internal Websites;

- (c) video and photo-sharing Websites (eg Instagram, Flickr, YouTube, Snapchat, TikTok, Vine);
- (d) micro-blogging sites (including, but not limited to, Twitter);
- (e) weblogs, including all corporate blogs, personal blogs or blogs hosted by traditional media publications (eg 'comments' or 'your say' features on news Websites);
- (f) forums and discussion boards;
- (g) online encyclopaedias (eg Wikipedia);
- (h) instant messaging (including WhatsApp, SMS);
- (i) product or service reviews on retailer or customer review sites (eg Yelp, Trip Advisor);
- (j) vod and podcasting;
- (k) geospatial tagging (eg Foursquare); and
- (l) any other Websites that allow individual users or companies to use simple publishing tools.

Sport means the sport of Soccer as administered by Club.

Websites mean the following websites covered by this Policy: LinkedIn, reddit, Facebook, Twitter, Instagram, Google+, Yahoo! Groups, YouTube, Blogs, Wikipedia, WhatsApp, TikTok and any other website or application where content can be shared and peer to peer networking conducted.