

Internet and social media acceptable use policy

Parent Carer Forum Jersey internet and social media acceptable use policy

Our simple rules

The Forum uses a range of social media; we encourage you to 'Like' or 'Follow' us. We use social media to provide news, information on events, parent feedback surveys, updates on Forum priorities, services and much more.

Most online communities have their own rules which we will always follow. We reserve the right to remove any contributions that break the rules of the relevant community, or which are not in line with the following general guidelines;

- Be civil, tasteful and relevant;
- Do not post messages that are unlawful, libellous, defamatory, abusive, threatening, harmful, obscene, profane, sexually oriented or racially offensive;
- Do not swear;
- Do not post content copied from elsewhere, for which you do not own the copyright;
- Do not post the same message, or very similar messages, more than once (also called 'spamming');
- Do not publicise your own or anyone else's personal information, such as contact details;
- Do not advertise products or services; and
- Do not pretend to be someone else.

The Forum reserves the right to restrict or remove any content that is deemed in violation of this social media policy or any applicable law.

Monitoring accounts, responding and replying:

Social media and technology in general is an integral part of Forum communications. We recognise the opportunities provided by social media, and also know that many parents wish to use more traditional methods of communication. Our standards are the same, regardless of whether the communication is via social media, website, telephone, letter, email, or face-to-face.

We monitor our Forum social media accounts Monday to Friday 9am to 5pm (except Bank Holidays and public holidays). If you contact us via these channels during these times we will reply as soon as possible; there could be delays on some requests whilst we investigate, but we will keep you updated.

If your query is serious, urgent, or involves personal details, please let us know by emailing us at info@parentcarerforum.je

Deleting, liking, following and sharing:

Generally, we will not remove posts that are on our social media; however, we will consider removing posts or blocking users or accounts that breach the guidelines outlined above, without any explanation. After 12 months the owner of the account can appeal the decision to block.

Please don't be offended if we don't 'Like' or 'Follow' you on social media. This doesn't mean that we are not interested in what you have to say, it's just that the numbers can get too high for us to manage.

We sometimes Follow or Like people who provide information that is relevant to our work as a Forum, or those whose information we can pass on for the benefit of our members.

Occasionally, we'll try and lend our support to local, national, or international campaigns. There will also be times we'll need to Like or Follow an account in order to take part in conversations.

If we Like or Follow someone, or share their information, it does not mean that we endorse them.

We try and share information that we think will be of interest to our followers; however, please do not be offended if we do not share or re-post something you want us to.

Defamation:

Please take care not to make defamatory statements. In law this means a statement that lowers the reputation of a person or organisation in the eyes of a reasonable person. We will therefore take down any statement that could be deemed to be defamatory.

Contacting us:

If you have a concern about something posted on a page that the Forum is responsible for, or just wish to contact us, you can use our social media channels (please see links below).

You are also very welcome to raise any matter via email info@parentcarerforum.je or via our website <https://parentcarerforum.je/>

Facebook: <https://www.facebook.com/Parentcarerforumjersey>

LinkedIn: <https://www.linkedin.com/company/12577753/admin/feed/posts/>

Instagram: <https://www.instagram.com/jerseyparentcarerforum/>

Please note:

- You should not reply on a social media platform itself to raise urgent concerns - as it will not be monitored continuously, especially outside normal working hours;

- Unless stated otherwise, the views/ comments given on any of our social media sites may not necessarily reflect the views of the Forum;

- The Forum is committed to providing the best possible services for members. Our feedback process gives you the chance to tell us what you think of the services we provide. Please visit <https://parentcarerforum.je/> to give us your feedback.

- Any details you provide to register with the Forum for social media such as Facebook will only be used for that purpose. We do not cross-reference these details with any other information held by the Forum.