



## SOCIAL MEDIA POLICY

### 1.0 Purpose

Social media (see 2.0 below for definition) offers the opportunity for people to gather in online communities of shared interest and create, share or consume content. As a member-based organisation, Softball Queensland Inc (SQI) recognises the benefits of social media as an important tool of engagement and enrichment for its members.

SQI, its member Associations and affiliated clubs have long histories and are highly respected organisations. It is important that Softball Queensland's reputation is not tarnished by anyone using social media tools inappropriately, particularly in relation to any content that might reference the organisation.

When someone clearly identifies their association with Softball Queensland, and/or discusses their involvement in the organisation in this type of forum, they are expected to behave and express themselves appropriately, and in ways that are consistent with SQI's stated values and policies.

This policy aims to provide some guiding principles to follow when using social media. This policy does not apply to the personal use of social media platforms by SQI members or staff where the SQI member or staff makes no reference to SQI or related issues.

### 2.0 Scope

This policy applies to SQI members, staff or any individual representing themselves or passing themselves off as being a member of SQI.

This policy covers all forms of social media. Social media includes, but is not limited to, such activities as:

- Maintaining a profile page on social or business networking sites (such as LinkedIn, Facebook, Shutterfly, Twitter or MySpace);
- Content sharing include Flickr (photo sharing) and YouTube (video sharing);
- Commenting on blogs for personal or business reasons;
- Leaving product or service reviews on retailer sites, or customer review sites;
- Taking part in online votes and polls;
- Taking part in conversations on public and private web forums (message boards); or
- Editing a Wikipedia page.

The intent of this policy is to include anything posted online where information is shared that might affect members, colleagues, clients, sponsors or Softball as an organisation.

### 3.0 Guiding Principles

- 3.1 The web is not anonymous. SQI members and staff should assume that everything they write can be traced back to them.
- 3.2 Due to the nature of Softball in Queensland, the boundaries between a member's profession, volunteer time and social life can often be blurred. It is therefore essential that members make a clear distinction between what they do in a professional capacity and what they do, think or say in their capacity as a volunteer for SQ. SQ considers all members of SQ are its representatives.

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- 3.3 Honesty is always the best policy, especially online. It is important that SQI members think of the web as a permanent record of online actions and opinions.
- 3.4 When using the Internet for professional or personal pursuits, all members must respect the SQI brand and follow the guidelines in place to ensure SQI's intellectual property or its relationships with sponsors and stakeholders is not compromised (see 5.0 below), or the organisation is brought into disrepute.

### 4.0 Usage

- 4.1 For SQI members and staff using social media, such use:
- Must not contain, or link to, libellous, defamatory or harassing content. This also applies to the use of illustrations or nicknames;
  - Must not comment on, or publish, information that is confidential or in any way sensitive to SQI, its affiliates, partners or sponsors; and
  - Must not bring the organisation or softball into disrepute.

For SQI staff using social media, such use:

- Must not interfere with work commitments.

- 4.2 Furthermore, SQI members and staff may not use the SQI brand (see 5.0 below) to endorse or promote any product, opinion, cause or political candidate; and it must be abundantly clear to all readers that any and all opinion shared are those of the individual, and do not represent or reflect the views of SQI.

### 5.0 Branding and Intellectual Property (IP)

It is important that any trademarks belonging to SQI or any District Association, club or team are not used in personal social media applications, except where such use can be considered incidental – (where incidental is taken to mean “happening in subordinate conjunction with something else.”). Trademarks include:

- Softball Queensland, District Association and club logos;
- The Queensland Heat and Queensland Patriots names or any other associated slogans;
- Images depicting softball volunteers, staff and/or equipment, except with the permission of those individuals;
- Other SQI imagery including the Queensland Representative team caps and uniforms.

### 6.0 Official Softball Queensland Inc (SQI) blogs, social pages and online forums

When creating a new website, social networking page or forum for staff/association/club member use, care should be taken to ensure the appropriate person at a club/association /state level has given written consent to create the page or forum.

Similarly, appropriate permissions must be obtained for the use of logos or images. Images of minor children may not be replicated on any site without the written permission of the child's parent and/or guardian.

For official SQI blogs, social pages and online forums:

- Posts must not contain, nor link to, pornographic or indecent content;
- Some hosted sites may sell the right to advertise on their sites through ‘pop up’ content which may be of a questionable nature. This type of hosted site should not be used for online forums or social pages as the nature of the ‘pop up’ content cannot be controlled;
- SQI employees must not use SQI online pages to promote personal projects; and
- All materials published or used must respect the copyright of third parties.

## **7.0 Consideration towards others when using social networking sites**

Social networking sites allow photographs, videos and comments to be shared with thousands of other users. SQI members and staff must recognise that it may not be appropriate to share photographs, videos and comments in this way. For example, there may be an expectation that photographs taken at a private SQI event will not appear publicly on the Internet. In certain situations, SQI members or staff could potentially breach the privacy act or inadvertently make SQI liable for breach of copyright.

SQI members or staff should be considerate to others in such circumstance and should not post information when they have been asked not to or consent has not been sought and given. They must also remove information about another person if that person asks them to do so.

- 7.1 Under no circumstance should offensive comments be made about SQI members or staff online. For serious breaches, legal action may be taken against the offender and any person facilitating or inflaming the situation.

## **8.0 Breach of Policy**

- 8.1 SQI, its member Associations and affiliated clubs continually monitor online activity in relation to the organisation and its members. Detected breaches of this policy should be reported to SQI.
- 8.2 If detected, a breach of this policy may result in disciplinary action from SQI. A breach of this policy may also amount to breaches of other SQI policies. This may involve a verbal or written warning or in serious cases, termination of your employment or engagement with SQI. SQI members may be disciplined in accordance with SQI disciplinary regulations.

## **9.0 Consultation or Advice**

This policy has been developed to provide guidance for SQI members and staff in a new area of social interaction. SQI members or staff who are unsure of their rights, liabilities or actions online and seek clarification, should contact the SQI CEO.