



# **Social Media Policy**

**February 2024**  
**Review February 2025**

## **Statement of intent**

Exceptional Ideas Ltd understands that social media is a growing part of life outside of school. We have a responsibility to safeguard our students against potential dangers when accessing the internet at school, and to educate our students about how to protect themselves online when outside of school.

We are committed to:

- Encouraging the responsible use of social media by all staff, parents and students in support of the school's mission, values and objectives.
- Protecting our students from the dangers of social media.
- Preventing and avoiding damage to the reputation of the school through irresponsible use of social media.
- Protecting our staff from cyberbullying and potentially career damaging behaviour.
- Arranging online safety meetings for parents.

## 1. Legal framework

This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- DfE (2023) 'Data protection in schools'
- The UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Computer Misuse Act 1990, amended by the Police and Justice Act 2006
- Freedom of Information Act 2000
- Safeguarding Vulnerable Groups Act 2006
- Equality Act 2010
- DfE (2023) 'Keeping children safe in education 2023'

This policy operates in conjunction with the following school policies:

- Device and Technology Acceptable Use Policy
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- Online Safety Policy
- Data Protection Policy
- Complaints Procedures Policy
- Anti-bullying Policy
- Allegations of Abuse Against Staff Policy
- Photography and Images Policy
- Staff Code of Conduct
- Child Protection and Safeguarding Policy
- Disciplinary Policy and Procedure
- Behaviour Policy

## 2. Roles and responsibilities

The directors will be responsible for:

- Ensuring this policy is implemented by the school.
- Reviewing this policy on an annual basis.
- Ensuring the DSL's remit covers online safety.
- Ensuring their own knowledge of social media and online safety issues is up-to-date.
- Ensuring all staff undergo safeguarding and child protection training, including online safety, at induction.
- Ensuring that this policy, as written, does not discriminate on any grounds, including against any of the protected characteristics, as outlined in the Equality Act 2010.

The DPO will be responsible for:

- The overall implementation of this policy and ensuring that all staff, parents and students are aware of their responsibilities in relation to social media use.
- Promoting safer working practices and standards with regards to the use of social media.

- Establishing clear expectations of behaviour for social media use.
- Implementing appropriate sanctions and disciplinary methods where there is a breach of this policy.
- Taking steps to minimise the amount of misplaced or malicious allegations in relation to social media use.
- Working alongside the DPO and ICT technicians to ensure appropriate security measures are implemented and compliance with UK GDPR and other data protection legislation.

The DSL will be responsible for:

- The school's approach to online safety.
- Dealing with concerns about social media use that are safeguarding concerns.

Staff members will be responsible for:

- Adhering to the principles outlined in this policy and the Device and Technology Acceptable Use policy.
- Ensuring students adhere to the principles outlined in this policy and that it is implemented fairly and consistently in the school.
- Reporting any social media misuse by staff, students or parents to the headteacher immediately.
- Attending any training on social media use offered by the school.

Parents will be responsible for:

- Adhering to the principles outlined in this policy.
- Taking appropriate responsibility for their use of social media and the influence on their children at home.
- Promoting safe social media behaviour for both themselves and their children.
- Attending meetings held by the school regarding social media use wherever possible.

Students will be responsible for:

- Adhering to the principles outlined in this policy.
- Ensuring they understand how to use social media appropriately and stay safe online.
- Seeking help from school staff if they are concerned about something they or a peer have experienced on social media.
- Reporting incidents and concerns relating to social media in line with the procedures within this policy.
- Demonstrating the same high standards of behaviour as expected within the school.

The Data protection Officer will be responsible for:

- Monitoring and reviewing all school-run social media accounts.
- Vetting and approving individuals who wish to be 'friends' or 'followers' on the school's social media platforms.

- Consulting with staff on the purpose of the social media account and the content published.
- Maintaining a log of inappropriate comments or abuse relating to the school.
- Handling inappropriate comments or abuse posted on the school's social media accounts, or regarding the school.
- Creating a terms of use agreement, which all content published must be in accordance with.
- Ensuring that enough resources are provided to keep the content of the social media accounts up-to-date and relevant.

ICT technicians will be responsible for:

- Providing technical support in the development and implementation of the school's social media accounts.
- Implementing appropriate security measures as directed by the DPO.
- Ensuring that the school's filtering and monitoring systems are updated as appropriate.

### **3. School social media accounts**

Social media accounts for the school will only be created by the DPO and other designated staff members, following approval from the director. A school-based social media account will be entirely separate from any personal social media accounts held by staff members and will be linked to an official school email account.

When setting up a school social media account, consideration will be given to the following:

- The purpose of the account.
- Whether the overall investment will achieve the aim of the account.
- The level of interactive engagement with the site.
- Whether students, staff, parents or members of the public will be able to contribute content to the account.
- How much time and effort staff members are willing to commit to the account.
- How the success of the account will be evaluated.

Passwords for the school's social media accounts are stored securely on the school's cloud. The passwords are only shared with people authorised by the DPO.

All posts made to school social media accounts will not breach copyright, data protection or freedom of information legislation.

School social media accounts will be moderated by the DPO.

#### **Staff conduct**

**The following are seen as legitimate reasons to post on the schools social media platforms:**

- Reminders about upcoming events.

- Good news regarding the school's performance, attainment or reputation.
- Good news regarding the achievements of staff and students.
- Information that parents should be aware of, e.g. school closure.

Staff will ensure that their posts meet the following criteria:

- The post does not risk bringing the school into disrepute.
- The post only expresses neutral opinions and does not include any personal views.
- The post uses appropriate and school-friendly language.
- The post is sensitive towards those who will read it, and uses particularly neutral and sensitive language when discussing something that may be controversial to some.
- The post does not contain any wording or content that could be construed as offensive.
- The post does not take a side in any political debate or express political opinions.
- The post does not contain any illegal or unlawful content.

#### **4. Staff use of personal social media**

Staff will not be prohibited from having personal social media accounts; however, it is important that staff protect their professional reputation by ensuring they use personal social media accounts in an appropriate manner.

Staff will be required to adhere to the following guidelines when using personal social media accounts:

- Staff members will not access personal social media platforms during school hours.
- Staff members will not use any school-owned mobile devices to access personal accounts.
- Staff will not 'friend', 'follow' or otherwise contact students through their personal social media accounts. If students attempt to 'friend' or 'follow' a staff member, they will report this to the DSL.
- Staff will be strongly advised to not 'friend' or 'follow' parents on their personal accounts.
- Staff members will ensure the necessary privacy controls are applied to personal accounts and will avoid identifying themselves as an employee of the school on their personal social media accounts.
- Staff will ensure it is clear that views posted on personal accounts are personal and are not those of the school.
- Staff will not post any content online that is damaging to the school, its staff or students.
- Staff members will not post any information which could identify a student or the school – this includes any images, videos and personal information.
- Staff members will not post anonymously or under an alias to evade the guidance given in this policy.
- Staff will not post comments about the school, students, parents, staff or other members of the school community.

Breaches of this policy by members of staff will be taken seriously, and in the event of illegal, defamatory or discriminatory content, could lead to prosecution, disciplinary action or dismissal. Members of staff will be aware that if their out-of-work activity brings the school into disrepute, disciplinary action will be taken.

Attempts to bully, coerce or manipulate members of the school community via social media by members of staff will be dealt with as a disciplinary matter.

## **5. Parent social media use**

Parents are able to comment on or respond to information shared via social media sites; however, parents should do so in a way which does not damage the reputation of the school.

Parents will be asked not to share any photos or personal details of students when commenting on school social media sites, nor post comments concerning other students or staff members, in accordance with the Social Media Code of Conduct for Parents.

Any parents that are seen to be breaching the guidance in this policy will be required to attend a meeting with the DPO and may have their ability to interact with the social media websites removed.

Breaches of this policy will be taken seriously, and in the event of illegal, defamatory or discriminatory content could lead to prosecution.

## **6. Student social media use**

Students will not access social media during lesson time, unless it is part of a curriculum activity. Students will not be permitted to use the school's Wi-Fi network to access any social media platforms unless prior permission has been sought from a director and an ICT technician has ensured appropriate network security measures are applied.

Students will not attempt to 'friend', 'follow' or otherwise contact members of staff through their personal social media accounts. Where a student attempts to 'friend' or 'follow' a staff member on their personal account, it will be reported to a director.

Students will not post any content online which is damaging to the school or any of its staff or students. Students will not post anonymously or under an alias to evade the guidance given in this policy.

Students are instructed not to sign up to any social media platforms that have an age restriction above the student's age.

If inappropriate content is accessed online on school premises, this will be reported to a member of staff.

Breaches of this policy will be taken seriously, and managed in line with the Behaviour Policy.

## **7. Blocked content**

In accordance with the school's Cyber-security Policy, the IT Prime consultant will install firewalls on the school's network to prevent access to certain websites.

ICT technicians retain the right to monitor staff and student access to websites when using the school's network and on school-owned devices.

Attempts made to circumvent the network's firewalls will result in a ban from using school computing equipment, other than with close supervision.

Inappropriate content accessed on the school's computers will be reported to an ICT technician so that the site can be blocked.

## **8. Cyberbullying**

Any reports of cyberbullying on social media platforms by students will be handled in accordance with the Anti-bullying Policy.

Cyberbullying against students or staff is not tolerated under any circumstances. Incidents of cyberbullying are dealt with quickly and effectively wherever they occur in line with the Anti-bullying Policy. Allegations of cyberbullying from staff members will be handled in accordance with the Allegations of Abuse Against Staff Policy.

## **9. Monitoring and review**

This policy will be reviewed on an annual basis by the DPO.

The next scheduled review date for this policy is February 2025

Any changes made to this policy will be communicated to all staff, students and parents.



## Blocked content access request form

<b>Requester</b>	
<b>Staff name</b>	
<b>Date</b>	
<b>Full URL</b>	
<b>Site content</b>	
<b>Reasons for access</b>	
<b>Identified risks and control measures</b>	
<b>Authoriser</b>	
<b>Approved?</b>	
<b>Reasons</b>	
<b>Staff name</b>	
<b>Date</b>	
<b>Signature</b>	

## Inappropriate content report form

<b>Staff name (submitting report)</b>	
<b>Name of individual accessing inappropriate content (if known)</b>	
<b>Date</b>	
<b>Full URL(s)</b>	
<b>Nature of inappropriate content</b>	
<b>To be completed by ICT technician</b>	
<b>Action taken</b>	
<b>Staff name</b>	
<b>Date</b>	
<b>Signature</b>	

## Social media site creation approval form

Use of social media on behalf of the school must be approved by the headteacher prior to setting up sites. Please complete this form and return it to the headteacher.

Team details		
<b>Department</b>		
<b>Moderator of site</b>		
Purpose of using social media		
Please describe why you want to set up this site and the content of the site		
What are your aims and what do you hope to achieve by setting up this site?		
What is the proposed content of the site?		
Proposed audience of the site		
<input type="checkbox"/> Pupils of the school Ages: <u>age range</u>	<input type="checkbox"/> School staff	<input type="checkbox"/> Pupils' family members
<input type="checkbox"/> External organisations	<input type="checkbox"/> Pupils from other schools Schools involved: <u>name of school</u>	<input type="checkbox"/> Members of the public
<input type="checkbox"/> Other (please give details)		
Proposed contributors to the site		
<input type="checkbox"/> Pupils of the school Ages: <u>age range</u>	<input type="checkbox"/> School staff	<input type="checkbox"/> Pupils' family members
<input type="checkbox"/> External organisations	<input type="checkbox"/> Pupils from other schools Schools involved: <u>name of school</u>	<input type="checkbox"/> Members of the public
<input type="checkbox"/> Other (please give details)		
Administration of the site		

Names of administrators (the site must have at least <b>two</b> approved administrators)	
Who will vet external contributors? (Please state name and job role)	
Who will host the site?	
Proposed date of going live	
How do you propose to advertise for contributors?	
If contributors include pupils, how do you propose to inform and obtain the consent of parents or responsible adults?	
What security measures will you take to prevent unwanted or unsuitable individuals from contributing or becoming 'friends' and 'followers' etc. of the site?	

### Approval

**Approval from relevant people must be obtained before the site can be created. The relevant managers must read this form and complete the information below before final approval can be given by the headteacher.**

<b>Marketing officer</b>	<b>Name</b>	
	<b>Signature</b>	

<p><b>I approve the aims and content of the proposed site and the use of the school brand and logo.</b></p>	<p><b>Date</b></p>	
<p><b>Headteacher</b></p> <p><b>I approve the aims and content of the proposed site and the use of the school brand and logo.</b></p>	<p><b>Name</b></p>	
	<p><b>Signature</b></p>	
	<p><b>Date</b></p>	

## Social media consent form

This consent form provides information pertaining to how **name of school** wishes to use personal data on social media, details the terms under which the school will use this data and requests consent for the school to use your personal data on social media.

<b>Name of parent</b>	
<b>Name of pupil</b>	
<b>Year group</b>	

### Why do we need your consent?

The school requests the consent of parents on an **annual** basis to use images and videos of their child for a variety of different purposes.

Without your consent, the school will not use images, videos, names or other forms of personal data of your child on social media. Similarly, if there are only certain conditions under which you would like images and videos of your child to be used, the school will abide by the conditions you outline in this form.

### Why will we be using personal data on social media?

The school wants to use certain types of data on social media to promote the positive and inclusive ethos of the school – we aim to celebrate our pupils' and school's achievements and social media allows us to do this.

Where the school uses images of individual pupils, the name of the pupil **will not** be disclosed. Where an individual pupil is named in a written publication, a photograph of the pupil **will not** be used to accompany the text.

If, for example, a pupil has won an award and their parent would like their name to be published alongside their image, **separate consent** will be obtained prior to this.

With your consent, the school may use personal data on social media, the school website, in school prospectuses and other printed publications, such as a newsletter.

### Who will be able to see the data once it's on social media?

The school's privacy settings only allow people who have been accepted to view the content on our social media platforms; additionally, where it is possible, the school's settings do not allow for further sharing. Please note, this sharing restriction may not be possible on all social media platforms, meaning that, if the content has been posted and is subsequently shared, more people will be able to view that piece of content.

### What are the conditions of use?

- This consent form is valid for **the current academic year**.
- It is the responsibility of parents to inform the school, in writing, if consent needs to be withdrawn or amended.

- The school will not use the personal details or full names of any pupil in an image or video on social media.
- The school will not include personal emails, postal addresses, or telephone or fax numbers on images or videos on social media.
- The school may use pictures of pupils and teachers that have been drawn by pupils.
- The school may post pictures of work created by pupils on social media.
- The school may use group or class images or videos with general labels, e.g. 'sports day'.
- The school will only use images and videos of pupils who are suitably dressed, i.e. it would not be suitable to display an image of a pupil in swimwear.
- The school will not post any sensitive data, such as details of SEND, without express and additional consent, and will then still anonymise the posts.

### Providing your consent

Please read the following conditions thoroughly and provide your consent as appropriate by ticking either 'Yes' or 'No' for each criteria.

The school will **only** post personal data on social media for the conditions that you provide consent for.

I provide consent to	Yes	No
Using images of my child on the school's social media accounts.		
Using videos of my child on the school's social media accounts.		
Using images of my child on social media, including the following: [Delete and/or add as appropriate] <ul style="list-style-type: none"> <li>• <u>X</u></li> <li>• <u>Facebook</u></li> <li>• <u>Instagram</u></li> </ul>		
Using videos of my child on social media, including the following: [Delete and/or add as appropriate] <ul style="list-style-type: none"> <li>• <u>X</u></li> <li>• <u>Facebook</u></li> <li>• <u>Instagram</u></li> </ul>		
Using my child's first name on social media.		
Using my child's age on social media.		

### Refreshing your consent

This form is valid for the entire academic year, it will be updated on an annual basis. Parents are required to fill in a new form for their child every academic year.

Consent will also be refreshed where any changes to circumstances occur – this can include, but is not limited to, the following:

- New requirements for consent, e.g. an additional social media account will be used to share pupil images and videos
- Changes to a pupil’s circumstances, e.g. safeguarding requirements mean a pupil’s image cannot be used
- Changes to parental consent, e.g. amending the provisions for which consent has been provided for

Where you would like to amend the provisions for which consent has been provided, you must submit your request in writing to the data protection officer (DPO). A new form will be supplied to you to amend your consent accordingly and provide a signature.

### Withdrawing your consent

Parents have the right to withdraw their consent at any time. Withdrawing your consent will not affect the legality of processing personal data that was shared prior to withdrawal; however, the school will make every effort to remove posts about the pupil where possible, e.g. images of the pupil on social media will be removed.

If you would like to withdraw your consent, you must submit your request in writing to the DPO.

### Declaration

I, \_\_\_\_\_ (name of parent), understand:

- Why my consent is required.
- The reasons why **name of school** uses my child my child’s personal data on social media.
- Who will be able to view my child’s personal data once posted.
- The conditions under which the school uses personal data of my child on social media.
- I have provided my consent above as appropriate, and the school will act in accordance with my requirements.
- Consent is refreshed on an **annual** basis and I must re-provide consent in subsequent academic years.
- I will be required to re-provide consent where any circumstances change.
- I can amend or withdraw my consent at any time and must do so in writing to the DPO.

Name of parent: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

If you have any questions regarding this form, please do not hesitate to contact the DPO at **email address** or **phone number**.



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