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| **Acceptable Use of Volunteer Action’s IT and Social Media** | |
| **Policy Reviewed on:**  **Next review** | **October 2025**  **October 2028** |

**Purpose & Scope**

The purpose of this policy is to ensure that Volunteer Action’s IT systems, data, and users are protected from accidental or deliberate misuse, and to promote the responsible use of social media in a way that protects the reputation of the organisation.

This policy applies to all individuals who have access to Volunteer Action’s IT systems and/or represent the organisation on social media, directly and indirectly by sharing posts and providing recommendations. This includes:

* Paid staff
* Volunteers
* Trustees

The policy applies whether access is via Volunteer Action-owned equipment or personal devices.

**Acceptable Use of IT Systems**

Volunteer Action’s IT systems are provided primarily for organisational use. Limited personal use, such as browsing during quiet times in the office, is permitted if it does not interfere with work duties or breach this policy.

**All users must:**

1. Understand that Volunteer Action may monitor and manage IT usage, including email activity.
2. Never disclose usernames or passwords to anyone.
3. Immediately report any illegal, inappropriate, or harmful material encountered.
4. Avoid any online activity that could be considered unprofessional.
5. Maintain professionalism in all electronic communications.
6. Not open email attachments unless the source is known and trusted.
7. Avoid downloads exceeding 1GB within a 24-hour period.
8. Do not install any programs without direct permission from your line manager to do so.

**Social Media**

Volunteer Action recognises that many people have social media accounts and encourages the responsible promotion of the organisation online. However, social media is never truly private, and all users are expected to act as ambassadors for Volunteer Action.

This section applies to the use of social media for both volunteer and personal purposes, whether accessed through Volunteer Action’s IT systems or personal devices.

**All users must:**

1. Help protect Volunteer Action’s reputation. Do not post’s that could be interpreted as disparaging or defamatory comments about the organisation, staff, clients, volunteers, or members (past or present).
2. Avoid posts that could be misinterpreted in a way that may damage the organisation’s reputation, even indirectly.
3. Remember that you are personally responsible for all content you post online whether in a professional or personal capacity.
4. Obtain consent before sharing any photo or quote of another person on social media.
5. Not tag individuals in photos posted to social media.
6. Respect confidentiality and protect sensitive information at all times.
7. If in doubt about a post, do not publish it – consult the Chief Executive or delegate first.

**Breach of this Policy:**  
You may be required to remove any social media content that breaches this policy. Failure to comply may result in disciplinary action.

**Agreement**

I have read and understood this policy and agree to use Volunteer Action’s IT systems and social media in accordance with the guidelines provided. I understand that failure to comply with this policy may lead to disciplinary action.

**Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_