Web Provision & Conduct Policy

Approved by:	Board of Trustees
Date of approval:	30 January 2018
Implementation date:	30 January 2018
Review date *(no later than):*	30 January 2021
Responsible for implementation:	Chief Executive
Responsible for interpretation:	Board of Trustees

CITY STUDENTS' UNION

Web Provision & Conduct Policy

1.0   Scope

Web Provision

1.1   This policy applies to any affiliated Student Group, Campaign Group, Executive Officer or volunteer of the Union who is not directly employed by City, University of London on behalf of the Union.

1.2   Any persons employed by the Union should refer to the Terms & Conditions of their employment in regards web provision and their expected conduct.

1.3   Web provision listed within this policy may be provided by City, University of London. Wherever this is the case, the policies and regulations of City take precedent over this policy.

1.4   Misuse of provision provided by City may be dealt with under either the Union or City disciplinary procedures depending on the breach and most appropriate resolution.

Web Conduct

1.5   This policy seeks to ensure a level of conduct online that makes interaction with the Union, including all its affiliated Student Groups, Elected Officers and representatives a safe and enjoyable experience online.

1.6   To achieve this the policy looks to outline both what level of behaviour is expected but also in what situations users can expect that the Union will ensure fair conduct

1.7.   Users should expect that violation of this policy will be taken extremely seriously and dealt with through the disciplinary policy.

2.0   Web Provision

2.1   The Union commits to providing 2 main services;

   (a)   Email Address
   (b)   Mini-site

2.2   Any additions to this will be considered based on the following criteria:

   (a)   Is there a demonstrable need;
   (b)   Is the request sustainable or does it have an exceptional circumstance; and
   (c)   Does it set a precedent, which will significantly tax resources (including staff time).

3.0   E-mail Accounts

3.1   Use of Email Accounts is restricted to the business of the Union, specifically to each position holder.

3.1.1   Use for any other reason is discouraged, any inappropriate usage will result in withdrawal of access and possible disciplinary where appropriate.

3.2   Placing of an individual's name on an account will only be considered where there is a clear representational benefit to advertising this.

3.3   Resetting of passwords will only be done for the appropriate holder of the account along with being conducted yearly at the beginning of an officer's term in office;

3.3.1   For Student Group accounts this will be the President, Finance Officer or Communications Officer of the Student Group only.

3.3.2   Excessive requests for password changes may lead to revocation of access until the incumbent holder of the account changes.

3.4   For any other change of name or e-mail address the account holder must provide a valid reason, such as an official name change of the Student Group, a current typo or inconsistency.

3.5   The Union reserves the right to impose a standard format for new e-mail addresses

Use of non-Union email accounts.

3.6   Non-union e-mail accounts should not generally be used for Union correspondence.

3.7   Exceptions to this can be made by the Union, for example for storage of e-mails, where necessary for access to media sharing such as Dropbox or Google Drive, for historical reasons, or for exceptional circumstances.

3.8   These should be reported to the Union who will keep a register of such accounts.

4.0   Mini-sites

4.1.   The Union will provide each Student Group with a mini-site which will be embedded into the main Union website.

4.1.1. The Student Group will receive administrator access to their mini-site only

4.1.2. It is the responsibility of the Student Group to keep the content and information up to date.

4.1.3. The Union shall provide training and guidance on the access, creation and effective use of the mini-site.

4.1.4. Access to the mini-site will include the ability to view the Student Group membership list, email its members, create news articles, create events and any other facilities, which the Union deems useful to all Student Groups.

4.2.   Other areas of the Union will have space dedicated to their activity, which will be the responsibility of the lead staff member in that area.

Use of non-Union websites

4.3.   As per Bye-law 11: Student Groups, point 8.5, Student groups may have their own external website

4.4.   Any external website must be declared to the Union and be reviewed by a member of staff on an annual basis.

4.5   The Union must be able to access the website at any point, to ensure that its Bye-Laws, Policies and regulations are being upheld, or to take action to rectify or investigate a complaint.

4.6.   External Websites should not collect data of visitors other than accessibility statistics

5.0   Web Conduct

5.1   All users interacting with the Union, or a representative of the Union, should have an expectation of feeling safe, this includes via;
(a)   Any official Union website, e-mail, facebook, twitter or other social media account, including IM services.
(b)   Any official Union mailing list
(c)   Any other online service that users could reasonably regard as communicating with the Union

Unacceptable Conduct

5.2.   Conduct that is unacceptable includes any that could legitimately be perceived by its recipients as:

(a)   Sexual Harassment
(b)   Discriminatory comments and Behaviour
(c)   Abuse and Unwanted attention
(d)   Threatening or Violent behaviour or language

5.3   We understand that it may be more difficult online to understand the effect of some messages. However, we expect anyone within the Union in a position of responsibility to give due consideration to any communications put out as part of their activities against these criteria as well as common sense.

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Appendix

Definitions
1. Sexual Harassment
    1.1. In the context of online conduct Sexual Harassment is defined as any of the following behaviours conducted without the consent of the other party (bearing in mind there may be many other parties in receipt of communications):
    1.2. Unwelcome sexual language or innuendo
    1.3. Images or other media of a lewd nature
    1.4. Any repetitive contact that is unwanted and has a sexual or otherwise inappropriately intimate element
2. Discriminatory Comments or Behaviour
    2.1. Online as elsewhere, all students and staff should be treated equally and not be subject to abuse because of their gender, race, sexual orientation, disability status or any other characteristic particularly those protected under the Equality Act.
    2.2. A violation of this would include:
        2.2.1. Written expressions of discrimination e.g. direct insults, chant lyrics, etc.
        2.2.2. Depiction through any media of physical expressions of discrimination e.g. acts of violence or exclusion or discriminatory dress including offensive slogans and costume such as 'blackface'
3. Abuse and Unwanted Attention
    3.1. Everyone has the right to visit and work in an environment free of intimidation and abuse. As a Union, we would tolerate no physical or verbal abuse towards anyone in our venues. This includes all aforementioned violations of the policy
    3.2. Particularly relevant online are the behaviours of 'Spamming', 'Flaming' and other associated behaviours such as 'Trolling' or 'Griefing' all of which will be treated as unacceptable
4. Threatening or Violent behaviour or language
    4.1. Online, threatening or violent behaviour is less easy to identify.
    4.2. However, any communication that aims or causes fear of harm (physical or otherwise) in its recipient will be regarded in this context