



## **The King's Hospital Social Media House Rules**

Our social media channels are a way for us to keep you up to date with what's happening at The King's Hospital school.

We aim to make our social media accounts welcoming, inclusive and informative. We want to make sure the time you spend engaging with The King's Hospital school on social media is as enjoyable and safe as possible and so the following 'House Rules' are enforced across all our social media accounts.

### **We check every post**

We encourage polite and respectful conversations on our social media pages.

We want you to tell us what is on your mind but we reserve the right to remove any content that is deemed inappropriate by The King's Hospital school team. This includes, but is not limited to; vulgar language, disturbing photos, angry or aggressive behaviour toward fellow members of our social media community or our staff and students, violations of intellectual property law, anything illegal or that encourages people to act unlawfully, and anything that breaches another person's right to privacy.

If someone persists in offensive behaviour or continually violates any of our house rules, we will delete their comments and block that person from further participation.

### **Guidelines for engaging with The King's Hospital's Social Media Accounts**

- Only post information you are happy for everyone to see
- No abusive language - comments that are defamatory, abusive, racially offensive, threatening, profane, sexually oriented or homophobic; that could be discriminatory or promotes discrimination of any kind, or that may be considered as bullying or harassment
- No personal attacks - we want to hear your views about our school. Don't make personal attacks on any member of our staff or anyone else
- Don't post anything that could be considered defamatory or embarrassing, or damaging to an individual or organisation's reputation
- Anything illegal or that condones or encourages other people to act unlawfully will be deleted

- Advertising - we won't publish posts that contain advertising messages
- Don't share personal information - please don't enter your own or anyone else's personal details
- Don't post links or direct others to sites containing viruses, corrupted files, or anything that may cause damage to or interfere with computer hardware or software, or to material which is offensive, or may otherwise breach the terms of use of the relevant social media account
- If you have a complaint or issue, we will try to handle it as quickly as possible, and it is our policy to take the conversation away from social media to protect the privacy of all involved
- Please note, any discussions where specific staff or students of this school are named will be removed

## **Sharing from other Social Media Accounts**

The King's Hospital school will share content from other accounts from time to time, but this should not be considered an endorsement of the content or the account. We will RT and/or share content from other organisations only if we believe our social media community may find the information of interest or relevant.

## **Management of our Social Media Accounts**

Except for our own comments and messages, the views and opinions expressed on our social media accounts are the views and opinions of the person posting the information, and are not those of The King's Hospital school.

## **Answering Your Questions**

Every attempt will be made by us to respond to all your questions or comments. We'll be here to speak with you Monday to Friday between 9am and 4pm. It is our aim to respond to your questions, issues or comments publicly, however, if the information contained in your post is sensitive, we will contact you directly.

We endeavour to respond to all direct queries within 24 hours.