



Albury Wodonga Theatre Company Inc.

SOCIAL MEDIA POLICY

Version approved:

1. Policy overview and purpose

Social media is changing the way we communicate.

This policy has been developed to inform our community about using social media so people feel enabled to participate, while being mindful of their responsibilities and obligations. In particular, this policy provides practical guidance allowing all parties to benefit from the use of social media, while minimising potential risks and protecting those involved.

This policy assists to establish a culture of openness, trust and integrity in all online activities related to Albury Wodonga Theatre Company Inc.

This policy contains Albury Wodonga Theatre Company Inc guidelines for the Albury Wodonga Theatre Company Inc community to engage in social media use. It also includes details of breaches of the policy.

In circumstances where guidance about social media issues has not been given in this policy, we suggest you use common sense or seek out advice from those who have approved this policy.

2. Underlying principles

This policy complements Albury Wodonga Theatre Company Inc mission to promote opportunities for community members to participate in the performing arts in Albury-Wodonga. The organisation values the importance of promoting a culture of inclusiveness, fairness and diversity in its activities.

The committee of Albury Wodonga Theatre Company Inc is responsible for all matters related to this policy.

3. Coverage

This policy applies to all persons who are involved with the activities of Albury Wodonga Theatre Company Inc, whether they are in a paid or unpaid/voluntary capacity and including:

- members of Albury Wodonga Theatre Company Inc
- persons appointed or elected to Albury Wodonga Theatre Company Inc committees and sub-committees;
- employees of Albury Wodonga Theatre Company Inc;
- personnel including persons involved in productions as cast, creatives, production team, volunteers and others;

4. Scope

- a. **Social media** refers to any online tools or functions that allow people to communicate and/or share content via the internet.

This social media policy applies to platforms including, but not limited to:

- Social networking sites (e.g. Facebook, Twitter, LinkedIn, Google+, Pinterest, Yammer, etc)
- Video and photo sharing websites or apps (e.g. YouTube, Vimeo, Instagram, Flickr, Vine, Tik Tok, etc)
- Blogs and micro-blogging platforms (e.g. Tumblr, Wordpress, Blogger, etc)

- Review sites (e.g. Yelp, Urban Spoon, etc)
- Live broadcasting apps (e.g. Periscope, Meerkat, Facebook Mentions, etc)
- Podcasting (e.g. iTunes, Stitcher, Sound cloud, etc)
- Geo-spatial tagging (e.g. Foursquare, etc)
- Online encyclopaedias (e.g. Wikipedia, etc)
- Instant messaging (e.g. SMS, Skype, Snapchat, WhatsApp, Viber, etc)
- Online multiplayer gaming platforms (e.g. World of Warcraft, Second life, Xbox Live, etc)
- Online voting or polls
- Public and private online forums and discussion boards
- Any other online technologies that allow individual users to upload and share content.

This policy is applicable when using social media:

1. as an officially designated individual representing Albury Wodonga Theatre Company Inc on social media; and
2. if you are posting content on social media that might affect Albury Wodonga Theatre Company Inc's business, productions, services, events, sponsors, members, affiliates or reputation.

b. Using social media in an official capacity

You must be authorised by Albury Wodonga Theatre Company Inc before engaging in social media as a representative of Albury Wodonga Theatre Company Inc.

c. Using social media in a personal capacity

As a part of Albury Wodonga Theatre Company Inc's, community you are an extension of the Albury Wodonga Theatre Company Inc brand.

As such, the boundaries between when you are representing yourself and when you are representing Albury Wodonga Theatre Company Inc can often be blurred. This becomes even more of an issue as you

increase your profile or position within Albury Wodonga Theatre Company Inc. Therefore, it is important that you represent both yourself and Albury Wodonga Theatre Company Inc appropriately online at all times.

5. Guidelines

You must adhere to the following guidelines when using social media related to Albury Wodonga Theatre Company Inc or its business, products, productions, teams, participants, services, events, sponsors, members or reputation.

a. Use common sense

Whenever you are unsure as to whether or not the content you wish to share is appropriate, seek advice from others before doing so or refrain from sharing the content to be on the safe side.

When using social media, the lines between public and private, personal and professional, may be blurred. Remember, you are an ambassador for Albury Wodonga Theatre Company Inc.

b. Protecting your privacy

Be smart about protecting yourself and your privacy.

When posting content online there is potential for that content to become publicly available through a variety of means, even if it was intended to be shared privately. Therefore, you should refrain from posting any content online that you would not be happy for anyone to see, even if you feel confident that a particular individual would never see it.

Where possible, privacy settings on social media platforms should be set to limit access. You should also be cautious about disclosing your personal details.

c. Honesty

Your honesty—or dishonesty—may be quickly noticed in the social media environment. Do not say anything that is dishonest, untrue or

misleading. If you are unsure, check the source and the facts before uploading or posting anything. Albury Wodonga Theatre Company Inc recommends erring on the side of caution – if in doubt, do not post or upload.

Do not post anonymously, using pseudonyms or false screen names. Be transparent and honest. Use your real name, be clear about who you are and identify any affiliations you have.

If you have a vested interest in something you are discussing, point it out. If you make an endorsement or recommendation about something you are affiliated with, or have a close relationship with, you must disclose that affiliation.

The web is not anonymous. You should assume that all information posted online can be traced back to you. You are accountable for your actions both on and offline, including the information you post via your personal social media accounts.

d. Use of disclaimers

Wherever practical, include a prominent disclaimer stating who you work for or are affiliated with (e.g. member of Albury Wodonga Theatre Company Inc) and that anything you publish is your personal opinion and that you are not speaking officially. This is good practice and is encouraged, but don't count on it to avoid trouble – it may not have legal effect or protect you from breaches of this policy.

e. Reasonable use

If you are an employee of Albury Wodonga Theatre Company Inc, you must ensure that your personal use of social media does not interfere with your work commitments or productivity.

f. Respect confidentiality and sensitivity

When using social media, you must maintain the privacy of Albury Wodonga Theatre Company Inc's confidential information. This includes information that is not publically accessible, widely known, or not

expected to be shared outside of Albury Wodonga Theatre Company Inc.

Remember, if you are online, you are on the record—much of the content posted online is public and searchable.

Within the scope of your authorisation by Albury Wodonga Theatre Company Inc, it is perfectly acceptable to talk about Albury Wodonga Theatre Company Inc and have a dialogue with the community, but it is not okay to publish confidential information of Albury Wodonga Theatre Company Inc. Confidential information includes things such as details about litigation, unreleased production information and unpublished details about our casts, production teams, financial information and trade secrets.

When using social media you should be considerate to others and should not post information when you have been asked not to, or where consent has not been sought and given. You must also remove information about another person if that person asks you to do so.

Permission should always be sought if the use or publication of information is not incidental, but directly related to an individual. This is particularly relevant to publishing any information regarding minors. In such circumstances, parental or guardian consent is mandatory.

g. Gaining permission when publishing a person's identifiable image

You must obtain express permission from an individual to use a direct, clearly identifiable image of that person.

You should also refrain from posting any information or photos of a sensitive nature. This could include accidents, incidents or controversial behaviour.

In every instance, you need to have consent of the owner of copyright in the image.

h. Complying with applicable laws

Do not post or link to content that contains illegal or indecent content, including defamatory, vilifying or misleading and deceptive content.

i. Abiding by copyright laws

It is critical that you comply with the laws governing copyright in relation to material owned by others and Albury Wodonga Theatre Company Inc's own copyrights and brands.

You should never quote or use more than short excerpts of someone else's work, and you should always attribute such work to the original author/source. It is good practice to link to others' work rather than reproduce it.

j. Discrimination, sexual harassment and bullying

The public in general, and Albury Wodonga Theatre Company Inc's employees and members, reflect a diverse set of customs, values and points of view.

You must not post any material that is offensive, harassing, discriminatory, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate.

k. Avoiding controversial issues

If you see misrepresentations made about Albury Wodonga Theatre Company Inc in the media, you may point that out to a member of the Executive of Albury Wodonga Theatre Company Inc. Unless you are specifically authorised to do so, do not respond, comment or attempt to rectify the misrepresentation yourself.

l. Dealing with mistakes

If you make an error while posting on social media, be up front about the mistake and address it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses Albury Wodonga Theatre Company Inc of posting something improper (such as their copyrighted material or a defamatory comment about them),

address it promptly and appropriately and if necessary, seek legal advice.

m. Conscientious behaviour and awareness of the consequences

Keep in mind that what you write is your responsibility, and failure to abide by these guidelines could put Albury Wodonga Theatre Company Inc at risk.

You should always follow the terms and conditions for any third-party sites in which you participate.

n. Branding and intellectual property of Albury Wodonga Theatre Company Inc

You must not use any of Albury Wodonga Theatre Company Inc's intellectual property or imagery on your personal social media without prior approval from Albury Wodonga Theatre Company Inc.

Albury Wodonga Theatre Company Inc's intellectual property includes but is not limited to:

- trademarks
- logos
- slogans
- imagery which has been posted on Albury Wodonga Theatre Company Inc official social media sites or website.

You must not create either an official or unofficial Albury Wodonga Theatre Company Inc presence using the organisation's trademarks or name without prior approval from Albury Wodonga Theatre Company Inc.

You must not imply that you are authorised to speak on behalf of Albury Wodonga Theatre Company Inc unless you have been given official authorisation to do so by the Albury Wodonga Theatre Company Inc committee.

6. Policy breaches

a. Breaches of this policy include but are not limited to:

- Using Albury Wodonga Theatre Company Inc's name, motto, crest and/or logo in a way that would result in a negative impact for the organisation, clubs and/or its members.
- Posting or sharing any content that is abusive, harassing, threatening, demeaning, defamatory or libellous.
- Posting or sharing any content that includes insulting, obscene, offensive, provocative or hateful language.
- Posting or sharing any content that is a breach of any state or Commonwealth law.
- Posting or sharing any material to our social media channels that infringes the intellectual property rights of others.
- Posting or sharing material that brings, or risks bringing Albury Wodonga Theatre Company Inc, its affiliates, productions, officials, members, supporters or sponsors into disrepute. In this context, bringing a person or organisation into disrepute is to lower the reputation of that person or organisation in the eyes of the ordinary members of the public.

b. Reporting a breach

If you notice inappropriate or unlawful content online relating to Albury Wodonga Theatre Company Inc or any of its members, or content that may otherwise have been published in breach of this policy, you should report the circumstances immediately.

Breaches of this policy must be reported to the Secretary of the Albury Wodonga Theatre Company Inc, or if the breach involves the Secretary, the President of Albury Wodonga Theatre Company Inc or other member of the Executive.

c. Investigation

Alleged breaches of this social media policy may be investigated by the Executive of the Albury Wodonga Theatre Company Inc.

Where it is considered necessary, Albury Wodonga Theatre Company Inc. may report a breach of this social media policy to police.

d. Disciplinary process, consequences and appeals

Depending on the circumstances, breaches of this policy by members may be dealt with in accordance with the disciplinary procedure contained in the Constitution of the Albury Wodonga Theatre Company Inc.

Additionally, any employees of Albury Wodonga Theatre Company Inc, who breach this policy may face disciplinary action up to and including termination of employment.

e. Appeals

Any person who is sanctioned under a disciplinary process for breach of this policy may have a right of appeal under the Constitution of the Albury Wodonga Theatre Company Inc.

Other legal considerations that may be applicable include but are not limited to:

- Defamation
- Intellectual property laws, including copyright and trade mark laws, Privacy, confidentiality and information security laws
- Anti-discrimination laws
- Employment laws
- Advertising standards
- *Charter of Human Rights and Responsibilities Act 2006*
- *Information Privacy Act 2000*
- Equal opportunity laws
- Contempt of Court
- Gaming laws