Approved by:	Board of Trustees
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Review date *(no later than)*:	1 August 2027
Responsible for implementation:	Chief Executive
Responsible for interpretation:	Board of Trustees

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 St George's, 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 St George's, University of London (the University). Wherever this is the case, the policies and regulations of the University take precedent over this policy.

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

Web Conduct

1.5   This policy indicates the appropriate standard of conduct expected by the Union in interaction with the Union, its affiliated Student Groups, Elected Officers, and representatives.

1.6   This policy outlines general expectations for behaviour but also details a number of situations in which 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 whether:

(a)   there is a demonstrable need;
(b)   the request is sustainable or does it have an exceptional circumstance; and
(c)   whether the request sets 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. Email accounts must be used in accordance with the Union's Data Protection Policy.

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

3.2 The placing of an individual's name on an account will only be considered where a clear representational benefit can be demonstrated.

3.3 Password resets and other measures pertaining to the security of an account will only be provided for the appropriate holder of the account in addition to an annual password reset at the beginning of an officer's term in office.

3.3.1 Student Groups will receive accounts and security resets for the President, Finance Officer or Communications Officer of the Student Group only.

3.3.2 A high incidence of 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 other inconsistency, for example.

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 The Union advises against the use of Non-Union e-mail accounts for Union correspondence.

3.7 Exceptions may be made if the non-Union email account use is necessitated, for example, for the storage of e-mails, for access to media sharing such as Dropbox or Google Drive, for historical reasons, or for exceptional circumstances, providing such use can be shown to comply with the Union's data protection policy.

3.8 Non-Union accounts for which permission is given for Union correspondence will be identified in a register and kept in Union records for the period in which they remain active.

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.	Web space will be dedicated to certain areas of Union activity, for which responsibility will be given to the lead staff member for 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 will be granted access to an external 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	The Union operates on a principle of user safety, which means that the Union will uphold a policy of protecting its users' safety from abusive, harmful, discriminatory, and otherwise derogatory conduct on any of its web-based platforms including but not limited to;

(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

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DAY BETTER

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   The Union acknowledges that the effect of written communication and its repercussions may be unclear to both the source authors and their audience in online forums. The Union will expect any individual holding a position of responsibility within its organisation to give due and careful consideration to any communications conducted as part of Union activities through web-based platforms to minimise the risk of such communications being misinterpreted, misunderstood, or otherwise construed or received as Harassment, Discrimination, Abuse, Hate-Speech, or harmful malconduct in any other way.

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