



**ICE HOCKEY AUSTRALIA**

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# **SOCIAL MEDIA POLICY (Use of Social Media)**

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**VERSION 04**

**December 2019**

## **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. 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 Ice Hockey Australia.

This policy contains Ice Hockey Australia guidelines for the Ice Hockey Australia 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 Ice Hockey Australia's core values and behaviours:

- Physical and mental HEALTH AND WELLBEING through ice hockey
- Hard work, determination, teamwork and the pursuit of EXCELLENCE on and off the ice.
- A positive ice hockey experience in a SAFE, sportsmanlike environment.
- The importance of acting with honesty and INTEGRITY at all times.
- INCLUSIVE Ice Hockey opportunities

## **3. Coverage**

This policy applies to all persons who are involved with the activities of Ice Hockey Australia, including players, coaches, officials, volunteers, board members or spectators in a paid or unpaid/voluntary capacity and including:

- members, including life members of Ice Hockey Australia
- persons appointed or elected to IHA boards, committees and sub-committees;
- employees of Ice Hockey Australia;
- support personnel, including managers, physiotherapists, psychologists, masseurs, sport trainers and others;
- coaches and assistant coaches;
- athletes;
- referees and other officials;
- member associations
- spectators

#### 4. Scope

**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, 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 as:

1. an officially designated individual representing Ice Hockey Australia on social media; and
2. if you are posting content on social media in relation to Ice Hockey Australia that might affect Ice Hockey Australia's business, standing, products, services, events, sponsors, members or reputation.

NOTE: This policy does not apply to the personal use of social media where it is not related to or there is no reference to Ice Hockey Australia or its business, competitions, teams, participants, products, services, events, sponsors, members or reputation. However, any misuse by you of social media in a manner that does not directly refer to Ice Hockey Australia may still be regulated by other policies, rules or regulations of Ice Hockey Australia.

#### ***Using social media in an official capacity***

You must be authorised by the IHA Board before engaging in social media as a representative of Ice Hockey Australia. Be that as a portfolio director or any national team.

To become authorised to represent Ice Hockey Australia in an official capacity, you must have completed: <https://esafety.gov.au/esafety-information/games-apps-and-social-networking>

As a part of Ice Hockey Australia's, community you are an extension of the Ice Hockey Australia brand.

As such, the boundaries between when you are representing yourself and when you are representing Ice Hockey Australia can often be blurred. This becomes even more of an issue as you increase your profile or position within Ice Hockey Australia. Therefore, it is important that you always represent both yourself and Ice Hockey Australia appropriately online .

## 5. Guidelines

You must adhere to the following guidelines when using social media related to Ice Hockey Australia or its business, products, competitions, teams, participants, services, events, sponsors, members or reputation.

### Use common sense

Whenever you are unsure as to whether 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 Ice Hockey Australia.

### 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.

### 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. IHA 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.

### Use of disclaimers

Wherever practical, include a prominent disclaimer stating who you work for or are affiliated with (e.g. member of Ice Hockey Australia) 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.

### Respect confidentiality and sensitivity

When using social media, you must maintain the privacy of Ice Hockey Australia's confidential information. This includes information that is not publicly accessible, widely known, or not expected to be shared outside of your team, club or association before IHA has made official announcements.

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 Ice Hockey Australia, it is perfectly acceptable to talk about Ice Hockey Australia and have a dialogue with the community, but it is not okay to publish confidential information of Ice Hockey Australia. Confidential information includes things such as details about litigation, unreleased product information and unpublished details about our events and programs not yet publicly announced.

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.

### 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. This is especially important where the subject is under 18.

### 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.

### Abiding by copyright laws

It is critical that you comply with the laws governing copyright in relation to material owned by others and Ice Hockey Australia'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.

### Discrimination, sexual harassment and bullying

The public in general, and Ice Hockey Australia'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. There is a clear difference between engaging in constructive dialogue, which is acceptable and encouraged. Asking genuine questions is encouraged.

When using social media, you may also be bound by Ice Hockey Australia's values and Anti-Discrimination, Harassment and Bullying Policy.

### Avoiding controversial issues

Within the scope of your authorisation by Ice Hockey Australia, if you see misrepresentations made about Ice Hockey Australia in the media, you may point that out to your president, secretary or the IHA Office so that an official capacity can deal with correcting the record. Always do so with respect and with the facts. If you speak about others, make sure what you say is based on fact and does not discredit or belittle that party.

### 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 IHA 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.

### 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 your membership to participate in Ice Hockey Australia events at risk.

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

### Branding and intellectual property of Ice Hockey Australia

You must not use any of Ice Hockey Australia's intellectual property or imagery on your personal social media without prior approval from IHA or your State Association.

Ice Hockey Australia's intellectual property includes but is not limited to:

- trademarks
- logos
- slogans
- imagery which has been posted on Ice Hockey Australia official social media sites or website.

You must not create either an official or unofficial Ice Hockey Australia presence using the organisation's trademarks or name without prior approval from Ice Hockey Australia, this includes national team pages for overseas tournaments. IHA wishes to control this so that our delivery of content on national teams is consistent and to a professional standard.

You must not imply that you are authorised to speak on behalf of IHA unless you have been given official authorisation to do so by IHA Board.

Where permission has been granted to create or administer an official social media presence for Ice Hockey Australia, you must adhere to the Ice Hockey Australia Branding Guidelines. Please contact the IHA Communications and Marketing portfolio officer for further information.

## **6. Policy breaches**

Breaches of this policy include but are not limited to:

- Using Ice Hockey Australia'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, which if said in person during the playing of the game would result in a breach of the rules of the game.
- Posting or sharing any content in breach of Ice Hockey Australia's anti-discrimination, racial discrimination, sexual harassment or other similar policy.
- 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 Ice Hockey Australia, its affiliates, its sport, its officials, members 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.

### Reporting a breach

If you notice inappropriate or unlawful content online relating to Ice Hockey Australia or any of its members, or content that may otherwise have been published in breach of this policy, you should report the circumstances immediately.

It is recommended that you contact either, IHA Communications portfolio or IHA Office.

Further information about reporting breaches:

- For a complaint about the misuse of social media relating to a match or competition that occurs either prior to, during, or after a game; refer to the IHA Code of Conduct.
- For a complaint about the misuse of social media that is general in nature and/or ongoing and does not apply to a particular game; refer to the IHA Code of Conduct.

### Investigation

Alleged breaches of this social media policy may be investigated according to Ice Hockey Australia's Member Protection Policy.

Where it is considered necessary, Ice Hockey Australia may report a breach of this social media policy to police.

### Disciplinary process, consequences and appeals

Depending on the circumstances breaches of this policy may be dealt with in accordance with the disciplinary procedure contained in the Ice Hockey Australia's Member Protection Policy.

### Appeals

Any person who is sanctioned under a disciplinary process for breach of this policy may have a right of appeal.

### Related policies

- Code of Conduct
- Anti-Discrimination, Harassment and Bullying Policy
- Acceptable IT use Policy
- Member Protection Policy
- Grievance Policy
- Child Protection Policy
- Data Protection Privacy Policy, including opt-in consents
- Appeals & Resolution Procedures Policy

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



Miranda Ransome – IHA President

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