



## WhatsApp Policy

WhatsApp is a very public way of enabling us as a Church community to share and communicate with one another. STB uses WhatsApp group chats for various groups and ministry teams as it is a great way of communicating in an immediate, interactive and conversational way. As with all social media if users do not apply the same common sense, kindness and sound judgement that they would use in a face-to-face encounter there is the potential for abuse.

All official STB WhatsApp groups are part of the "STB Grange Park" community banner. This is a feature of WhatsApp, and our control of the community settings is limited to that allowed by WhatsApp, to find out more please visit [www.whatsapp.com/community](http://www.whatsapp.com/community). This means that if you are part of any STB WhatsApp group, you automatically join the community and can see which other groups are available within the community. There is a very limited ability (profile picture only) for those not part of a specific group to see who is part of it, once they have joined the community.

By joining one of the STB WhatsApp groups, we expect you to follow our **big 6** guidelines:

1. **Kind** – Treat others how you would wish to be treated.
2. **Respectful** – Do not post or share content that is explicit, inflammatory, hateful, abusive, threatening or otherwise disrespectful.
3. **Relevant & Appropriate** – Consider if your message is relevant to the church community and which group it is appropriate for.
4. **Responsibility** – You are accountable for what you do, say and write. Shared content is public and permanent.
5. **Safeguarding** – Images of children must not be shared on any group without the explicit permission of the parents.
6. **GDPR** – Do not post sensitive or confidential information.

### **Issue Reporting**

In most cases, where the issue is minor, direct engagement by the individual to the offending party should be sufficient to resolve. For more serious or persistent issues then group admins should be approached, who can then escalate as required to leadership.

The leadership team may act if they receive complaints or spot inappropriate, unsuitable or offensive content posted to any STB WhatsApp group. This may include deleting comments or in extreme cases removal of users. Final resolution and appeals decisions will be taken by our church leader Ben Gardner, [ben@stbgrangepark.org](mailto:ben@stbgrangepark.org), 07923 879392, unless conflicted.

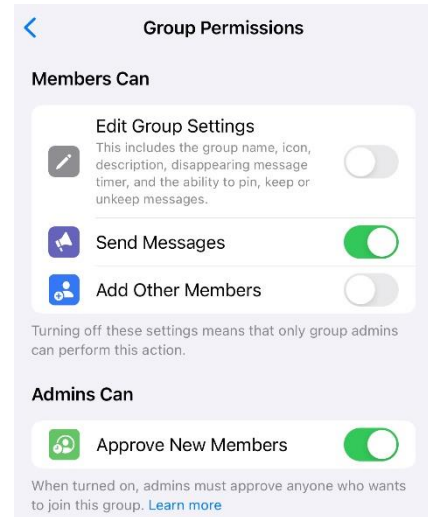
**Group Admins**

Each group must have a minimum of two admins (18+ years) assigned. Where the two admins are in a significant relationship a third must also be assigned. Group admins assume leadership and monitoring responsibility for the conduct of the group, ensuring the big 6 above are adhered too. Group admins are responsible for:

- Taking an active and pro-active leadership role for the conduct of the group.
- Writing and maintaining the group description.
- Generating the group logo in consultation with STB's Social Media lead.
- Controlling membership.

**Group Permissions**

Admins must ensure the group permissions are set as such. Additionally disappearing messages should not be used except for community announcements.







**Group Descriptions**

Every STB group must have a clear and concise description to ensure that the group's purpose is clear to active and prospective members.

**Branding**

Each group in the community is branded with an STB logo. These logos are color-coded for your convenience:

Color	Meaning
 Green	General Interest
 Yellow	Kids Ministry Focused

Color	Meaning
 Gray	STB Ministry Teams
 Black	STB Leadership

**Creating New Groups**

STB Grange Park community has grown from a single chat group into a multitude of topic-based groups catering to the wide array of our members' interests and passions. We are keen for this organic growth to continue. If you wish to start a new group, then please discuss your idea with the church leadership team in the first instance.