

Communication Policy

The widespread availability and use of social media applications bring opportunities to engage and communicate in new and exciting ways. It is important that we can use these technologies and services effectively, fairly and responsibly to keep members informed and connected, and to promote the enjoyment of water sports. Processing of personal data in these social media applications shall comply with GDPR, meaning that data will be used for club communication and for emergencies and only held for the duration of membership. Cross reference Privacy Policy.

Facebook

- The Club Facebook page is a public, outward facing social media platform. It is used to promote our activities and values and to strengthen connections within the community and beyond into national and international water sports communities. This is not the place to air grievances or make complaints. This should be done by email or in person, directly to a committee member, as per Code of Conduct Policy.
- Anyone who does not wish to have photos of themselves shared on the Club Facebook page should let their crew know at the start of the event. Whilst it is not always possible to avoid photos being taken from a distance, reasonable attempts shall be made to delete photos at the earliest opportunity if a request is made.

Whatsapp

- The FWSC Chat is a members only space for informal communication about water sports activities and weather checks.
- If an issue arises that relates to a single club member, the member should be messaged privately, rather than on the club chat.
- The OOD chat is used for OODs to cross reference on weather and sea conditions, to report damage or incidents and to support each other in ensuring the safety of club members and the

respectful use of club craft. It can also be used by the Rowing Captain to communicate new information or reminders to OODs.

- The FWSC committee chat is for informal communication and reminders. Club decisions will not be made on Whatsapp. Any decisions should be made via email or committee meeting.
- Other temporary chats may be created for the purpose of organising specific events. These will be deleted when they are no longer required.
- Individuals are encouraged to check that their Whatsapp Privacy settings and notifications reflect their personal preferences.
- Whatsapp lists will be updated dynamically and reviewed annually to reflect current membership.

Spond

- Spond is a booking system used for organising club events. Committee members and OODs are admins on Spond and are able to use the app to invite club members to an event. When spaces are limited, the app uses a first in first served approach, with a waiting list.
- Information relating to an event, before or after the event, including Strava records, should be stored in the comments section of the event. This allows admins to search for information such as members participating and distance rowed, easily and conveniently.
- Communication on Spond should be limited to information relating to the event but not general chit-chat.
- Spond stores important information such as dates of birth and emergency contacts if individuals choose to enter them. Emergency contact details are available to all members for instant access if required. Other information is available to OODs who may need the information when organising events.
- The Spond list will be updated dynamically and reviewed annually to reflect current membership.

Emails

- Members shall be notified of club matters and whole club events via email.

- To be GDPR compliant, mailing lists shall be held and used only by the club secretary and the membership secretary.
- Mailing lists shall be deleted from people's personal records when they step down from post. The mailing list will be updated dynamically and reviewed annually to reflect current membership.
- If any member wishes to email the full membership, this shall go through the club secretary who will forward the message using blind carbon copy (bcc) to keep personal data private.