



## **SUPERIOR NORTH VOLLEYBALL CLUB Media & Online Communication and Personal Information Protection Policies**

### **Media & Online Communication Policy**

Superior North Volleyball Club (SNVC) understands that advancements of technology are enabling new forms of social interaction and social media is a popular communication tool for athletes, parents and coaches. SNVC is also aware that social media is a venue where inappropriate behavior and misconduct can occur. The following policies are meant to ensure the appropriate use of social media and online communication.

#### **Media Releases (Newspaper write-ups, Radio and/or Telephone Interviews, etc.)**

Any Club member submitting a newspaper write up and/or conducting any type of interview, must obtain Board approval.

#### **Texting, Email and Similar Electronic Communications**

TeamSnap is expected to be used as the primary communication tools by all SNVC members. If it is necessary for a coach or staff member to send a direct text message or email to an athlete, the following guidelines must be followed:

- A parent/guardian must be copied.
- It must be signed to ensure clarity on whom or what organization is sending the message. Using only the number or email address for identification is not sufficient.
- It should be non-personal and for communicating information about team activities.
- It should never include or contain offensive, sexual or inappropriate language or photos.
- The time of day and the number of messages sent should be considered.
- Records should be kept of every coach's current cell number and email address.

When an athlete feels the need to contact a coach or a Board member, TeamSnap is expected to be used. If unable to connect to TeamSnap and a text or email is needed to communicate, the following guidelines must be followed:

- A parent/guardian must be copied.
- It should be sent only with information regarding the organization or team or Club activities.

#### **Social Media (Facebook, Twitter, Blogs and Similar Sites)**

- Coaches are not to have contact with athletes on any social media site.
- Athletes must request permission from Club members or athletes prior to posting pictures and/or videos on social media. Pictures and/or videos that can be hurtful or embarrassing are not to be posted. The use of any device of recording or transmitting visual images is strictly prohibited in showers, restrooms, changing rooms or other areas where participants expect privacy.
- Protecting the identity and privacy of all SNVC athletes is required.
- Do not post names, photos or identifying information at any time.
- Athletes and parents can "friend" the official SNVC page. The communication must be open, transparent and professional in nature and for communicating information about the Club activities.
- Social media sites should not be used to abuse or criticize the organization, members or athletes.

## **Personal Information Protection Policy**

Superior North Volleyball Club (SNVC) is committed to safeguarding the personal information entrusted to us by our members. This privacy statement outlines the practices we follow in protecting personal information.

This privacy statement applies to SNVC and to any person providing services on our behalf. A copy of this privacy statement is provided to any member on request.

### **What is personal information?**

Personal information means information about an identifiable individual. This includes an individual's name, home address and phone number, age, sex, marital or family status, an identifying number, financial information, educational history, etc.

### **What personal information do we collect?**

We collect only the personal information that we need for the purposes of providing services to our members, including personal information needed for communication, promotion, and risk management.

We normally collect member information directly from our members. We may collect your information from other persons with your consent or as authorized by law.

We inform our members, before or at the time of collecting personal information, of the purposes for which we are collecting the information. The only time we do not provide this notification is when a member volunteers information for an obvious purpose (i.e. producing a credit card to pay a membership fee when the information will be used only to process the payment).

### **How do we safeguard personal information?**

We make every reasonable effort to ensure that personal information is accurate and complete. We rely on individuals to notify us if there is a change to their personal information that may affect their relationship with SNVC. If you are aware of an error in our information about you, please let us know and we will correct it on request wherever possible. In some cases, we may ask for a written request for correction.

We protect personal information in a manner appropriate for the sensitivity of the information. We make every reasonable effort to prevent any loss, misuse, disclosure or modification of personal information, as well as any unauthorized access to personal information.

We use appropriate security measures when destroying personal information, including shredding paper records and permanently deleting electronic records.

### **Resources**

- Ontario Volleyball Association Governance - <https://www.ontariovolleyball.org/governance>

### **Questions and/or Concerns**

If you have a question or concern about any collection, use or disclosure of personal information by SNVC, or about a request for access to your own personal information, please contact SNVC at [snvctbay@gmail.com](mailto:snvctbay@gmail.com).