



Football Family Ltd: Electronic Communications Policy

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Policy	006	01.08.23	31.07.24	C.Parry

Positional Statement and Scope

Most Football Family, including staff, learners, volunteers and visitors, use email, instant and social media messaging, text messaging and other electronic communication apps. Staff, learners, and volunteers who are or who may be provided with an official Football Family email address should not consider themselves owners of the account. All official email addresses must be used for official Football Family business (only) and may not be used for the personal ease or benefit of the user, without prior written consent from the Managing Director.

All users must therefore understand and accept their responsibilities whilst using Football Family communications including email, computers (including assigned laptops and tablets), mobile phones and any other electronic device (including personal) that is connected to the company network.

Definition of Terms

For the purposes of this policy, some definition of terms has been provided below. If at any point you are unsure about specific aspects of this policy, it is your responsibility to seek clarification from the Managing Director until you feel comfortable in your understanding of expectations and responsibilities with regards to electronic communications.

Term	Definition
Electronic Communications	Electronic communications refers to all communications made via software or device that is connected to the internet, specifically the Football Family network.
Consent	Consent refers to the permission obtained to perform specific actions. All consent must be obtained in writing.

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Transmit	To transmit something refers to the transmission / broadcasting/sending of electronic communications.
Electronic Device	Electronic device refers to any device that can be connected, whether it is or is not, or a device with the purpose of enabling communications.
Network	Network refers to the network which Football Family operates on, including internet and email management.
VPN	VPN refers to a Virtual Private Network, when a VPN is extended across a public network, it allows the user to operate / browse securely.
User	The user is the individual controlling or using the electronic device, communications, or services.

Use and Privacy

All official Football Family emails must follow the same format as seen below. There are no exceptions to this.

Example: name.surname@footballfamily.org.uk

Important issues and aspects to note are:

- Official email accounts must only be used to distribute work / study / official Football Family related information that is considered necessary and appropriate for the individual's role.
- Email accounts must never be used for commercial, personal, or political purposes.
- Users do not have a right of privacy to the information transmitted or stored on Football Family owned information technology resources, including email accounts, network storage and desktop / laptop accounts.

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- Email records and stored information are subject to review. This includes deleted data that still resides in the company network backup and storage.
- Football Family secure servers operate an automated filtering system, to eliminate unwanted junk emails. Occasionally, a valid email may be rejected.
- Accounts and devices can be used for fundraising purposes, but consent must be obtained (in writing) from the Managing Director.
- Prohibited content such as political messages, bullying and harassment messages or obscene messages or images must not be transmitted or stored using the Football Family email accounts, electronic devices, or network.

Termination or Leave of Post

Upon leaving Football Family, whether this is voluntary / planned or otherwise, all staff, learners and volunteers must immediately return all Football Family owned electronic devices including mobile phones, laptops and tablets. All access to emails, electronic folders and storage will be revoked and access to the Football Family network (including VPN) will be terminated.

In cases where the individual has been suspended or is placed on garden leave, the above rules will be applied. Exceptions to access can be granted but prior written consent must first be obtained by the Managing Director.

Breach of Policy

Any staff member, learner, volunteer, visitor, or partner found to be in breach will be subject to disciplinary action where appropriate and in more severe cases, legal action may be taken. External organisations such as social services will be involved in instances whereby learners are directly affected.

Policy Reviews

This Policy will be renewed annually.

For further information or to discuss any concerns regarding this, or any of our other Policies and Procedures, please contact: info@footballfamily.org.uk