



Scout Group Contact Management Policy (OSM)

Areley Kings (WF18) Scout Group

Approved by: Andrew Rawlinson (Group Lead Volunteer)

Date: 25th October 2025

Review Date: October 2026

Purpose

This policy defines who is authorised to make changes to contact details and family relationships in Online Scout Manager (OSM).

It ensures that the Scout Group maintains accurate and secure contact information, while protecting leaders and volunteers from being drawn into family or custody disputes.

Policy Overview

- Each youth member registered in OSM will have one designated Primary Contact.
- The Primary Contact is the only person authorised to:
 - Update their own contact details (address, phone, email).
 - Update the young persons details (address, medical details etc)
 - Add or remove a Secondary Contact (e.g., another parent or guardian).
- Leaders and administrators must not make or accept changes to contact details on behalf of parents or guardians.
- The Secondary Contact, once added, will have viewing access to the child's records but cannot alter the Primary Contact's details.

Responsibilities of the Primary Contact

- The Primary Contact is responsible for ensuring that their personal details and any Secondary Contact information are correct and up to date in OSM.
- The Primary Contact is encouraged to review these details at the start of each term.
- While the Scout Group facilitates communication through OSM, it is not responsible for mediating disagreements between parents or guardians regarding contact details or access.

Role of Leaders and Administrators

- Leaders and section administrators must not update or edit parental contact details unless explicitly authorised by the Group Scout Leader (GSL) in exceptional safeguarding or legal circumstances.
- Leaders are instructed to refer any requests for changes directly to the Group Administrator or GSL without discussion or comment.
- Leaders and volunteers must remain impartial and avoid involvement in family disputes.

Exceptional Circumstances

In cases involving safeguarding, legal instructions, or court orders:

- Any change to contact details or access rights must be authorised by the Group Leader Volunteer in consultation with the District Lead Volunteer (if required).
- The GLV must retain a record of the reason for the change, along with any supporting documentation (e.g., a copy of a court order or formal request from a local authority).

Data Protection and Privacy

- All personal data will be handled in line with the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR).
- The Scout Group will ensure that only authorised individuals (the Primary Contact and designated leaders) have access to sensitive contact information.
- Records of contact changes will be auditable through OSM for accountability and compliance.

Policy Rationale

This policy exists to:

- Protect leaders and volunteers from being placed in the middle of personal or legal disputes.
- Ensure consistent, secure, and traceable management of member contact data.

- Support accurate communication with families while respecting privacy and legal frameworks.

Enforcement and Review

- The Group Lead Volunteer is responsible for ensuring compliance with this policy.
- Breaches of this policy may result in access restrictions to OSM for leaders or parents.
- The policy will be reviewed annually by the Executive Committee or whenever OSM processes change.

Revision History

Version 1		
Created by A. Rawlinson		
First draft		
25/10/2025		
