SISEAP WhatsApp Community Policy

1. Purpose

The SISEAP WhatsApp Community provides an accessible way for members to receive Federation information, connect with one another, share ideas and support SISEAP programmes and projects.

This Policy establishes how the Community is managed and administered to ensure it remains useful, inclusive and appropriately governed.

2. Policy Position

The WhatsApp Community is an official supplementary communication channel. It does not replace SISEAP's established communication, governance or record keeping processes.

Formal notices, elections, approvals, financial instructions, safeguarding matters, complaints and official decisions must continue to follow SISEAP's governing documents and approved procedures.

Members who choose not to use WhatsApp must not be disadvantaged. Important Federation information must remain available through appropriate existing channels.

3. Community Structure

The initial Community will comprise three groups:

Group	Purpose	Posting
Announcements	Official Federation information, events and updates	~~Administrators~~HQ/communications
SISEAP Member Connect	Introductions, member discussions, questions and peer support	~~Members~~Memberhsip Convenor
Programmes & Projects	Programme ideas, resources, achievements and collaboration	~~Members~~Programme Convenor
General	Member socialisation and connection	Communications Convenor

~~collaboration~~

Each group must have a clear description explaining its purpose and appropriate use.

Additional groups should be created only where there is a demonstrated member need.

Posts in discussion groups must not automatically be treated as official SISEAP positions.

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4. ~~Governance and~~ Administration

The Community~~y~~ will be established using the official SISEAP Headquarters mobile number. SISEAP retains ownership and administrative control, including when personnel or office-holders change.

~~At least two~~ SISEAP will appoint Communications Convenor as the Administrator , who may appoint someone from the Communications Committee as an Administrator of the What's App Group ~~approved administrators should be appointed to ensure continuity.~~

The SISEAP Member Connect Administrator will be the Membership Convenor, the Membership convenor may appoint someone from the Membership Committee.

The Programme and Projects Community Administrator will be the Programme Convenor , the Preogramme convenor may appoint someone from the Programme Committee.

Include here above Communications Community …….

Administrators are responsible for:

- Managing group settings, membership and invitation links. - ~~Sharing~~
- Sharing official information through the appropriate group.
- Providing joining guidance and directing administrative enquiries.
- Addressing inappropriate content and referring significant concerns.
- Escalating complaints, privacy incidents and serious conduct issues through the appropriate SISEAP process.
- Adjusting group messaging settings to admins only, as a temporary measure during heated disputes, or when inappropriate content is being actively circulated, to allow time for review and cooling down.

Administrators must act within their delegated authority. The Board retains overall governance oversight, subject to SISEAP's governing arrangements.

5. Membership and Registration

Participation is voluntary and intended for eligible SISEAP members and any other participants specifically authorised by SISEAP.

Before joining, members must be informed of the Community's purpose, the role of administrators, relevant privacy limitations and the applicable rules.

Members must complete the approved Registration and Acknowledgement Form and acknowledge the Community Policy and Code of Conduct before access is granted, subject to any approved transitional arrangements.

Administrators must ensure membership remains appropriate, manage invitation links carefully and remove access when a person is no longer eligible or authorised to participate.

Members may leave the Community at any time.

6. Code of Conduct and Moderation

All members must comply with the separate SISEAP WhatsApp Community Code of Conduct.

The Code of Conduct sets out expected behaviour, unacceptable conduct, privacy and responsible sharing requirements, and possible consequences for breaches.

Administrators may address routine issues, remove inappropriate content and restrict or remove participation where authorised and necessary to protect members or the Community.

Significant or disputed matters must be referred to the appropriate SISEAP officer or governance process. Complaints must be handled fairly, and an appropriate review process must be available for significant decisions.

Complaints involving an administrator must be referred to an alternative designated SISEAP contact.

7. Privacy and Information Management

Members and administrators must respect privacy and share only information appropriate for the intended audience

Members must be reminded that WhatsApp messages, photographs and other content may be copied, forwarded or captured by recipients. Complete confidentiality cannot be guaranteed.

Commented [CJ1]: This may need further expansion to state that members must ensure that the have the necessary permission before sharing phots or documents. By sharing project content in these discussion groups, member agree that siseap may feature these acheivements in official communications , unless requested otherwise.

The Community must not be used to store sensitive personal information, confidential case details, passwords, financial credentials or identity documents.

SISEAP must maintain appropriate safeguards for registration records and other personal information, including restricted access, secure storage and appropriate retention and disposal arrangements.

Suspected privacy or security incidents must be reported promptly to the designated SISEAP contact and handled through the relevant SISEAP procedures.

Members joing the Whats App community, should be aware that their mobile phone nos may be displayed to other member of the group of each community.

8. Records and Continuity

WhatsApp is a communication channel, not SISEAP's official record keeping system.

Formal decisions, approvals, commitments and official documents arising from discussions must be recorded in the appropriate SISEAP minutes or repository.

SISEAP must maintain appropriate records of membership, acknowledgements, access changes and significant moderation decisions or incidents.

Administrator access and account arrangements must be managed to maintain continuity and organisational control.

9. Monitoring and Review

The designated SISEAP ~~committee, officers and Headquarters~~ administration will monitor the Community proportionately to ensure it remains useful, accessible and appropriately managed.

The initial reviews, after three and six months, should consider:

-Member feedback, participation and accessibility.

- Privacy, safety and conduct concerns.
- Membership and invitation-link management.
- Clarity of group purposes and posting arrangements.
- Administrative workload and moderation needs.
- Whether official information and decisions are being recorded appropriately.

Significant risks must be escalated through the appropriate SISEAP process. Where necessary, SISEAP may adjust settings, reset invitation links, restrict or pause a group, or suspend the Community while a concern is assessed.

10. Implementation and Approval

Before full implementation, SISEAP must ensure that:

- The Policy and Code of Conduct have been approved by the appropriate authority.
- The Registration and Acknowledgement Form and membership register are ready for use.
- Administrators have been appointed and their responsibilities confirmed.

- Appropriate privacy, moderation and incident-handling arrangements are in place.
- Members receive clear joining instructions and relevant information.

This Policy and its related documents must be reviewed and updated when necessary. Amendments must be approved by the appropriate SISEAP authority.

Disclaimer

Do we need a disclaimer regarding **External Links & Content Disclaimer:** Add a brief disclaimer stating that SISEAP is not responsible for the content of third-party external links or advice shared

by individual members within the peer discussion groups (*SISEAP Member Connect* and *Programmes & Projects*)

Related Documents

1. SISEAP WhatsApp Community Code of Conduct.
2. SISEAP WhatsApp Member Registration and Acknowledgement Form.
3. Relevant SISEAP governing documents and applicable privacy and complaints procedures.