



Policy for Croquet Online

1. Purpose:

The purpose of this policy is to set out the Croquet Association's requirements relating to use of its technology, media channels and systems and to help empower Members to participate, to represent croquet and share optimistic and positive conversations about croquet.

2. Scope:

- 2.1. This policy applies to Users of all Croquet Association systems, media channels and technology wherever their geographic location. The Croquet Association intends to seek reciprocal arrangements with other croquet associations to achieve alignment of policy across all geographic domains.
- 2.2. The term "Member" means a member of the Croquet Association.
- 2.3. The term "User" means Members and anyone using any Croquet Association system, media channel or technology to communicate in a personal capacity or on behalf of the Croquet Association. This includes those with direct access to any Croquet Association system, media channel or technology or those using their own devices to access Croquet Association media channels from home or elsewhere.
- 2.4. All Users must comply with this policy and each person is responsible for their own compliance.
- 2.5. The term "Senior CA Official" in this document includes the Chairman of Council, the Chairman of the Executive Board, the Honorary Secretary and the Marketing Director

3. Requirements:

Whether using Croquet Association systems for professional or personal purposes the following rules apply in all cases:

- 3.1. Croquet Association systems must not be used for conveying messages that may be considered defamatory, derogatory, obscene, harassing or discriminatory or are otherwise abusive or inappropriate.
- 3.2. Users must not post online, electronically send or circulate potentially contentious information about an individual or organisation without first checking that the content is accurate and checking that the material to be released is acceptable by receiving sign-off from a Senior CA Official.
- 3.3. Users are expected to have good judgement around what content or behaviour may be deemed inappropriate or offensive. Deliberate accessing and/or sharing of inappropriate or offensive material is unacceptable and will not be tolerated. Content or behaviour considered unacceptable includes but is not limited to:
 - Pornography, sexually explicit material or language
 - Discriminatory material or language of any kind
 - Discriminatory jokes, video files, music files, cartoons

- Illegal activity of any kind
- Sites promoting extreme behaviour or beliefs
- Deceptive or deliberately misleading information
- Bullying or harassment
- Causing upset or offence
- Abuse or obscenity
- Violation of intellectual property rights
- Violation of laws and regulations
- Spamming
- Discrimination on grounds of the protected characteristics

4. Confidentiality

Confidential communications shall be clearly labelled as such and Users are reminded that electronic communication carries with it a significant risk of breach of confidence and risk of forwarding or editing of material without permission.

5. Data Protection and Copyright

5.1. Users shall be aware of their obligations under the Data Protection legislation with respect to personal, commercially sensitive or otherwise confidential information; if you are in doubt seek guidance from a Senior CA Official and/or refer to the Croquet Association's advice on data protection (GDPR).

5.2. Users must ensure that copyright laws are not infringed by the downloading or circulation of material. Photographs and text on the internet should be presumed to be covered by copyright restrictions unless stated otherwise. The permission of the photographer or copyright holder shall always be obtained before using material.

6. Monitoring

6.1. The Croquet Association may, from time to time, monitor its systems, media channels and technology to ensure Users are compliant with this policy and it will act if necessary.

6.2. The Croquet Association may at any time, without notice, remove content or withdraw a User's access to its technological hardware and systems; although the User will have the right to appeal (see paragraphs 8.3 and 8.4)

6.3. Misuse of the Croquet Association's technology, media channels or systems may lead to legal action against a User or the Croquet Association.

7. Online Complaints Procedure

- 7.1. Users, Members and officials of the Croquet Association may report breaches, or perceived breaches, of this policy as a direct message to the platform administrator or by e-mail to online-complaints@croquet.org.uk
- 7.2. A Member may make a formal complaint by email or in writing to the Hon. Secretary which will be dealt with in accordance with the CA Complaints Procedure.
- 7.3. A report of a breach of this policy involving a Member may be escalated to a formal complaint by either party at any time.
- 7.4. Complaints made by Members that are deemed malicious or deliberately intended to harm others may give rise to a conduct complaint against the malicious complainant which will be dealt with in accordance with the CA Complaints Procedure.

8. Remediation process

- 8.1. A report of a breach of this policy will be reviewed by the platform administrator, the Marketing Director or the Chair of the Marketing Committee who will act quickly to remove the subject material from public view having first taken a screen grab of the material to aid further investigation.
- 8.2. An investigation by one or more Senior CA Officials acting together may result in the user:
 - being exonerated, in which case the material may be re-displayed
 - being requested to modify the material before re-posting
 - being banned from Croquet Association digital media either for a specific period of time or permanently
 - If the user is a Member a conduct complaint may be initiated which will be dealt with in accordance with the CA Complaints Procedure
- 8.3. Appeals against withdrawal of a User's access to Croquet Association's digital media, technological hardware and systems shall be made to the Marketing Director.
- 8.4. In the event the complainant or any other party directly involved with the reported breach, or alleged breach, is dissatisfied with the outcome they may write formally to the Hon. Secretary and it will be dealt with in accordance with the CA Complaints Procedure
- 8.5. Content or actions that appear to be criminal or otherwise illegal will be reported to the appropriate law enforcement authority.

References:

Guidance for online communication and content
The Croquet Association Code of Conduct
The Croquet Association Complaints Procedure
The Croquet Association's Advice on Data Protection

Issue:

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Paul Hetherington, Director of Communication.