



Title:	SOCIAL MEDIA POLICY
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Responsible Person:	Chair, Governance Committee
Authority	Approved by the Board

1. INTRODUCTION

- 1.1 Badminton Australia (**BA**) recognises that Social Media and digital communications are a valuable tool to engage and connect with members, athletes, supporters, sponsors and other key stakeholder groups, and that Social Media is an increasingly important method of communications for members and athletes
- 1.2 The rapid growth and evolution of Social Media requires an overarching BA policy that ensures Relevant Persons engaging in Social Media have an understanding about appropriate guidelines and usage.
- 1.3 The intention of this Social Media Policy (**Policy**) is to establish a culture of openness, trust and integrity in activities surrounding Social Media and the Internet, in conjunction with education and training

2. PURPOSE

- 2.1 The purpose of this Policy is to set out BA's rules for the appropriate use of Social Media by Relevant Persons, whether for or on behalf of BA, engaging with BA, or personally whilst a member of BA.
- 2.2 The aim of this Policy is to:
 - (a) promote and encourage appropriate use of Social Media by Relevant Persons;
 - (b) ensure that Relevant Persons understand BA's approach to Social Media, and its expectations for the personal and professional use of online communication; and
 - (c) govern the terms of use by Relevant Persons of BA-controlled, administered or related Social Media.



- 2.3 This Policy also aims to protect the Intellectual Property, Confidential Information, brand, reputation and viability of BA as well as the rights and interests of Relevant Persons.

3. APPLICATION OF POLICY

- 3.1 This Policy applies to Relevant Persons. This Policy binds all members of BA as a Policy implemented by the board. This Policy is also intended to be binding upon all participants and all Australian representative teams, including any persons travelling with those teams in an official capacity.
- 3.2 While this Policy does not form part of any contract of employment, failure to comply with the procedures below may result in disciplinary action by BA against Staff Members or any Relevant Person.
- 3.3 This Policy may be updated by BA from time to time.
- 3.4 This Policy applies to all communications published by Relevant Persons on Social Media.

4. POLICY GUIDELINES AND PROCEDURES

- 4.1 The use of Social Media is regarded as an essential and convenient tool in day-to-day life and business. It must be used in a manner that upholds the policies and procedures of BA and in a way that reflects the responsible and upstanding principals of the organisation.
- 4.2 The use of Social Media by any Relevant Person should be appropriate, responsible and ethical:
- (a) All BA communications posted, shared or sent on Social Media, whether by an Authorised User or otherwise, are considered official communications of BA in the same manner as documents on BA letterhead and, therefore, must be consistent with the values, ethics, policies, aims and objectives of BA;
 - (b) All communications posted, shared or sent on Social Media by Relevant Persons in their personal capacity may still be considered by others, whether correct or not, as a communication of BA, or otherwise representing the views, values or beliefs of BA or members of BA. As such, BA expects that such communications will always be consistent with the values, ethics, policies, aims and objectives of BA.
- 4.3 The use of Social Media by any Relevant Person should be made with a clear distinction between acting in a professional capacity and a personal capacity.



5. BA BUSINESS USE – AUTHORISED USER

- 5.1 Only Authorised Users are authorised to comment or publish information on Social Media for or on behalf of BA.
- 5.2 To become an Authorised User of specific Social Media, a Staff Member must gain the approval of the CEO in writing.
- 5.3 Once a Staff Member has received authorisation to use Social Media for and on behalf of BA, the Staff Member must:
 - (a) comply with the terms of this Policy;
 - (b) disclose that they are an employee/contractor of BA;
 - (c) use only authorised BA accounts with that particular Social Media, unless authorised to use an approved official account or avatar;
 - (d) disclose and comment only on information classified as information already within the public domain;
 - (e) ensure that all content published is accurate and not misleading, and complies with all relevant BA policies and other relevant requirements;
 - (f) comment only on the Staff Member's area of expertise and authority;
 - (g) ensure comments are respectful; and
 - (h) adhere to the terms of use for the Social Media platform or website being used.
- 5.4 The Staff Member must not:
 - (a) do anything that may cause harm to the business, brand, reputation or rights of BA or its Associated Parties or the Events;
 - (b) disclose information about an BA stakeholder that is confidential or commercially sensitive without the written approval of the stakeholder and BA;
 - (c) disclose any Confidential Information without the appropriate written approval; or
 - (d) post any material that might otherwise cause or be likely to cause damage to BA or its Associated Parties' reputation, or bring or be likely to bring BA, its Associated Parties, the Staff Member, the Events or the Sport into disrepute.



- 5.5 Staff Members are encouraged to contact BA's Authorised Users with any Social Media requests so BA can act on their behalf. Relevant Persons are further encouraged to 'share' posts that are created and shared by BA Authorised Users.
- 5.6 At all times when using Social Media for and on behalf of BA, Staff Members must comply with this Policy and any training, directions and guidance provided by BA about how to use Social Media.
- 5.7 Where accessing Social Media via the Computer Network, all Relevant Persons must:
- (a) do so in accordance with BA's Policies, their employment contract and the National Integrity Framework (**NIF**);
 - (b) not provide comments to journalists, politicians or lobby groups other than in the course of their official duties, as approved under this Policy; and
 - (c) not spend unreasonable amounts of time using Social Media that is unrelated to official duties.
- 5.8 BA must ensure that a comment moderation policy or terms and conditions are clearly available when inviting comments from the public on an official BA website or social media platform.
- 5.9 All BA Website activity, including the use of Social Media, must be approved by either the CEO or the Media Manager (or equivalent) unless otherwise authorised under this Policy.
- 6. PERSONAL USE**
- 6.1 Relevant Persons should be aware that communications made through Social Media have the potential to impact on BA and its Staff Members. Potential damage may be caused in certain circumstances, whether or not the Relevant Person is identified as having an affiliation with BA.
- 6.2 Relevant Persons must take their employment or affiliation with BA into account when using Social Media, particularly in the following circumstances:
- (a) Social Media use that has the capacity to damage the Relevant Person's professional reputation;
 - (b) Social Media use that has the capacity to damage the reputation of BA, the Sport or the Events;
 - (c) Social Media use that has the capacity to damage the Relevant Person's ability to work with their colleagues;



- (d) Social Media use that breaches another of BA's policies; and
- (e) Social Media use (including but not limited to email use) by employees and contractors can have an impact on BA and communications made by employees where the employee is recognisable as a BA employee can be disciplined under this Policy.

6.3 When using Social Media in circumstances that are intended to be personal or private, Relevant Persons must:

- (a) make it clear that the Relevant Person's private opinions are their own and not say or do anything that may indicate that they represent either the views of BA or their connection with BA. The Relevant Person may wish to use a disclaimer such as "*any views expressed on this site/account are those of the author only*" or "*these views are personal and mine alone*";
- (b) not publish anything harmful, obscene, abusive, offensive or illegal as a consequence of which harm may be caused to BA or its Associated Parties, the Sport or the Events;
- (c) not post any material that might otherwise cause or be likely to cause damage to BA's reputation, or the reputation of the Sport or the Events, or bring or be likely to bring BA, the Relevant Person, the Sport, the Events or the Associated Parties into disrepute;
- (d) not post content that is in breach of one or more of BA's policies;
- (e) not disclose information about BA or its operations that is confidential or likely to cause harm to BA or its Associated Parties;
- (f) only disclose and discuss publicly available information;
- (g) not use or disclose BA's Intellectual Property or Confidential Information, including but not limited to BA's logos, an BA email address or insignia;
- (h) not use the identity or likeness of a Staff Member;
- (i) ensure that they are always respectful of others and comply with BA's policies if they interact with (or about) BA-related matters;
- (j) adhere to the terms of use of the relevant Social Media; and
- (k) comply with all laws including, but not limited to misleading and deceptive conduct, anti-discrimination, victimisation, vilification, privacy, intellectual property, anti-bullying, harassment and defamation.



6.4 In compliance with BA's policies personal usage should be limited and must not impact negatively on BA.

7. MONITORING AND PRIVACY

7.1 While it is not BA's usual practice to do so, BA may intercept or monitor Staff Members' use of Social Media on the Computer Network.

7.2 This may include, but is not limited to, the interception and/or reading of any message sent or received and any page visited via the Internet. By using BA's Computer Network facilities, the Staff Member is deemed to have consented to such monitoring by BA.

7.3 BA may record any information posted to its Social Media and may use that information for the purposes of administering such Social Media or any other purpose consistent with BA's Privacy Policy.

7.4 BA strongly recommends that all Relevant Persons protect their own personal privacy by not including personal information in Social Media communications (for example but not limited to, email addresses, residential addresses and telephone numbers).

8. RESPONSIBILITIES

8.1 All Relevant Persons have a responsibility to ensure that their actions in relation to the use of Social Media comply with this Policy.

8.2 Relevant Persons are required to:

- (a) comply with this Policy;
- (b) report any perceived incidence of non-compliance with this Policy to BA, and to maintain confidentiality while the incident is being resolved; and
- (c) contribute to the elimination of the Improper Use of Social Media from BA's work environment.

8.3 If a Relevant Person becomes aware of inappropriate or unlawful content, or content that is in breach of this Policy, relating to BA, they should report the circumstances via email to: baadmin@badminton.org.au.

9. CONSEQUENCES

9.1 If directed by BA, the responsible Relevant Person will remove, rectify and/or publish a correction about, any material published on Social Media that, in the view of BA, may breach this Policy or otherwise bring or be likely to bring, the BA, a Relevant Person or a BA sponsor into disrepute.



- 9.2 A Relevant Person who breaches this Policy may be responsible for any loss suffered by BA, or its Associated Parties.
- 9.3 If a claim that Social Media has been used improperly is substantiated, disciplinary action may result. The level of action will depend on all the circumstances, including the severity of the conduct. The outcomes could include, but are not limited to:
- (a) a formal apology;
 - (b) a warning;
 - (c) suspension or termination of membership, or membership benefits;
 - (d) termination of employment (with or without notice); and/or
 - (e) such other penalty as BA deems appropriate in the circumstances.
- 9.4 Breaches of this Policy by all Relevant Persons except Staff Members will be considered Prohibited Conduct under and dealt with in accordance with the disciplinary provisions under the NIF. Breaches of this Policy by Staff Members will be dealt with in accordance with the Staff Members employment contract and BA's employments policies.

10. REFERENCES

- 10.1 This Policy must be adhered to, in conjunction with the following BA rules and policies: Constitution, Code of Conduct and NIF.

11. DEFINITIONS

In this policy the below definitions apply:

Associated Parties mean BA's members, athletes, sponsors, officials and volunteers.

Authorised User means a person authorised in accordance with clause 5.2 of this Policy to use Social Media on behalf of BA.

CEO means the Chief Executive Officer of BA from time to time.

Computer Network includes all Internet, email and computer facilities provided, supported or paid for by BA. It includes but is not limited to, desktop computers, laptop computers, mobile devices and any other means of accessing BA's email, Internet and computer facilities (including, but not limited to, a personal home computer which has access to BA's IT systems).

Confidential Information means information belonging to BA that is not known to the general public.



Event means any particular event or series of events, comprising Sport and/or entertainment activities, conducted by, or under authorisation from, BA.

Improper Use means the use of Social Media in a way that does not comply with this Policy.

Intellectual Property means all rights or goodwill subsisting in copyright, business names, names, trade marks (or signs), logos, designs, patents or service marks (whether registered or registrable).

Internet means a worldwide electronic communications network providing access to millions of resources, not all of which are free. The World Wide Web is one element of the Internet.

Relevant Persons mean and include:

- (a) Staff Members;
- (b) BA authorised officials;
- (c) BA members;
- (d) BA athletes;
- (e) volunteers associated with BA; and
- (f) any other person deemed to be a Relevant Person under the NIF.

Staff Members mean all employees and contractors of BA, including but not limited to permanent, casual, and temporary staff and students on placement, as well as directors of BA.

Policy means this Social Media Policy as amended from time to time.

Social Media means any website or application that enables users to create and share content or participate in one or both of social and online networking, including but not limited to:

- (a) external social networking sites (e.g. Facebook, LinkedIn, and Google Plus);
- (b) internal Websites;
- (c) video and photo-sharing Websites (e.g. Instagram, Flickr, YouTube, Snapchat, TikTok, Vine);
- (d) micro-blogging sites (including, but not limited to, Twitter);
- (e) weblogs, including all corporate blogs, personal blogs or blogs hosted by traditional media publications (e.g. 'comments' or 'your say' features on news Websites);



- (f) forums and discussion boards;
- (g) online encyclopaedias (e.g. Wikipedia);
- (h) instant messaging (including WhatsApp, SMS);
- (i) product or service reviews on retailer or customer review sites (e.g. Yelp, Trip Advisor);
- (j) vod and podcasting;
- (k) geospatial tagging (e.g. Foursquare); and
- (l) any other Websites that allow individual users or companies to use simple publishing tool

Sport means the sport of Badminton as administered by BA.

Websites mean the following websites covered by this Policy: LinkedIn, reddit, Facebook, Twitter, X, Instagram, Google+, Yahoo! Groups, YouTube, Blogs, Wikipedia, WhatsApp, TikTok and any other website or application where content can be shared and peer to peer networking conducted.