

WHATSAPP POLICY

PURPOSE AND SCOPE

Estcots Tennis Club (ETC) dedicated WhatsApp groups for members

At the moment the following groups are available for members:

- **Estcots Tennis Group** – for club-wide news, updates, announcements and announcing availability for drop-in sessions
- **Junior Club Session (ETC)** – for parents and guardians to find out who will be attending
- **Tournament Groups** – for entrants to specific tournaments. May be set up to arrange matches and record results

In order to keep our **WhatsApp** groups helpful, efficient, welcoming, and enjoyable for everyone, please follow these simple guidelines:

Safeguarding First

- Always follow the club's Safeguarding and Photography & Filming policies. If you're unsure about anything, contact the club committee via our website: <https://estcotstennisclub.com/>
- Only adults should be members of **WhatsApp** groups used for coordinating Club activities: Under 18s should not be contacted via WhatsApp or be part of any Club WhatsApp groups. If you need to contact an Under 18 member (e.g. for a match or court booking) use their parent/guardian as the contact.
- If you ever feel uncomfortable or concerned about a message, please report it to a group admin or our welfare officer, Christina Bernard via <https://estcotstennisclub.com/>

Be Respectful

- Treat all members with kindness, courtesy, and respect.
- No offensive language, personal attacks, or inappropriate jokes.

Keep Messages Relevant

- Only post messages that are relevant to the **purpose of the group** (e.g. match availability, arranging games, club updates).
- Avoid off-topic chat, memes, or excessive messages — it clutters the group and can be overwhelming
- If you want to have a side conversation, please message the person directly. Use “Reply Privately”.
- ETC WhatsApp groups are **not** for promoting private or public businesses or campaigns. Members should refrain from doing so.

Don't Overpost

- Think before you post. Ask yourself: **Is this helpful to most people here?**
- Avoid posting repeatedly or sending messages late at night unless urgent.

ETC WhatsApp groups are owned and operated by members of the Club Committee only. If a member wishes to be added to a group, they should ask a committee member in writing, which will constitute their consent to the Club's use of their data (e.g., mobile phone number, username, etc) within the WhatsApp application only.

If content is posted that is not relevant to the group's purpose or which is considered inappropriate for the group, the group administrator should report the post to the Club Welfare Officer and Club Chairman who

will determine what action should be taken. (This may include reiterating the purpose behind this policy with the offending member, or, for repeated misuse, suspension from the group.)

If a member has a concern about any chat group content, they should contact the group administrator who will deal with the concern as explained above. **Members should not voice their complaint as a public message.**

RELATED POLICIES AND PROCEDURES

- WhatsApp Code of Conduct – poster summary of policy to be displayed in Clubhouse
- Anti-Bullying
- Code of conduct
- Diversity and inclusion
- Online safety and communication
- Photography & Filming Policy Statement – which sets out rules and restrictions
- Safeguarding policy
- Safeguarding at events, activities and competitions

This policy is reviewed every three years (or earlier if there is a change in national legislation).

Chairperson [Judith Dean]:

Date: July 2026

Welfare Officer [Christina Bernard]:

Date: July 2026