



# ICT, Internet & Social Media Policy

Date of issue  
Review date  
Director Lead

March 2026  
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**When in a school/academy setting, eCAPH staff will comply with the setting's ICT & Internet policy.**

## USE OF PHONES AND EMAIL

eCAPH provides each member of staff with an email address.

This email account should be used for work purposes only.

All work-related business should be conducted using the email address eCAPH has provided.

Staff must not send any work-related materials using their personal email account.

Staff must take care with the content of all email messages, as incorrect or improper statements can give rise to claims for discrimination, harassment, defamation, breach of confidentiality or breach of contract.

Email messages are required to be disclosed in legal proceedings or in response to subject access requests from individuals under the UK GDPR and the Data Protection Act 2018 in the same way as paper documents. Deletion from a user's inbox does not mean that an email cannot be recovered for the purposes of disclosure. All email messages should be treated as potentially retrievable.

Staff must take extra care when sending sensitive or confidential information by email. Any attachments containing sensitive or confidential information should be encrypted using a strong, state-of-the-art encryption standard so that the information is only accessible by the intended recipient.

If staff receive an email in error, the sender should be informed and the email deleted. If the email contains sensitive or confidential information, the user must not make use of that information or disclose that information.

If staff send an email in error that contains the personal information of another person, they must inform the DPO immediately.

## DEFINITION OF SOCIAL MEDIA

For the purposes of this document, 'social media' is considered to include all technologies that allow individuals to communicate and share information (including photos and video). This includes group messaging services such as WhatsApp.

**eCAPH do not have official social media account/s.**

## PERSONAL USE OF SOCIAL MEDIA BY STAFF

eCAPH expects all staff and representatives (including exec and directors) to consider the safety of school/academy staff, pupils and the risks (reputational and financial) to eCAPH when using social media channels, including when doing so in a personal capacity. Staff are also responsible for checking and maintaining appropriate privacy and security settings of their personal social media accounts. Staff members will report any safeguarding issues they become aware of.

When using social media, staff **must not**:

- Use personal accounts to conduct eCAPH business.
- Complain about eCAPH or schools/academies, colleagues or staff.
- Reference or share information about individual education organization/s or staff.
- Express personal views or opinions that could be interpreted as those of eCAPH.
- Link their social media profile to their work email account.

Any concerns regarding a member of staff's personal use of social media will be dealt with in line with the code of conduct policy.