

***Guidelines and Policies***  
***Internet Presence, Social Media,***  
***and other Electronic Communications***



***Congregation of Our Lady of Charity of the  
Good Shepherd***

***Revised September 2019***



## **Guidelines and Policies Internet Presence, Social Media, and other Electronic Communications**

*Each community makes the mission of the congregation visible in a particular way. Whatever the diversity of our ministries they are an expression of and a participation in the community commitment to this mission.*

*To further our ministry and keep aware of current events and trends, we make use of the means of social communication, observing necessary discretion.*

*(Constitutions Art. 39)*

This quote from our constitution can seem a bit out of date in the digital age in which we live today. However, the caution for discretion is still to be taken seriously.

Many forms of electronic communications and internet presence allow Sisters and mission partners to share news and circulate information. This enables us to build connections and strengthen networks and partnerships. At the same time, internet availability and innovative forms of social media call us to find the most effective ways to use them in a way that promotes our mission and values. Responsible use of the various forms of media—audio, visual and traditional text—involves being sensitive to the impact of our communication on persons and their reputation.

We offer these general guidelines and policies in this regard. If your unit does not already have Guidelines and Policies Regarding Internet Presence, we strongly encourage you to develop or adapt these Guidelines.

Please note that these guidelines apply to all sisters, mission partners and staff participating in the Congregation's ministries.

## ***Guidelines Related to Internet Presence***

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## ***1. Submitting an article on Social Media:***

- People named in an article must give permission for his/her name to be used.
- Normally, the location of a ministry serving women and children should not be identified or published.
- Use the Congregational language when referring to ministries. For example: (Instead of writing “prostitute woman”, we use “**woman in a situation of prostitution**”) or “**woman involved in prostitution**”. This avoids labelling or judgement.
- Give the source of an article when sharing it on your Province website, even if is from the Congregational website.

## ***2. Posting photos on Social Media:***

- Consider the consequences of uploading photos to Social Media. For example, photos that could damage someone’s reputation.
- Always identify the source of photos, thereby you avoid breaking copyright laws.
- People in photographs must give **written** permission for his/her picture to be posted; children’s photos (under 18 years old) need parental or guardian/care-provider permission. Legal action can be taken against you and the Congregation if written consent is not obtained and given.

- Be attentive to facial expressions and body positions – it is advised to write a caption when posting photos to help others understand the context of the event.
- Always review and edit work before posting.
- Seek advice if you are uncertain about the impact of what you are posting.

The majority of occasions that people take photographs of children and young people are legitimate and not a cause for concern. Unfortunately there are also occasions when this is not the case.

**Some of the risks associated with photographing children are:**

- the collection and passing on of images, which may be misused;
- the identification of individual children can facilitate their abuse and
- the identification of vulnerable children may be facilitated.

***There Are Six Main Points, Which Should Be Addressed***

- *Consent and Permission*

The written consent of parents/guardians/care providers (and children/young people of appropriate age) should be sought before any photographs are taken. If images are shown on a website, it is preferable to use a pseudo name. Do not link individuals to a specific address. Annex: 1 and 2.

- *Reason and Purpose*

Photographs should only be taken by an authorized person who has a legitimate reason related to the child or organization.

- *Appropriateness of Images*

No images of children are to be taken which capture them in what are commonly understood as private activities, e.g. toileting or changing clothes, or which show body parts not usually visible in public settings. Children should be fully clothed. Images involving groups should be about that activity, not the individual child.

- *Identification of Children*

A photograph should not allow an unauthorized person to identify a child or the child's whereabouts. If a photograph is being used the name of the child should not be given - use pseudo name. Children in vulnerable circumstances, e.g. those in care should not be photographed at all, unless there is clear consent from their legal guardian/care-provider.

- *Photography for Public Display*

The person responsible can decide whether publicity photographs will be allowed during activities or at a function and will inform the press of their decision in advance. Images should never be stored in personal computers.

- *Use of Mobile Phones*

Mobile phones should only be used to take photographs with the permission of the person being photographed. Those hosting events should take particular notice of this.

***For more information, we suggest to read the Congregational Child Safeguarding Policy.***

### ***3. Publishing and Interviews:***

- Before agreeing to any public interviews, the written consent of your Province Leader is required.
- Before publishing books or other materials, refer to PAM page 39, N° 2.D/E.

### ***4. Protecting your GSSWEB Account:***

- If you are connecting to GSSWEB Services, the “reserved area” or “webmail” from public Electronic Devices please be sure you do not save your password on any Internet Browser (Explorer, Chrome, Mozilla etc.)
- When you insert your password be sure that it cannot be detected. If this happens, change the password as soon as possible. A good practice is to change your password once or twice a year.

- If you feel your account has been hacked, please immediately contact [com@gssweb.org](mailto:com@gssweb.org) asking for a password reset.

### ***5. Protecting your Electronic Devices from Hacking, Malware and Viruses.***

- Install antivirus software on your Electronic Devices and keep it updated. Daily updating is highly recommended. Most popular antivirus software are effective.
- Once a week it is recommended that you scan your Electronic Devices using Anti-malware Software.
- If you receive “spam e-mail” or one that seems strange, **please do not open any attachments.** Some e-mails can look genuine but can be well done fakes.
- Be careful if you receive an email requesting any information regarding bank accounts, credit cards or seeking financial assistance. **This type of request should always be verified by personal phone call.**
- When you are looking for “free” software, remember that no one will give you something for nothing. This is the most common way electronic devices are infected with malware or a virus.
- Before you connect any USB pen or external drive to your electronic devices - be sure to scan it with your antivirus.

- Keep your electronic devices protected by password. The stronger the better - use more than eight characters. include numbers, symbols, capital and lowercase letters.
- If you feel your electronic device is operating strangely or has become particularly slow, please shut it down and contact a technician.

## ***6. General Data Protection Regulation (GDPR)***

The European Union passed a Decree, (May 2018) concerning the protection of the rights of all persons to privacy and the protection of all personal data. The adoption of this Decree, known as the **General Data Protection Regulation (GDPR)**, resulted from the continued evolution of privacy and personal data protection and massive technological progress. The GDPR sets out **seven key principles: lawfulness and ethics, and transparency, purpose limitation, data minimisation, accuracy, storage limitation, and integrity and privacy.**

Consequently, additional safeguards for protection are needed.

As a response to comply with this new legislation the Generalate have developed the required **Congregational Data Protection Policy**. This Policy addresses the minimum standards with which we must comply.

***For more information, we suggest to read the Congregational Data Protection Policy.***

## ***7. Annex 1 and 2:***

- + Photo Release For Person Over 18 Years.
- + Photo Release For Person Under 18 Years.

***NB:*** The two Congregational Policies mentioned in this document can be found in the reserved area in the Congregational Website:

- 1- Data Protection Policy 2019
- 2- Child Safeguarding Policy 2019

Monique Tarabeh  
Communication Office  
Approved by the Congregational Leadership Team

*Province: .....*

*Congregation of Our Lady of Charity of the Good Shepherd*



***PHOTO RELEASE  
FOR PERSON OVER 18 YEARS***

I hereby grant the above Congregation permission to use my image in a photograph in any and all of its publications, including website entries, without payment or any other consideration.

I understand and agree that these materials will become the property of the Congregation and will not be returned.

I hereby irrevocably authorize the Congregation to edit, alter, copy, exhibit, publish or distribute this photo for purposes of publicizing the Congregation's programs or for any other lawful purpose.

In addition, I waive the right to inspect or approve the finished product, including written or electronic copy, wherein my image appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photograph.

I hereby hold harmless and release and forever discharge the Congregation from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization.

I am ----- years of age and am competent to contract in my own name. I have read this release before signing below and I fully understand the contents, meaning, and impact of this release.

-----  
Print Name

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

*Province: .....*

*Congregation of Our Lady of Charity of the Good Shepherd*



***PHOTO RELEASE  
FOR PERSON UNDER 18 YEARS***

I hereby grant the above Congregation permission to use ----- image in a photograph in any and all of its publications, including website entries, without payment or any other consideration.

I understand and agree that these materials will become the property of the Congregation and will not be returned.

I hereby irrevocably authorize the Congregation to edit, alter, copy, exhibit, publish or distribute this photo for purposes of publicizing the Congregation's programs or for any other lawful purpose.

In addition, I waive the right to inspect or approve the finished product, including written or electronic copy, wherein this image appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photograph.

I hereby hold harmless and release and forever discharge the Congregation from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization.

I am ----- and on the behalf of ----- I agree to the above conditions set out in this contract. I have read this release before signing below and I fully understand the contents, meaning, and impact of this release.

-----  
Print Name

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)



