

RSL Social Media Policy



Social Media Policy

Document Change History

This is version 1.2 of the Social Media Policy. This policy is for internal and external use.

This policy is subject to regular revision and maintained electronically. Electronic copies are version controlled.

Version 1.2 August 2018

SECTION TITLE	CHANGE
3. RSL Official Media Sources	Addition of statement concerning unauthorised social media sources.

1. Introduction

This policy covers RSL's official social media sources and its response to unauthorised social media sources identified.

The purpose of this policy is to set out the procedures that RSL will follow in relation to social media, both of its own channels and its response to unauthorised sources.

This policy is available on our website at www.rslawards.com or can be obtained by calling **0345 460 4747** or e-mailing **info@rslawards.com**

This policy will be subject to annual review and monitoring by RSL and, if necessary, will be amended and updated following

2. Issue and review

The date of issue of this policy is August 2018. This policy will be reviewed annually.



3. RSL Official Social Media Sources

RSL has only six official social media sources all of which are secured and controlled by the RSL Marketing Department.

They consist of official pages on:

Facebook - www.facebook.com/rslawards

LinkedIn - www.linkedin.com/company/rockschool-ltd

Twitter - www.twitter.com/rslawards

Instagram - www.instagram.com/rslawards

Youtube - <https://www.youtube.com/user/RocksSchoolExams>

Other social media sources exist internationally which may be used by our subsidiary or partner organisations.

All of these channels or pages will be recognisable from the official RSL logo. RSL is not responsible for, or involved in any other pages, channels or accounts listed under an unofficial RSL brand or its sub-brands Rocks School or PAA. RSL does not endorse any other social media pages, channels or accounts other than those branded as official but reserves the right to monitor them for potential breaches in regulatory standards and take appropriate action in line with published policy and procedure.

RSL works with representatives internationally. RSL is not responsible for content which is posted on channels owned and/or used by international representatives.

Any content that RSL designates as illegal, inappropriate or breaches the regulations that is posted or uploaded to any of our social media sites will be immediately removed by our internal moderators and reported to the relevant site management.

Anything RSL designates as abusive which is sent via any official RSL social media will also be removed with immediate effect.

RSL advises anybody visiting or using official RSL social media pages, tags or channels should avoid posting any of their personal data. If they are under 18, RSL also advises them to avoid having any personal data available to view on their own accounts.

4. Data Handling and Confidentiality

RSL will only publish personal data at the express written consent of the person involved (or their parent/guardian in the event of them being under 18), or if it is already in the public domain. Personal data in this instance will be limited to exam results, age, school, and/or town inhabited. RSL will never publish address or contact details of any person other than official RSL staff, and this will always be business contacts only.

RSL takes no responsibility for any content found on any external sites, links or pages including Twitter handles and linked YouTube channels.



5. Censorship

Any offensive content that might appear in a recording by RSL for YouTube will be censored on all public channels.

6. Staff Code of Conduct

No RSL staff members or examiners will knowingly befriend or follow on any form of social media the following:

- Candidates currently registered for a forthcoming assessment
- Candidates or students under 18
- Candidates currently studying for any qualification under the RSL banner

No discussion should be had on any social media about the assessment of any candidate and any concerns or queries regarding a forthcoming assessment should be sent directly to **info@rslawards.com** where they can be dealt with in confidence.