

ETTIQUETTE WHATSAPP GROUPS

Group Leaders (Please read in conjunction with etiquette sent to all members)

If you are one of the many Group Leaders using WhatsApp very effectively to communicate with group members, this guidance is relevant to you

Remember there will be members of your group who are not on WhatsApp so please make sure that they receive all the appropriate information through Beacon, email or other agreed means.

This is a reminder that these groups are governed by GDPR which means that members should only be sent information that they have specifically consented to receive. When they sign up – this is implied. There is a security function (advanced chat privacy) which if activated turned on will ensure that messages are encrypted

Information circulated should be

Specific and relevant (only for that purpose)

Limited and bound by purpose limitation (i.e. should not be used later in way that is incompatible with the original purposes.

Administered by an Admin – this should be selected under group permissions when setting up the group (when choosing a name these options will come up)

SUMMARY

What is permitted: Information about events, activities and comments directly relevant to the group, essential notices (changes, cancellations, safety info, etc.)

To be discouraged: Anything not directly tied to the purpose of the group i.e. jokes, inspirational quotes; photos of pets or grandchildren; personal stories, holiday plans/photos, general chit-chat

It is helpful if the admin for the group (usually Group Leader) can keep an overview and, when necessary remind members to keep to events/activities on-topic

Way to reduce email traffic: a POLL can be helpful to ascertain interest or attendance.

Unless requested by the GL, members should use other communication methods to share general opinions about the group

If your group would like a more social, chatty space, there are two compliant options:

Option 1 — Create a separate “social chat” group and invite people voluntarily, making it clear the kind of content that will be shared. Members need to consent to opt in.

Option 2 — Update the consent wording of the original group. Informing members, that occasionally, jokes, and social content will be shared and ask if they are happy to receive these, only include those who agree