



Social Media Policy

BIC Sa Porrassa and

BIC San Agustí

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1. Purpose and scope

This policy aims to:

Set guidelines and rules on the use of school's social media channels

Establish clear expectations for the way members of the school community engage with each other online

Support the school's policies on data protection, online safety and safeguarding

Staff, students and parents/carers are required to read, understand and comply with this social media policy.

This policy applies to the use of social media for both business and personal purposes, whether during school/working hours or otherwise.

It applies regardless of whether the social media is accessed using:

School IT facilities and equipment

Equipment belonging to members of staff and students.

Any other IT/Internet-enabled equipment

All members of the school should bear in mind that information they share through social networking applications, even if they are on private spaces, may be subject to copyright, safeguarding and data protection legislation. Everyone must also operate in line with the school's equalities, harassment, child protection, safer recruitment, and online safety and ICT acceptable use policies.

1.1 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.

2. Use of official school social media

The school's official social media channels are Facebook and Instagram.

These accounts are managed by the marketing and admissions team. Staff members who have not been authorised to manage, or post to, the account, must not access, or attempt to access, these accounts.

If you have suggestions for something you'd like to appear on our school social media channel(s), please speak to a member of the SLT.

2.1 Facebook

The school will post on Facebook:

Alerts about changes (e.g., changes to procedures, severe weather updates, staffing changes)



Reminders (e.g., approaching deadlines, events or class activities, reminders about policies/procedures)

Advertisements for school events or activities

Job vacancies or requests for volunteers

Links to newsletters, guidance and factsheets for parents and carers

Achievements of students and staff

Photos or posts about school trips, events and activities

Seasonal greetings and messages about religious festivals

Invitations to provide feedback

The school will not post on Facebook:

Names and photos of individuals (unless they have given consent)

Harmful or abusive comments

Messages to specific people

Political statements

Advertisements for businesses unless directly related to the school

Links to staff members' personal account

Surveys that reveal personal information about individuals

The sale of goods for commercial gain

2.2 Moderation

Staff responsible for our social media accounts will delete as soon as reasonably possible:

Abusive, racist, sexist, homophobic or inflammatory comments

Comments we consider to be spam

Personal information, such as telephone numbers, address details, etc.

Posts that advertise commercial activity or ask for donations, such as selling items or “fund raisers”

Surveys that have not been approved and where data privacy rights have not been made clear and personal data handling measures have not been considered.

Every reasonable effort will be taken to politely address concerns or behaviour of individual users, following the school's complaints policy. If users are repeatedly abusive or inappropriate, they will be blocked.

Staff responsible for our social media accounts will also ensure that all content shared on social media platforms is age appropriate for the school community.

2.3 Following other social media users



The school:

Will only 'like' Facebook pages with a non-commercial interest – being 'liked' by us does not imply endorsement of any kind

3. Personal use of social media by staff

The school expects all staff to consider the safety of students and the risks (reputational and financial) to the school 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 school business.

Accept 'friend requests' from, or communicate with, students past or present.

Complain about or criticise the school, individual students, colleagues or parents/carers.

Reference or share information about individual students, colleagues or parents/carers.

Post images of students.

Express personal views or opinions that could be interpreted as those of the school.

Link their social media profile to their work email account.

Use personal social media during timetabled teaching time.

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

Any communication received from current students (unless they are family members) on any personal social media accounts will be reported to the Designated Safeguarding Lead (DSL) or member of the senior leadership team immediately.

Staff should not have contact via personal accounts with past students (if ongoing communication is required, this should be using via official school channels).

4. Personal use of social media by students

The school encourages students to -

Be respectful to members of staff, and the school, at all times.

Be respectful to other students and parents/carers.

Direct any complaints or concerns through the school's official channels, so they can be dealt with in line with the school's complaints procedure.

Students **should not** use social media to:

Complain about individual members of staff or other students.



Complain about the school.

Make inappropriate comments about members of staff, other students or parents/carers.

Post images of other staff or students without their permission.

Any concerns about a pupil's social media use will be dealt with in line with the school's behaviour policy.

5. Personal use of social media by parents/carers

The school expects parents/carers to help us model safe, responsible and appropriate social media use for our students.

When communicating with the school via official communication channels, or using private/independent channels to talk about the school, parents and carers should:

Be respectful towards, and about, members of staff and the school at all times.

Be respectful of, and about, other parents/carers and other students and children.

Direct any complaints or concerns through the school's official channels, so they can be dealt with in line with the school's complaints procedure.

Parents/carers **should not** use social media to:

- Complain about individual members of staff, other parents/carers or students

- Complain about the school

- Make inappropriate comments about members of staff, other parents/carers or students

- Draw attention to, or discuss, behaviour incidents

- Post images of children other than their own

Every reasonable effort will be taken to politely address concerns or behaviour of individual users, following the school's complaints policy. If users are repeatedly abusive or post inappropriate content that affects the school's community and policy, will be blocked by the designated moderator.

5.1 WhatsApp groups

We expect parents/carers to follow the above social media guidelines when using class WhatsApp groups.

6. Monitoring and review

We reserve the right to monitor, intercept and review, without further notice, staff activities using our IT resources and communications systems, including but not limited to social media



postings and activities, for legitimate business purposes. This includes ascertaining and demonstrating that expected standards are being met by those using the systems, and for the detection and investigation of unauthorised use of the systems (including where this is necessary to prevent or detect crime). We also reserve the right to disable social media traffic on key networks within the school where the use of social networking is not appropriate, such as wi-fi and wired networks used for teaching.

The Principal will monitor the implementation of this policy, including making sure that it is updated to reflect the needs and circumstances of the school.

This policy will be reviewed every year.

7. Related policies

BIC Safeguarding policy

E Safety and Acceptable use policy

School Behaviour policy

Staff Behaviour/ Code of Conduct policy