

# Online Policy

Created September 2021

---

## Policy Purpose

This policy provides a guide for anyone interacting on behalf of and/or with Volunteer Service Abroad Te Tūao Tāwāhi (VSA) online.

This policy will ensure that:

- Users of VSA's online channels are aware of, and comply with, our online policy.
- Users are aware of situations where content may be removed, or they are requested to remove information from their own channels.

## Application

This is a VSA policy, and it relates to anyone interacting on behalf of and/or with VSA online, including employees, volunteers, other stakeholders and the public. Our online channels are: [www.vsa.org.nz](http://www.vsa.org.nz); Facebook; Twitter; YouTube; LinkedIn; Pinterest, Instagram, Google and all VSA online communications.

This includes all channels that are managed by VSA and includes those with names that reflect other countries, e.g. Timor-Leste Facebook page.

This policy will be reviewed and amended as necessary and uploaded to the VSA website. No prior notice is required.

## Policy Content

VSA encourages all members of our online community to engage with us via our online channels. We want to encourage a fair and free exchange of views and information. By participating on this website, our social media channels or other online platforms, submitters of material and comments will be deemed to have agreed to the following terms of use:

- Be respectful to and use te reo Māori correctly. Guidance can be found at <https://maoridictionary.co.nz>
- Be respectful of other users of this site and uphold the mana of everyone.



- Stay on topic and do not upload content or post a comment that is unrelated to the purpose of this site.
- Do not use other people's content without consent and attribution.
- Do not use language that is offensive or inflammatory (this includes derogatory, swearing, culturally insensitive, and obscene comments).
- Do not break the law or encourage others to do so (this includes defamation, breaching privacy, breaching another person's intellectual property rights such as copyright, condoning illegal activity, and contempt of court).
- Do not post personal information (addresses, phone numbers, email addresses, or other online contact details) relating either to yourself or others.
- Only tag individuals if the content is relevant to them. If someone asks not to be tagged, please respect that.
- Any material posted, including text and images, will abide by VSA's Privacy Policy which is in line with the New Zealand Privacy Act 2020. A copy of the VSA Privacy Policy is on the VSA website.
- Do not make any commercial endorsement or promotion of any product, service or publication – this will be judged as spam and deleted.
- Do not post the same message, or very similar messages, more than once (known as spamming).
- Do not impersonate someone else.
- VSA will not tolerate any messages or images that are racist, sexist, homophobic, transphobic, misogynist, xenophobic, body shaming, ableist, ageist, or comments that are abusive, offensive, or harmful.
- VSA has zero tolerance towards inappropriate behaviour towards children and vulnerable adults. All imagery must carry the consent to use it from guardians, ideally written consent.

VSA takes the data security and the privacy of personal information very seriously. Comments that do not adhere to these rules may be deleted without notice. Followers that do not adhere to these rules may be blocked.

## Procedures

VSA social media channels are monitored during working hours and not all comments, posts or messages will be replied to outside of these hours.



If you have a question, complaint or other issue relating to this policy, please contact us at [info@vsa.org.nz](mailto:info@vsa.org.nz) with the subject line "Online policy."

VSA operates in accordance with the following organisational Values:

- The power of volunteering
- Commitment to Te Tiriti o Waitangi
- Respectful partnerships
- Working and learning together
- Cross-cultural understanding
- Fairness, social justice, and self-determination

## References / CID code of conduct alignment

**CID** – This policy supports B.3.4.1 Protection of Children.

**Legislation** – Privacy Act 2020

**Source:** This policy replaces VSA Online Policy from July 2016.

## Approval

Function	Role
Policy Approver	Chief Executive Officer
Policy Owner	Marketing and Communications Manager
Contact Person	Marketing and Communications Advisor

**Signed:**

**Date:** 4 October 2021



**Stephen Goodman**  
Chief Executive Officer  
Volunteer Service Abroad

