

Electronic Communications Etiquette

The benefit of electronic communication, such as WhatsApp, is that it is almost instantaneous. This, however, can give rise to issues if care and thought is not taken.

Setting up WhatsApp or other social media groups – important notes

1. Whether a group uses WhatsApp is the decision of the Group Organiser and all the group members. For it to be truly effective, everyone must agree to use it.
2. If there is someone in your group who does not want or have WhatsApp, you **MUST** keep them informed of group matters by a different medium i.e. text, telephone or email.
3. WhatsApp and other social groups are for u3a members **ONLY** and for matters relating to the specific interest group. Please do **NOT** invite non-u3a members to join.
4. You **MUST** obtain and keep from everyone in the group: written (or email) permission to use their phone numbers and for them to agree for their number to be shared with others in the group.
5. If you use WhatsApp (or other messenger service), please inform the Groups Coordinator, Andy Timms, and also ensure that everyone in your group receives a copy of this document.

Here are some simple guidelines to ensure you get the best out of a WhatsApp group:

- Consider if the content is pertinent to the group, not just social chit chat.
- Avoid posting messages before 8.00 a.m. or after 10.00 p.m. unless in an emergency. Alerts from mobile phones as a result of a posting may cause concern or irritation if very early or very late.
- Be polite, considerate and respectful when posting a message: consider how other members might read and interpret your comment. Only post content you would feel comfortable that could be said directly to a member without causing offence. Respect the opinions of other members.
- Respect the confidentiality of members' personal details.
- Observe the right to one's own picture; do not send pictures without the consent of the members to be seen in them.
- Consider whether it is most appropriate to post to the whole group or just to an individual member.
- Please be clear about an event you are posting – vagueness leads to confusion. Avoid phrases such as "next week" or simply "Friday". These may be read long after the posting.
- If you have an issue with anything posted on WhatsApp, please raise it separately and directly with the WhatsApp Administrator for that Group. You may also raise issues with Derby u3a Executive Committee if you prefer.
- In the event of the misuse of a WhatsApp group, the Committee reserves the right to expel an individual member from the WhatsApp group or suspend the WhatsApp group.
- If someone leaves the interest group, their details should be removed from the WhatsApp group.