



# Digital Safeguarding Policy

Unique reference number: PP-SG-P-002

Document Owner: Chris Roach, Head of Safeguarding

Version: 1.0

## 1. Purpose

This Digital Safeguarding Policy is designed to encompass a range of policies and procedures within Guide Dogs to ensure that we consider all of our digital and online interactions with staff, volunteers, service users, supporters, donors and members of the public are as safe as possible, and all known risks are recorded and mitigated.

## 2. Policy Statement

Safeguarding is everyone's responsibility and must be at the heart of what we do at Guide Dogs. We recognise that the world is changing, and we all have increasingly more interactions in both the digital and online spaces with staff, volunteers, service users, supporters, donors, and members of the public. These interactions provide Guide Dogs with unique opportunities and challenges too. We must understand the associated risks and ensure the safety, security, and well-being of the people involved in our work in our online and digital spaces. Our policies and procedures need to reflect how we can safeguard and protect people who come into contact with Guide Dogs both in-person and online spaces, it is therefore important that we demonstrate best practice in digital safeguarding to protect people who come into contact with Guide Dogs from all forms of harm, abuse or exploitation.

This Policy applies to all staff and volunteers involved in Guide Dogs activities and outlines its' expectations for the appropriate use of all forms of digital technology for online interactions within work and outside of working hours by staff, volunteers, service users, supporters, donors, and members of the public to ensure these groups can remain safe online.

The guidance and procedure that follows this policy alongside other Guide Dogs policies listed below should not be taken as an exhaustive list, the digital world is rapidly changing and evolving, but it is important that Guide Dogs, and those

working with the organisation, take responsibility for the full range of risks and safeguards required.

This policy and following procedure cover:

- Our digital safeguarding commitments
- Our expectations of all those who work on behalf of Guide Dogs regarding digital safeguarding.
- Recognising digital safeguarding risks
- Responding to digital safeguarding risks and incidents,
- Principles upon which Guide Dogs will base its decision making and actions.

## **Documentation**

Safeguarding Risk Assessment Matrix Template

## **Related Policies or Processes:**

(Please list any policies and or processes that are related or support this policy

Acceptable Use of Information Services and Technology Policy - BF-IS-P-012

Data Security Procedure - BF-IS-PR-009

Information Security Policy - BF-IS-P-013

Key Safeguarding Principles - PP-SG-S-001

Safeguarding Adults - Code of Conduct for Staff and Volunteers - PP-SG-S-004

Safeguarding Adults Procedure - PP-SG-PR-004 (PROHR35)

Safeguarding Children and Young People's Procedure - PP-SG-PR-003 (PROHR34)

Safeguarding Children - Codes of Conduct for Staff and Volunteers - PP-SG-S-003

Safeguarding Prevent Policy - PP-SG-P-001

Social Media Policy - PP-HR-P-056

Social Media Procedure - PP-HR-PR-056

Volunteer Social Media Policy - PP-VOL-P-001

## **Permissible exceptions**

None identified at this time

## Governance Information. Please do not remove.

### Governance Review & Approval Table\*:

The table below contains two rows and five columns.

<b>Governance Area:</b>	<b>H&amp;S</b>	<b>Protection of Children &amp; Adults</b>	<b>Insurance</b>	<b>Legal</b>	<b>GDPR</b>
<b>Date Approved:</b>		26/06/23			

### Review Frequency:

Policy (Safeguarding or Fundraising): Annually

Policy: Every 2 years

Reviews should be done in accordance with relevant regulation, legislation changes or as a result of ad hoc activity, such as continuous improvement initiatives.

### Version control table:

The table below contains four rows and four columns. (Only the original approval date and the most recent amendment should be included in the table.)

Date	Version	Status	Details of Change
01/11/2023	1.0	Approved	Kathryn Ward Approved version 1.

\*Please see below when a document must be reviewed by Governance

**Safeguarding** - All documents with any reference to safeguarding, recruitment and training, working with clients (Adult and CYP).

**Legal** - All documents with any reference to agreements or contracts, third party partnerships, potential reputational risk, reference to compliance with any statutory or regulatory obligation.

**Health and Safety** - All documents where an activity could cause harm to a member of staff, service user, volunteer or third party or where there is reputational risk.

**Insurance** - A change to the way we deliver our services.

**GDPR** - If we are gathering any personal information on volunteers or service users.

**End of document**