

What you need to know before using the UPBEET Social Media Site

Everyone using the UPBEET Social Media Site must follow these terms and conditions. Please make sure you read and understand them. You will need to sign up to them before you use the site.

The UPBEET Social Media Site is a community site where all young adult carers we support can come together online and take part in groups, one to ones, online training courses and much more.

We hope you find the site useful but it is up to you to decide if wish to register and use it. When you've read the information here, have a think about it and if you're happy to use the site please:

- Sign the section at the end of this document
- Give it to your key worker
- Make sure that they photocopy it and give it back to you

The photocopy will be put on the Dundee Carers Centre database so we have a copy kept safe, and you should keep the original copy so you can refer back to it. We expect you and any content you post to follow the terms set out in it.

Safety information and awareness

We want to be sure you are safe when you are online, so please have a look at the following information about online safety:

We will email you a link to this page when you register for the website.

If at any time you have something that concerns you, please speak to your key worker or any of these members of staff:

Vickie Carnegie	UPBEET Development Worker	Vickie.Carnegie@dundecarerscentre.org.uk
Katy Devlin	Young Adult Carer Support Worker	Katy.Devlin@dundecarerscentre.org.uk
Louise Ferguson	Young Adult Carer Support Worker	Louise.Ferguson@dundecarerscentre.org.uk
Gary Bell	Communications Officer	Gary.Bell@dundecarerscentre.org.uk
Lucinda Godfrey	Manager	Lucinda.Godfrey@dundecarerscentre.org.uk

You can email, talk to them online or call 01382 200422 to talk to them directly.

Staff can tell you about other sites or agencies that can help if you have any concerns about online safety. If there is anything that puts you or others at risk of harm we cannot

guarantee confidentiality. If we need to share any information about you we will let you know and work together to keep you safe. For more information about this, speak to a member of staff about our confidentiality agreements, adult / child / online protection procedures.

Responsible use

Before you use the site, we need to make you aware of some general do's and don'ts. Remember that you are not anonymous on the site. Staff will check in with you from time to time to see how we can make the site better.

If you don't agree to the actions below, please speak to your key worker as this may not be the right site for you.

Please DO:

- Read the safety information and ask questions if you are unsure or don't understand it.
- Make sure that you have fun but not fun at the expense of others.
- Be responsible for yourself and others online.
- Speak to staff if you have any concerns.
- Report content that worries, upsets, offends, or makes you feel bad.
- Be mindful about privacy – don't publicly share information about yourself or others.
- Think before you post or upload content to the site. We do not moderate posts and comments on our social media web site before going live. If you think that you might be offended by reading un-moderated posts you should not use our site.
- Report it – if you think any content or comment goes against the terms in this document then click the report button on the content or email a member of staff and the post will be removed from the site.

Please DON'T:

Bully others on the site. Some examples of bullying:

- Making other people feel bad
- Threatening or scaring other people
- Pretending you are someone else
- Leaving other people out
- Posting videos, photos or details of someone being bullied
- Posting private information about others
- Stealing or posting a password so you or others can gain access to another person's account
- Accusing people of things you know are not true

Promote self-harm or destructive behaviours. Some examples are:

- Eating disorders

- Dieting or body image
- Drug or alcohol misuse
- Bullying
- Self-harm
- Suicide

Take advantage of other users – this includes sexual, financial, or emotional exploitation.

Send or post sexualised content. This includes images, videos or text. This is against the law if anyone involved is under 18 and if anyone viewing the content is under 18. This is very serious and we may have to report it to Social Work or Police

Registration

To register with the site, you need to give your consent by signing this document. This means you have read and understood it and agree to follow the terms for using the site. Once you are ready, go to the site, click **Register** and go through these five steps:

1. Essentials

This is all the essential info that we need to set up your account. Please pick a username with no swearing, sexualised or inappropriate words. Your password should be at least 8 characters long with at least 1 letter and 1 number.

2. Security

This is the security info in case you forget your password – please fill this in as it will make password recovery quick and easy.

3. Preferences

Your default account settings are in this section – you can upload as much or as little information as you like, but remember that you should not share your private information. You can also set your account to be always offline so you can be on the site and no one can see you. This is useful for keeping yourself private if you want to.

4. Profile picture

You can upload a photo if you wish, but please remember – nothing inappropriate, sexual, rude or offensive.. It has to be the right size to fit.

5. Finish

You're all ready to go! Your details will be sent in to staff who can then double check the registration and switch on your account.

The site is only for young adult carers who are part of the UPBEET Project. The registration process uses 'IP Capture' – this means that we have a technical way to double check who

has registered and who is online. This is so we can be sure that everyone online is who they say they are. We will use this information if there are any reports or concerns.

For the site to work properly, it needs to put data onto your computer or phone so the pages work. This is called a 'cookie', and we have a separate statement for you to look at so you know what bits of data are from the site. This is available at:

<https://upbeet.abertay.ac.uk/cookiePolicy.php>

User profile and controls

Privacy Scale

On the site, we have a privacy scale at the right hand side of the screen. This will show who can see your posts. The scale is set to the following:

Red – Public Message

This means that everyone on the site can see what you post. This is really handy if you want to send a message to everyone, but make sure what you post is appropriate.

Orange – Group Message

This means that everyone in a selected group can see what you are posting. From time to time, staff will set different groups for different reasons. For example, if users ask for a separate section for online training or a space to talk about Youth Achievement Awards, we can set up a group and add users to the group so they can all use that space.

Green – 1:1 or Private Message

This means that only one person can see your messages. This is useful for having a chat with your key worker or to speak to someone in private.

Inbox

All your private messages go into your inbox. If one of your posts is reported, it will be moved to your inbox too. This can happen when you have posted personal information that everyone doesn't need to see. If this happens we will have a chat with you about it to let you know.

Replying

Click the reply button on the post you want to reply to. You can also format the text by using the buttons at the top of the box or add smilies. If you want to post a link, type the link in full (include the http:// bit at the start). You can also upload word documents, PDFs and images

– but remember that these need to be appropriate and are subject to the responsible use section above.

Reporting

You can report content by clicking the report button on the post. Once reported, the post will be moved to the user's inbox and a report will be sent to staff to check. Once staff have decided what action to take, we will let you and the person who posted it know what we will do next.

Profile details

Click your profile on the top left side of the page to update your details. You can also change your privacy settings here.

Search engines

The site does not have a search function and it is set up so no profiles will appear on search engines. This is to protect your privacy and keep the service confidential.

Content screening and moderation

Staff will be on the site to support you and to have fun in the process. We are not just there to police the site and we can all work together to make sure that we can all get the most out of being online.

Staff will also moderate the site. This means we will check all content to make sure it meets the 'responsible use' section of this document. If you post anything that breaks the terms you signed up to, staff can send you a warning, or even suspend your access to the site.

Staff can take action if you post a message which causes concern, for example a message that says you intend to harm yourself or others. For example, staff may contact you and tell you about support organisations or, if they think there is an immediate risk, contact the emergency services.

Reporting concerns

You should report any content that goes against the responsible use section. This is everyone's responsibility.

Any content on the site can be reported – this includes all posts and private messages. To do this, click the report button on the post and it will then be hidden and the staff team will get a message.

Once content is reported, the staff team will review it and will get in touch with:

- The person reporting it to say what we will do next
- The person reported to talk about why it has been reported and what we will do next

Depending on what has been reported, the following may happen:

- We may move content to your private message inbox
- We may record content and save it off site
- We may speak to the person reporting (or in serious cases, another professional such as a social worker, NHS staff, or the Police)
- We may suspend the account of the person reported
- In serious cases, we may have to report the person to the Police

Serious cases may include (but are not limited to):

- Bullying and harassment
- Bullying and harassment aggravated by prejudice – this means treating someone differently due to their age, gender, sex, race, religion/faith, disability, or sexual orientation
- Sexualised content
- Indecent images
- Self-generated indecent images (such as naked selfies)
- Images of abuse, bullying or any other crime

There are a number of pieces of law that cover websites and the above are just an example. Laws can change from time to time and if this affects you, we will let you know.

Legal Information

Changes to these terms and conditions

We may change these terms and conditions in the future. If this happens we will let you know by sending a message on the site and by sending a paper copy of the updated terms and conditions to you to check and sign.

Content disclaimer

The views you express or post are yours alone and do not represent the views of Dundee Carers Centre.

Copyright rights

You own the copyright in your posts, files and pictures. When you sign this, you also agree to give certain rights to Dundee Carers Centre to use them. Here is the legal bit: I grant Dundee Carers Centre perpetual, royalty-free, non-exclusive, sub-licenseable right and license to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, perform, play, and exercise all copyright and publicity rights with respect to any such work worldwide and/or to incorporate it in other works in any media now known or later

developed for the full term of any rights that may exist in such content. If you don't understand what this means, please talk to a member of staff before you sign. If you don't want Dundee Carers Centre to have these rights, then you won't be able to use the site.

Remember that **you** are legally responsible for what you post, not Dundee Carers Centre. Whenever you post, you agree that Dundee Carers Centre is not liable for any breach of confidentiality or copyright, or anything illegal such as obscene, defamatory, seditious, blasphemous or other statements.

Virus Protection

We cannot accept any responsibility for any loss, disruption or damage to your data or your computer system which may occur while you use the site.

IP Addresses and Cookies in the Social Media site

We may collect some information about your computer. This may include your IP address, operating system and browser type. We use this to collect statistics about our users' actions and patterns to help us run the system.

One way we do this is to store a 'cookie' file on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our website and to deliver a better and more personalised service. They enable us:

- to estimate how many people are using the site and when;
- to store information about your preferences, so we can customise our site according to your interests;
- to speed up your interactions; and
- to recognise you when you return to the site.

Our system will issue cookies when you log on to our social media site. If you don't want to accept cookies, you can activate the setting on your browser which allows you to refuse cookies. If you select this, you may not be able to access certain parts of the site.

For more information about our cookies and what they do, please view our cookies page:

<https://upbeet.abertay.ac.uk/cookiePolicy.php>

I have read and I understand all of the above.

I give my informed consent to be a user of the UPBEET Social Media Site.

Young Adult Carer

Key Worker

Name

Name

Signature

Signature

Date

Date
