



WhatsApp Community Policy

Document Version Control

Version: 1	Date:	Initials:	Comment:
	14 th September 2026	ASZ	

1. Purpose

The purpose of the Great Chart with Singleton Parish Council WhatsApp Community is to provide residents with a convenient communication channel for receiving updates, information and notifications relating to the Parish Council and community activities.

The WhatsApp Community is intended to complement, not replace, existing communication channels, including:

- The Parish Council website
- Notice boards
- Email newsletters
- Social media platforms
- Public meetings

The Community shall not be considered a formal method for submitting complaints, requests, Freedom of Information requests, Subject Access Requests or reports requiring council action.

2. Objectives

The WhatsApp Community aims to:

- Share Parish Council news and updates.
- Promote community events and activities.
- Provide information on local services and disruptions.
- Encourage community engagement.
- Improve communication between the Parish Council and residents.

3. Scope

This policy applies to:

- All residents who join the Community.
- Parish Councillors acting in their council capacity.
- Parish Council employees and administrators responsible for managing the Community.

4. Administration

The WhatsApp Community shall be administered by:

- The Parish Clerk and/or
- Other officers or councillors authorised by the Council.

Administrators reserve the right to:

- Remove inappropriate content.
- Remove members who breach this policy.
- Suspend discussions where necessary.
- Close the Community if it no longer serves its intended purpose.

5. Membership

Membership is voluntary.

Residents wishing to join may do so using the invitation link published by the Parish Council.

Members may leave the Community at any time.

By joining the Community, residents acknowledge that:

- Their telephone number may be visible to other Community members.
- Communications occur via a third-party platform operated by WhatsApp/Meta.
- The Parish Council does not control how WhatsApp processes personal information.

6. Acceptable Use

Members must:

- Be courteous and respectful.
- Treat all members with dignity and respect.
- Keep conversations relevant to the Community.
- Follow all applicable laws.
- Respect the privacy of others.

Members are encouraged to consider whether a message is:

- Relevant;
- Helpful; and
- Appropriate for all Community members.

7. Unacceptable Use

The following content is not permitted:

7.1 Offensive Content

Posts that are:

- Abusive;
- Threatening;
- Harassing;
- Bullying;
- Defamatory;
- Obscene; or
- Discriminatory.

7.2 Political Activity

The Community must not be used for:

- Political campaigning;
- Electioneering;
- Endorsement of political parties or candidates.

7.3 Commercial Activity

Members must not:

- Advertise products or services;
- Conduct business promotion;
- Share unsolicited marketing material.

7.4 Personal Information

Members must not:

- Publish personal data belonging to another person.

- Share private contact details without consent.
- Post photographs of individuals without appropriate permission.

7.5 Complaints and Service Requests

The Community must not be used to:

- Submit formal complaints.
- Report confidential matters.
- Raise staffing issues.
- Discuss individual councillors, employees or residents.

Such matters should be directed to the Parish Clerk through official channels.

8. Moderation

Administrators may:

- Delete inappropriate messages.
- Remind members of Community rules.
- Temporarily restrict participation.
- Permanently remove members for persistent or serious breaches.

Examples of behaviour that may result in removal include:

- Repeated rule breaches.
- Harassment of other members.
- Posting misleading information.
- Abusive conduct towards officers, councillors or residents.

The decision of the administrators shall be final.

9. Data Protection

The Council will process personal data in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

The Parish Council will only use personal data collected for joining the Community for administration of the service.

Further information is contained within the Council's Privacy Notice.

10. Freedom of Information and Records

Communications relating to Council business may constitute council records.

Where appropriate:

- Information may be retained.
- Information may be disclosed in response to legal obligations.
- Information may be subject to audit requirements.

11. Disclaimer

The views expressed by individual members are their own and do not necessarily represent those of Great Chart with Singleton Parish Council.

The Council accepts no responsibility for information posted by Community members.