



Website management protocols

Background

The Trefoil website was upgraded making it easier for staff, countries and regions to update. In addition, Trefoil allowed greater access to its handbook, documents, policies and procedures on the public facing part of the website which minimises the need for our members to log in unless they were booking onto events or ordering from the Trefoil shop.

The ease of updating the website introduces a potential risk of content being uploaded which may not be in the best interest of Trefoil or which may breach legal or regulatory requirements, including but not limited to the General Data Protection Regulations (GDPR), charity commission, copyright infringements and fundraising regulations.

These simple protocols which apply to our website or social media platforms allow staff and or its trustees to take immediate action to remove or amend any content without notice.

Our simple protocols

All content added by website publishers including staff and members must adhere to the Trefoil code of conduct and should be in accordance with the Trefoil handbook, its policies and procedures.

Content must not:

- include hate speech or bullying,
- include content not rightfully owned such as copyright infringements,
- include external links which cannot easily be verified as safe, secure and in line with the ethos of Trefoil
- include or promote petitions or voting¹,
- be used for sales² or self-promoting,

Notes

1: This excludes any national initiatives approved by the board of trustees.

2: This excludes the sale of official merchandise, tickets or events through the Trefoil online shop or online event portal.

Our process

Any content which may breach our protocols can be flagged by the public, our members, trustees or staff. The content will be removed or updated as soon as

identified and before an investigation is undertaken. This is to minimise the reputational and regulatory risk.

- Email or phone the Trefoil office describing the concern or issue
 - o If the office is closed contact your country or region chair who should escalate the issue to the national chair of Trefoil or the chair of finance and general purposes.
 - o Contact details for your country or region chair can be found on the Trefoil website under [My country or region | Trefoil Guild](#).
- The Trefoil staff will screenshot the content before amending or removing it pending investigation.
- The Trefoil staff will notify the national chair or in their absence the chair of finance and general purposes who will conduct an investigation and/ or convene a board of trustees' support group to agree relevant actions.
- The Trefoil member or staff member publishing the content will be advised that their content has been temporarily removed pending review and checks.
- Following investigation,
 - o The content will be republished if found not to be in breach
 - o If content is in breach of our protocols, then an action plan would be put in place to manage the issue, provide additional training for staff or members or notify our regulators as deemed appropriate by the support group.
 - o In all cases the person reporting the issue or concern will be updated regarding the investigation and the outcome.
 - o In all cases the person publishing the content will be updated regarding the investigation and the outcome.
- A summary of any issues or concerns raised will be sent to the finance and general purposes by the office manager.
- Any serious or significant issues will be managed in line with our protocols for managing serious incidents.

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