

# Acceptable Use of the Internet and Social Media Agreement for Parents, Carers & Families



**September 2026**

Online communication channels are an important way for parents and carers to receive information and updates about the school.

## Official School Communication Channels

- School website
- Official Facebook page
- Official Instagram
- Arbor - Parent messaging app (for school announcements and information)

The school also recognizes that parents and carers may choose to create independent communication channels to help them stay informed about events in their child's class or year group.

## Online Safety Monitoring

To help keep children safe online, the school uses Securus, an online monitoring and safeguarding system. Securus helps identify potentially inappropriate, unsafe or concerning online activity when school devices, accounts or networks are being used.

Where concerns are identified, alerts may be generated and reviewed by designated members of staff. These alerts help the school to:

- Safeguard children from potential online risks.
- Identify inappropriate language, searches or online behaviour.
- Provide support and guidance where concerns arise.
- Ensure technology is used safely, responsibly and in line with school expectations.

Parents and carers should be aware that inappropriate use of school devices, accounts or internet services may result in a safeguarding review and communication with parents where appropriate.

This monitoring is carried out to promote the safety and wellbeing of all pupils while using technology for learning.

## Parent and Carer Responsibilities

When communicating with the school through official channels, or when discussing the school through private or independent channels, I agree to:

### **I Will:**

- Be respectful towards all members of staff and the school at all times.
- Be respectful of other parents, carers and children.
- Raise any complaints or concerns through the school's official communication channels so they can be addressed in line with the school's Complaints Procedure.

### **I Will Not:**

- Use private groups, school social media pages or personal social media accounts to complain about or criticise members of staff.
- Use private groups, school social media pages or personal social media accounts to complain about, discuss or attempt to resolve behavior issues involving other pupils.
- Share or upload photographs or videos of any child other than my own on social media without the permission of that child's parent or carer.

If I become aware of a behaviour issue or incident involving pupils, I will contact the school directly and speak with the appropriate member of staff.

### **Declaration**

I have read and understood this agreement and agree to follow the expectations outlined above.

**To confirm your agreement with this Acceptable Use Policy, please consent via the Arbor app.**