Online Safety Policy and Acceptable Use

Last reviewed: Tuesday 6th October 2026

Purpose

The purpose of this policy is to ensure the safe and responsible use of technology, digital platforms, and online communication in the delivery of services by Douce France. It aims to protect children, learners, staff, and the organisation from risks associated with online activity, including cyberbullying, grooming, exploitation, inappropriate content, and data breaches.
Although Douce France holiday camps operate on a screen-free basis, online safety remains an important safeguarding responsibility and applies to all digital systems, communication and delivery.

Scope

This policy applies to:

- All staff, contractors, and volunteers.
- All children and learners attending Douce France holiday camps.
- Parents and carers.

It covers the use of all digital platforms, devices, softwares, and communication methods used in connection with our services.

This policy is written with reference to:
Keeping Children Safe in Education (latest edition)
DfE guidance on online safety
DfE Alternative Provision guidance and standards
Data Protection Act 2018 / UK GDPR
Equality Act 2010
SEND Code of Practice

Aims

- To safeguard children from online and technology-related risks.
- To maintain a safe, appropriate and screen-free environment during holiday camps.
- To promote responsible and respectful use of technology where its use is necessary for operational purposes.
- To provide clear standards of acceptable use for staff, children, learners, and parents.
- To ensure compliance with safeguarding, child protection, and data protection requirements.

Key Principles

- Safeguarding procedures apply equally to online and face-to-face incidents or issues.
- Douce France holiday camps are screen-free for children.
- Any concerns regarding online safety must be reported immediately to the Designated Safeguarding Lead (DSL).
- Safeguarding overrides confidentiality when a child is at risk of harm.

Acceptable Use Guidelines

For Staff and Teachers:

- Staff must not use personal mobile phones, or other personal connected devices while they are in session with children or responsible for supervising children.
- Personal devices must be kept securely stored and out of use during sessions.
- Douce France provides designated work mobile phones for staff use where a phone is required for operational or safety purposes.
- Douce France work phones must only be used for authorised camp, safeguarding, safety and operational purposes. They must not be used for personal communication or activity.
- If a member of staff needs to make or receive an urgent personal call from their personal phone, they must first inform the Camp Manager or a member of the management team. The call must be made away from the children and only once appropriate supervision arrangements are in place.
- Staff must not photograph, film or record children using their personal devices.
- Any photographs or recordings taken for authorised Douce France purposes must only be taken using an approved Douce France device.
- Never use personal accounts, emails, or phone numbers to contact children and learners; for under 18s, parents or carers should always be the main point of contact.
- Report any inappropriate or concerning behaviour immediately to the DSL.

Where the use of technology is specifically required for an exceptional activity, this must be agreed in advance with the Camp Manager and appropriately supervised.

For Children and Learners:

- Children must not use mobile phones, tablets, laptops, smartwatches or other personal electronic devices during camp sessions.
- If a child brings a mobile phone or other personal device to camp, it must remain switched off and stored securely in their bag throughout the session.
- Where a child needs to contact a parent or carer during the camp day, this should be arranged through the Camp Manager or an appropriate member of staff.
- Do not share personal information, including contact details, social media profiles, or passwords.
- Children must behave respectfully towards others and must report any online content or communication that makes them feel uncomfortable, worried or unsafe.

For Parents/Guardians:

- Report any concerns about online safety or inappropriate conduct to the DSL immediately.

Procedures

1. **Responding to Concerns**
    - Any safeguarding concerns arising from online activity will be managed in line with the Child Protection and Safeguarding Policy.
    - Technical incidents (e.g., hacking, data breaches) will be escalated to the Company Director and DSL.

2. **Training**
    - Staff will receive appropriate online safety guidance as part of their safeguarding training.

Monitoring and Review

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Online Safety Policy

This policy will be reviewed annually by the DSL and Company Director, or sooner if new risks, technologies, or safeguarding concerns emerge.