

## Mobile Phone and Photographic Images Policy 28

Photographs are often used in gathering observations of achievements. It is necessary to consider how these are collected, developed and stored, and how to protect against unauthorised photography within the organisation in order to ensure that clients are safeguarded.

### Procedures:

#### Phones

- This policy applies to all staff, volunteers, and visitors.
- All staff phones are to be kept with personal belongs and on 'silent' when delivering services or in the presence of clients
- Visitors, volunteers and carers who enter the organisation's premises and appear to be or intent to be taking photographs will be asked by a member of staff to turn off their mobile phone.
- No mobile phones are to be used for photographs within working hours without seeking appropriate authority or permissions.
- Personal calls should be avoided at any time when a member of staff is with clients. Where it is necessary for staff to make a personal call they should ensure this takes place in an area away from clients and visitors. Any Visitors/ Volunteers or carers who receive calls, or wish to make calls, will also be asked by a member of staff to move to an appropriate area.
- A work mobile phone is required when staff are off site with clients. .

#### Cameras (including camera phones)

- Photos should only be taken of clients during normal activities with their permission.
- Only members of staff who have an enhanced DBS disclosure are permitted to take photographs.
- Staff, visitors, volunteers and clients are usually not permitted to use mobile phones to take or record any images of clients during services and activities.
- Photos should only be taken of clients during normal activities using a work phone or camera.

- Nobody should ever be photographed when they are changing.
- Public events, for example, a Christmas party, etc., members of the public and press photographers may take photographs of the public activity. If individuals do not wish to be included in such photographs, it is their responsibility to inform people of this.
- Photographs may be taken within working time, or at activities and events and used in, marketing materials or on the website. Individuals must give their permission to be included in such photographs via a signed consent form.
- Any photographs taken by members of staff can only be downloaded onto work lap-top / computers. No images are to be downloaded or kept on private lap-tops / computers.
- From time to time we may ask professional photographers to come and take photos. Any one involved will be given information regarding the photographer, and the date they will be attending. The photographer will not be left alone with clients and if anyone does not wish for their photograph to be taken we will respect their wishes.
- Photographs will be stored on the organisation's server, computers/laptops, which are password protected until the images are no longer required or the organisation ceases to operate, should this occur then all photographs will be shredded or deleted from the computers or laptops.