HOPE International Development Agency UK

E-Safety Policy

Adopted: November 2023; Review: every 3 years

HOPE takes the protection of employees, trustees, volunteers, delivery partners and those who benefit from our work very seriously and this extends to internet security – e-safety. This policy outlines the steps that we have taken to ensure protection from the internet and computer crime in general.

1. Protecting HOPE computers, tablets and mobile phones
• All employees, trustees, contractors and volunteers are expected to not open links that come from unidentified sources or appear to be from friends/colleagues but use expected language (hacked accounts).
• It is recommended that all laptops, desktops , and phones used for HOPE's work have Anti-virus protection and we recommend Malware Premium.
• Users are asked to use safe browsing platforms, to never visit insecure websites, to never use insecure/public wi-fi.
• We ask all users to ensure their passwords are at least 10 characters long containing at least one capital letter, one small letter, one number/symbol, that no two software packages have the same password and that the passwords are changed at least once every 12 months where not prompted to do so automatically.

2. Acceptable use of the computer
• Users of HOPE assets are not permitted to use their computers/phones for visiting websites that provide or promote illegal or immoral activities (porn, harassment, bullying, taking and using pictures without consent);
• HOPE will never publish personal data on the website and social media platforms

3. Use of images and Video
• HOPE will seek permission to use photos of individual people where that person is clearly identifiable.
• HOPE will only use images that uphold the dignity of that person and will never take/use a photo that belittles, shames, degrades or humiliates an individual or community
• HOPE will only use vocabulary that upholds dignity and promotes positivity and will never use language that belittles, shames, degrades or humiliates an individual or community.

4. Online abuse
• Under no circumstances are HOPE platforms to be used to insult, intimidate, abuse or bully another individual or group
• In the event a user receives abuse in relation to their engagement with HOPE, we would take this very seriously, investigate and act to stop and rectify the situation.

Users must report all cases of abuse to the Safeguarding Lead who will take the appropriate action.

This policy will be reviewed by HOPE UK Trustees in November 2026