

WhatsApp: good practice guidance for using the app

May 2018



WhatsApp

WHAT IS WHATSAPP?

WhatsApp is a popular instant messaging app, which lets you send messages, images and videos to friends. You can have 1-1 conversations as well as group chats.

The app is being increasingly used within hockey as a useful communication tool. This guidance recognises good practice for using the app and highlights some risks when using it with u18's.

DO'S AND DON'TS OF USING WHATSAPP

Do's	Don'ts
<ul style="list-style-type: none">• Have a coach set the group up (allowing admin rights)• Tell athletes what the app is/isn't to be used for• Inform parents of its intended use• Get the team to agree how the app is to be used i.e. no pictures, only hockey orientated content• Keep language appropriate	<ul style="list-style-type: none">• Assume everyone is on WhatsApp• Use the app for private messaging• Use the app to replace formal feedback

CONCERNS FOR USING WHATSAPP

Individuals having access to everyone's number. In some environments this may allow individuals to contact each other in a negative way e.g. bullying in a performance environment.

Individuals not using WhatsApp. If a member of the team doesn't use the app, will they miss out on important information?

UPDATE

As of 25th May 2018, the age limit for the use of Whatsapp will be increased from 13 to 16 in order to comply with the new General Data Protection Regulation (GDPR).

