

## **Regional Meetings and Webinars Guidance and Security**

### **1. Introduction**

This guidance has been prepared by Arts & Health South West (AHSW) with the help of [Willis Newson](#). AHSW provides the Host function for these meetings, and facilitates the process of participants signing up. AHSW is therefore responsible for making sure that these meetings and webinars are secure and that any data that is shared during participant sign-up is handled in line with the organisation's Data Protection Policy and the "ASHW Public Zoom Meetings and Webinars Privacy Notice".

### **2. Security and Data Protection**

- Attendees register for online regional meetings and webinars via Eventbrite
- When attendees register, they are asked to consent to AHSW processing their data in line with the "ASHW Public Zoom Meetings and Webinars Privacy Notice" - this states that their name and email address will be stored within Eventbrite and used to contact them about the meeting/webinar they have registered for, including contact afterwards in order to gather feedback.
- Only those who register via Eventbrite receive an access link and password, and all attendees are asked not to share this access information publicly, to prevent un-invited people from joining the meetings.
- AHSW will have extra staff in place to monitor each Zoom meeting/Webinar to prevent any un-invited participants from joining and disrupting the meeting
- If any attendees are found to be disruptive or to be sharing offensive material, they will be muted or removed from the meeting, depending on the type of disruption caused.

### 3. Recordings

#### 3.1 Meetings

- Meetings will be recorded by AHSW for the purposes of note taking and analysis of themes. The meeting recording will not be shared publicly.
- The recording will be stored on AHSW's cloud storage drive, which only AHSW staff have access to.
- The resulting notes and analysis may be used in reporting to Arts Council England and other stakeholders but will always be anonymised.
- If AHSW wishes to directly quote a meeting participant or use identifiable data, a member of AHSW staff will contact the participant directly for consent.
- **Comments shared in the chat, or responses to polls** may be recorded and anonymised as part of the evaluation of the session. Chat and poll results will not be shared publicly other than as anonymised, aggregated data.

#### 3.2 Webinars

- Webinars will be recorded and shared on Arts & Health South West's website and YouTube channel.
- **Comments shared in the chat, or responses to polls** may be recorded and anonymised as part of the evaluation of the session. Chat and poll results will not be shared publicly other than as anonymised, aggregated data.

### 4. Preparing to Take Part

- Attendees will need to download the latest version of the Zoom software in order to take part in the meetings / webinars.
- Zoom will work on an iPad or smartphone, but with less functionality. This means you might not be able to take part in chat, voting or other interactive tools. If you can, use a desktop or laptop computer instead.
- If you are using a laptop or mobile, think about where you are in relation to your router (Wi-Fi box). The closer you are, the better reception you will get. Plugging your computer directly into your router using an ethernet cable will get you even better signal.

- Set aside time to familiarise yourself with the software before the session so that you are comfortable with the different controls (audio, video, chat etc).
- Think about where you will sit to take part in the session, ensuring that you are comfortable, have a cup of tea, make sure you can both see the screen and take notes if necessary.
- Make sure that you are ok with any personal photographs or objects on display in the background of your screen that may be shared with other participants.

## 5. CARE Contract

In order to create a safe space for learning and sharing, we invite participants to think about and follow a contract of CARE:

- **C: Confidentiality**  
While people are free to discuss and share their learning and the content of what is discussed in a meeting, please refrain from talking about other participants outside of the meeting.
- **A: Attention**  
Please pay attention to each other and yourselves, as well as to the facilitator or host Chair. Paying attention to your own needs – making sure you have water or snacks on hand, that you have a view of the outdoors if possible, taking breaks by looking away from the screen – will ensure you are able to fully engage and get the most from the session.
- **R: Respect**  
Everyone attending will come with different experiences and viewpoints. Respecting difference and learning from each other will ensure a positive, enjoyable and rich experience.
- **E: Engage and Enjoy**  
Connecting, sharing and learning should be an enjoyable experience. Please do fully engage and participate, keeping your camera on, contributing verbally where there is space for discussion and making use of the chat and non-verbal feedback functions at other times will ensure you are fully engaged and get the most out of the session.

## 6. Participant Responsibilities for Security

- Please do not make the Zoom link public on any online platform.
- All participants will be placed in a waiting room before being given access to the meeting or webinar.
- AHSW staff or partner co-hosts will allow people into the meeting or event from the waiting room.
- AHSW will disable screen sharing for participants in meetings and webinars to ensure that, if we do have any uninvited guests, they are not able to share offensive material.
- AHSW and partner co-hosts will ensure that the Chat and Q&A functions are closely monitored and exclude anyone whose behaviour or messaging is problematic.
- Please be aware that if you send personal chats to individuals within the meeting, AHSW will be able to read this in the recording.
- Chat can be used for sharing links but we will disable file transfer to avoid unsolicited pictures, GIFs, memes and other content.
- AHSW and partner co-hosts can disable the video if an individual's behaviour is inappropriate.

## 7. More Information

- If you would like to receive updates about future AHSW events and online activities, please sign up as a member of AHSW for **free** at [www.ahsw.org.uk/join-us](http://www.ahsw.org.uk/join-us)
- If you want to give feedback on your experience of attending a meeting / webinar, please email Hannah at [info@ahsw.org.uk](mailto:info@ahsw.org.uk)
- If you would like more in-depth guidance on working online, safeguarding or working with vulnerable people please see the guidance document produced by Culture Health and Wellbeing Alliance, Arts Marketing Association, 64 Million Artists and RIO available at <https://www.culturehealthandwellbeing.org.uk/guidance-working-online-and-online-safeguarding>.