

## WhatsApp Community Guidelines

Welcome to your WhatsApp Community Group. This group aims to be a friendly, fun environment for currently active Canine Partners staff members, volunteers, applicants, and partners to share photographs, chat with each other and get involved.

The Group is monitored by the Canine Partners staff Monday – Friday, 9am – 5:00pm. By choosing to join the group, you are agreeing to follow Canine Partners' values.

*Members are expected to treat each other with kindness and respect. Personal attacks, hate speech and bullying will not be tolerated and may result in removal from the group.*

### **Your privacy is our priority**

Your privacy is important, and we strongly recommend that members keep sensitive information within the community and avoid sharing any personal data.

Your personal messages and calls in communities are protected with end-to-end encryption. No one outside the group, not even WhatsApp, can read, listen to, or share them.

To protect user privacy, your phone number is only visible to community admins, people who have saved your number in their contacts, or those who have your number from your other chats. You can learn more about controlling your privacy settings here: [How to change your privacy settings | WhatsApp Help Center](#)

### **Inappropriate Content:**

Avoid sharing illegal, obscene, or graphic content. Members must be mindful of the potential harm that some content can cause.

### **Responsible Communication:**

Avoid excessive and irrelevant messages, and be mindful of the language used, avoid triggering or offensive terms.

### **Community Management:**

Admins have the responsibility to:

- Manage the community, delete inappropriate messages, and enforce these guidelines.
- Invite members to join the community by sharing a link. Links should not be posted on a public forum or website. Only share it with people you know fit the criteria for joining the community.
- Restrict who can make changes to the Community. Admins control who can make changes to the group or community's subject, icon, or description.
- Delete unwanted messages and / or remove members.

- Check and maintain the group permissions as necessary.

### **Community Members**

- You can decide who can add you to a group and if you want to stay in a group you've been added to (see WhatsApp Privacy guidance).
- Exiting a community: Members can leave a community or group they no longer want to be a part of by using the exit community feature. If you choose to leave, only the admins will know.
- Report inappropriate content – Members should report inappropriate or harmful content to WhatsApp to help us keep it safe.
- Mute Community / Group notifications – If a community becomes too noisy, members can mute group notifications.

Members can receive updates and announcements sent to the entire community. They can also easily organize smaller discussion groups on what matters to them.

Your personal messages and calls in communities are always end-to-end encrypted. No one else, not even WhatsApp, can read or listen to them.

Here are some helpful things you can do in groups that are part of communities:

- Create events.
- Share polls.
- React to messages.
- Share files.
- Controls for admins.
- Reply to community announcements.

### **Control what you send and see**

- Send disappearing messages – You can decide how long messages remain visible once you've sent them - 24 hours, 7 days, or 90 days.
- Use view once for shared content: For added privacy, you can send photos and videos that disappear from your chat after they've been opened once.
- Pay attention to messages labelled "Forwarded many times." Avoid rumours, viral messages, and fake news by checking for accuracy before forwarding content - especially if it's a chain message and the "Forwarded many times" label is displayed.

### **Avoid unwanted contact**

- Block and report – You can stop receiving messages, calls, and status updates from a contact by blocking them.
- Report inappropriate behaviour - You can report inappropriate content, messages, or members.

*By adhering to these guidelines, WhatsApp communities can foster a safe, respectful and productive environment for all.*