

# KeyRing

## HOW WE USE MESSAGES TO COMMUNICATE WITH YOU AND YOUR FAMILY

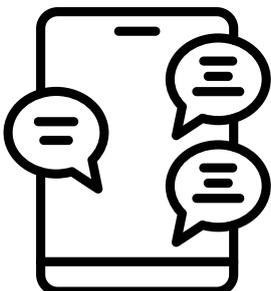


This policy is written in plain English, if you'd like a different version to help with accessibility please contact: [enquiries@keyring.org](mailto:enquiries@keyring.org) / 020 3119 0960

### SUMMARY

This guide is about how we use messaging services like WhatsApp. It tells you what we can use them for and what we can't. It explains what rules we have to follow and how we keep things safe and confidential.

### WE KEEP IN TOUCH WITH YOU IN MANY DIFFERENT WAYS



We use different ways to keep in touch with you. We will speak with you about these different ways so that we can find the right way for you.

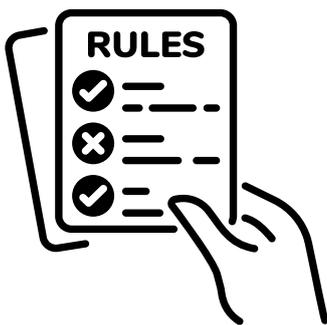
Some of the ways we communicate are through:

- Face to face meetings
- Group meetings
- Phone calls
- Emails
- Text message
- WhatsApp

This guide is about how we use messages to communicate with you. Emails, text messages and WhatsApp are all types of messaging systems.

## WHAT CAN BE COMMUNICATED THROUGH MESSAGING?

Most of your support will be face to face. Sometimes we will use phone calls if we want to talk to you about something urgent.



When we use email, text, WhatsApp or any other messaging system, we need to be careful. This is because we must follow rules about data protection and keep your personal information secure.

We might use messaging for things like:

- Telling you that we are on our way
- Reminding you about an activity that is coming up
- Connecting you with other Members

You can use messaging to:

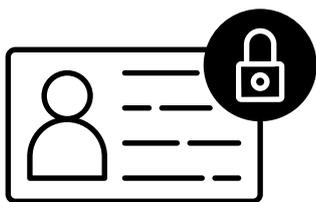
- Ask a quick question
- Send a photo (if you want to)
- Arrange a time to meet
- Share your ideas
- Join group chats with other Members

You can also say:

- “Please don’t message me here”
- “I want to leave the group”
- “I don’t want my photos shared”

We will always respect your choice.

## WHAT WE CAN'T COMMUNICATE THROUGH MESSAGING



We should not share your private information (like your address, health, or money information) in messages.

This is to keep you safe. If you want to share any of this information with us through a message that is your choice but we will not.

Staff should only use their KeyRing telephone number or email address to connect with you.

# WHAT INFORMATION CAN WE SHARE WITH YOUR FAMILY AND FRIENDS?



We cannot share any information about you with your family and/or friends except if there was a risk of serious harm. This would be an emergency.

An example of this could be sending a list of your medicines to a family member who is waiting with you for an ambulance to arrive. This could help the paramedics to make sure that you get the right treatment.

If you want to share information about your life and support with anyone outside of KeyRing this is your right. We will never do this.

If you need some help to use messaging so that you can do this we can help you with this.

## GROUP MESSAGING



We sometimes use group messaging, often in WhatsApp to help people stay connected.

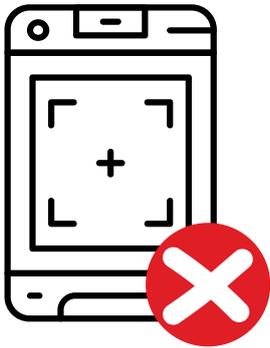
Before you join a group:

- We will ask for your consent (“Is this OK with you?”).
- We will explain who is in the group.
- We will explain what kind of messages will be shared.

Many of the groups have their own rules that they have agreed on. We will tell you what those rules are.

You can leave a group at any time. Just tell us if you need help.

## KEEPING YOU SAFE



We will keep messages professional.

We will not share screenshots of your messages or photos of you without asking if that is ok.

If we need to share sensitive information we will not use messaging to do this. Sensitive information could be information about your support.



This document was reviewed in February 2026. It will be reviewed and updated every three years or when a change is needed.