



The Coptic Orthodox Diocese of London Social Media Community Guidelines

Welcome to our online community!

The Coptic Orthodox Diocese of London (the Diocese) uses social media to provide a safe, creative, and constructive space to communicate the various activities and ministries offered by the Diocese.

Our online channels provide a window into the Church to:

- (1) Allow people to encounter Christ through an Orthodox perspective and;
- (2) Invite people into the visible life and practice of the Coptic Orthodox Church if they wish to learn more.

This ethos aligns with our Diocesan theme: “A city that is set on a hill cannot be hidden” **(Matthew 5:14)**.

Social media channels can also provide a space for healthy online fellowship and a valuable forum for discussion and constructive feedback. We are aware that the nature of these platforms will, at times, lead to disagreements and differing opinions. This is constructive if we remain respectful and gracious in our engagement with each other. We aim to witness to our Lord and Saviour Jesus Christ and help one another along our journey. “Therefore let us pursue the things which make for peace and the things by which one may edify another” **(Romans 14:19)**.

All social media channels with public settings are visible globally. Onlookers are likely to judge the Christian Faith and the Body of Christ based on what they observe on these platforms and how we deal with one another. “By this all will know that you are My disciples, if you have love for one another” **(John 13:35)**. Any interaction to the contrary can potentially become a stumbling block for others.

To practically meet the collective goals of our community, and to ensure the wellbeing of all its members and those visiting us online, it is important that the space remains safe and that no one is subjected to online harassment, bullying or threatening behaviour. As a Diocese, we are committed to ensuring that our platforms do not endorse or tolerate such behaviour. Our commitment is to provide a safe, healthy and edifying online environment for all those who participate in any interaction on our social media platforms.

To help facilitate the best possible experience online via our Church and ministry platforms, please follow our social media community guidelines when interacting online:

- If wishing to raise an issue or give feedback, aim to ‘Speak the truth in love’ (Ephesians 4:15)
- Interact with others online as you would in person
- Be respectful of others and their opinions, even if contrary to your own
- Respect the privacy of other community members and do not share other people’s personal data or photographs online without their permission
- Be polite and courteous, and practice active listening
- Think before you post, and consider any potential negative impact or outcome your interaction may have on those on the receiving end, or witnessing the interaction
- Never harass, bully, threaten or troll
- Report any incident in which you feel someone is expressing self-harm or suicide

Rules and Restrictions

We aim to adhere to the rules and restrictions of online engagement outlined by the various online platforms the Diocese utilises. To read these in detail, please click on the links below:

- [Instagram’s community guidelines](#)
- [Twitter’s community guidelines](#)
- [Facebook’s community guidelines](#)
- [YouTube’s community guidelines](#)

Below is a non-exhaustive summary of the rules and restrictions of these platforms:

- Violence: You may not threaten violence against an individual or a group of people.
- Terrorism/violent extremism: You may not threaten or promote terrorism or violent extremism.
- Child sexual exploitation: We have zero tolerance for child sexual exploitation.
- Abuse/harassment: You may not engage in the targeted harassment of someone or incite other people to do so. This includes wishing or hoping that someone experiences physical harm.
- Hateful conduct: You may not promote violence against, threaten, or harass other people based on race, ethnicity, national origin, caste, sexual orientation, gender, gender identity, religious affiliation, age, disability, or serious disease.
- Suicide or self-harm: You may not promote or encourage suicide or self-harm.
- Sensitive media, including graphic violence and adult content: You may not post media that is excessively gruesome or share violent or adult content within live video or in profile or header images. Media depicting sexual violence and/or assault is also not permitted.
- Illegal or certain regulated goods or services: You may not use our service for any unlawful purpose or in furtherance of illegal activities. This includes selling, buying, or facilitating transactions in illegal goods or services, as well as certain types of regulated goods or services

If anyone feels that these guidelines are not being adhered to online, you can utilise the various options at your disposal via these platforms to report any violations.

Any infringement of the social media guidelines outlined on these platforms must never be justified, encouraged, or tolerated just because it is an 'online' space. What is criminal offline is criminal online. This kind of behaviour has a very real impact on real people.

How the Diocese responds to online violations

If someone violates these guidelines, we will take action to ensure our online spaces remain healthy and safe. Depending on the type of violation this might include a warning, or in the event of extreme or repeat behaviour, removal from accessing the online space. On occasions, we may be under a statutory responsibility to report certain incidents to the relevant social media channel and/or the authorities.

On certain platforms we do not allow commenting as responding is often labour intensive and we do not always have the resources to do so. However, on the platforms where commenting is enabled, we will use our discretion to hide or delete comments that contravene the guidelines outlined above.

Where possible and where time and resources allow, and depending on the nature of the contravention, we will comment to let you know this is the case so that you have the opportunity to withdraw your comment. In the case of comments repeatedly contravening our guidelines you may not be notified prior to the removal of content.

We may block users from accessing our platforms if interaction is repeatedly hostile and contrary to our guidelines.

Thank you for working with us to make our online interactions constructive and enriching.