

## TEAM APP USAGE POLICY

Team App is a tool used to inform social ride participants of the details of each ride, provide a record of attendance and other data for each ride, and through the Chat and News functions, communications about social rides.

### Purpose

This policy is designed to provide guidance for the use of Team App to ensure consistency with PP policies, in particular the organisation's Privacy Policy and that relating to Communication Channels, and applicable legislation. The policy also sets out basic expectations in relation to usage by individuals.

### Definitions

Accredited social ride leaders	PP members who have undertaken training and assessment to meet the standards of an accredited social ride leader.
Access Group	A ride group in Team App where members interested in a particular ride join to participate in and receive information about that ride.
Chat Room	A Team App facility for sending and receiving messages about rides
Documents	A Team App facility that allows documents relevant to social rides to be posted by the Office.
News	A Team App facility used for information posted by the Office
Office	PP Office – contactable at: <a href="mailto:office@pedalpower.org.au">office@pedalpower.org.au</a> .
Recipients	The selected users who will receive a Chat or News message
Restricted Administration	Limited administration access provided only to accredited social ride leaders to allow editing of ride information and marking attendance. It does not allow the introduction of a new ride into Team App, which is done by the Team App Administrators.
Social Rides Management Group (SRMG)	PP Board subcommittee which manages PP social rides
Team App	Downloadable App used by PP to manage social rides
Team App Administrators	PP staff and appointed volunteers who are authorised to have unrestricted administrative rights.
Users	PP members, guests and employees using Team App.

### Policy

#### General

1. This policy applies to all Pedal Power ACT Inc. (PP) members and guests who participate in Social Rides, and PP employees and volunteers who administer the Team App.
2. No person involved with Team App is to use personal details of members available on Team App for any purpose other than to facilitate social rides and communication between social ride participants. To do so is a breach of the [Pedal Power | Privacy Policy](#). Complaints about misuse of personal information should be made to Pedal Power's Privacy Officer.

### Administration

3. The Executive Director will appoint Team App Administrators.
4. Only rides approved, and notified to the Office, by the SRMG will be loaded onto the Team App.
5. Team App Administrators:
  - have full administration rights
  - ensure accredited social ride leaders have restricted administration rights only
  - ensure that other users have no administration rights
  - upload descriptions of new rides onto the PP website and set up a new ride in Team App.
  - can add items to the News and Document Functions
  - will fix more complex defects on the system
  - Will monitor and regularly delete Chat items that are inactive or inappropriate.

### Team App Users

6. When downloading the Team App, members must provide their name, email, phone contact and an emergency contact name and phone number that may be required in the event of an injury or illness. This information is only available to Administrators, and Restricted Administrators. A pseudonym is allowed provided that at least one other member on the ride knows the real name so that assistance can be provided in the event of an emergency.

### Communication and Chat Rooms

7. Contribution for inclusion in News and Documents can be forwarded to the Office for consideration and uploading if considered suitable for publishing and having wide appeal – email any such items to [rides@pedalpower.org.au](mailto:rides@pedalpower.org.au) or use the Contact Us facility in Team App. Refer to the Communications Channels policy document.
8. News and Documents are only to be uploaded by Team App administrators. There is one exception to this and that is that Social Ride co-ordinators may upload into Documents a schedule of ride leaders to cover a 3-6 month period.
9. When using a Chat Room, users must always be respectful, courteous and positive so as not to bring PP into disrepute.
10. To assist with administration, the authors of Chats are encouraged to delete their chat once the subject matter has lapsed.
11. Chat Rooms must not be used for commercial purposes (i.e. to advertise services, products, or events where a fee is charged).
12. The functions “All Groups” and “Ride Leaders” should usually only to be used by PP Administrators because by using these functions, Chats and any subsequent comments, are broadcast widely. Users must take care in selecting the appropriate recipients when posting chats via the private chat or selected groups options. On most occasions it will only be appropriate to send a message to one or two groups. The latter might apply if two ride groups have joined for a ride.

### News and documents functions

13. Team App Administrators may refuse permission to post News or Documents if there is concern about the content, applicability, or commercial (advertising) nature of the material. Notices about personal and life events may only be permitted as a News item if the person is well

known among many Access Groups and the publication of information has been approved beforehand by the Executive Director on behalf of the Board. Send requests for draft News notices to [rides@pedalpower.org.au](mailto:rides@pedalpower.org.au) or via the Contact Us in Team App.

## Disputes

14. Concerns relating to Team App administrative matters should be emailed to [rides@pedalpower.org.au](mailto:rides@pedalpower.org.au) or via Contact Us in Team App to be resolved by the Team App Administrators.
15. If a concern or complaint is not able to be resolved by the Team App Administrators, it should be emailed to [Office@pedalpower.org.au](mailto:Office@pedalpower.org.au), marked to the attention of the Chair of SRMG for consideration by SRMG in the first instance.
16. If a member believes their concern or complaint has not been resolved by these steps within a reasonable time, the member may use the Pedal Power ACT dispute resolution rules (currently Rules 29 and 30) to settle the dispute.