

The **Wild** Ways

Gmail Safeguarding Policy

Effective Date	11/06/2026
Policy Description	Guidance on using Gmail safely, professionally, and in line with our safeguarding and data responsibilities.
Author	TWF Lead / Data Integrity Consultant
Approved	CEO
Organisation	The Wild Ways / The Wildheart Foundation / Raising A Wild Child / The Wild Child PDA Foundation

Overview

This policy sets out how practitioners use their Wildheart Gmail accounts safely, professionally, and in line with our safeguarding, data protection, and relational responsibilities. It explains the boundaries around what these accounts can and cannot be used for, how we protect families from risk, and the standards we expect from practitioners in relation to identity, security, and communication. Our aim is to create a clear, consistent system that keeps sensitive information safe, supports practitioner wellbeing, and reassures families that their data is handled with care, transparency, and accountability.

Approval & ownership

- All practitioners are required to create a gmail account
- Email format must follow a standard naming convention
name.thewildheartfoundation@gmail.com
- A **central register** of authorised practitioner email addresses is maintained and reviewed regularly
- No practitioner may change their email address once approved without permission





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Clear separation of sensitive information

Practitioner Gmail addresses are not to be used for:

- Medical reports
- EHCPs or legal documents
- Safeguarding disclosures
- Images or videos of young people

Families and LAs are routinely directed to send sensitive information only to kelly@thewildways.org.uk

Practitioners must forward sensitive emails immediately to kelly@thewildways.org.uk and delete local copies.

Identity & impersonation protection

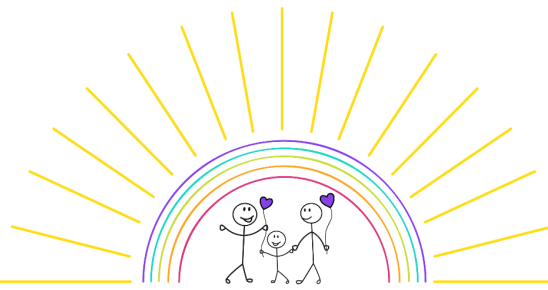
Practitioners must:

- Use a real profile name and photo (no nicknames or avatars)
- Include an approved email signature stating their role and confirming official Wild Ways contact routes
- Any suspected impersonation or confusing address must be reported immediately

Account security standards

Practitioners must:

- Use a strong, unique password
- Access email only from personal, secure devices
- Shared devices or public computers must not be used to access practitioner email.



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Monitoring & escalation

A clear internal process exists for:

- Reporting suspected data breaches or impersonation
- Rapid response and containment
- Notifying families or LAs if required

Concerns are logged and reviewed by the DSL rosalind@thewildways.org.uk

Boundaries & professional use

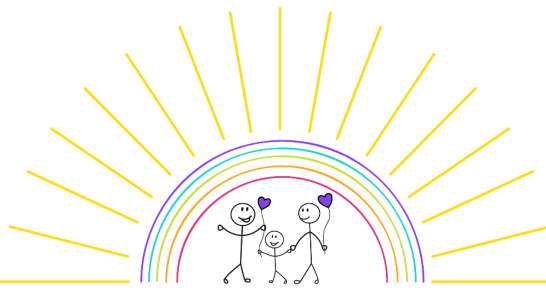
Practitioner Gmail accounts are:

- For professional use only
- Not to be linked to personal accounts, subscriptions, or services
- Automatic forwarding to personal email addresses is not permitted

Endings & access removal

When a practitioner leaves or pauses work they must:

- Provide written confirmation that all Wild Ways data has been deleted
- Remove families from contacts
- Stop using the Gmail address in relation to Wild Ways immediately
- Families and LAs are notified of the change and given the correct central contact
- The practitioner email is marked inactive on the central register
- Any ongoing correspondence must transfer to kelly@thewildways.org.uk



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Training & reassurance

Practitioners receive:

- Clear written guidance
- A short safeguarding briefing on email use

Families are reassured that:

- This system is monitored
- Sensitive data is protected
- There is a clear route if something doesn't feel right

Reporting concerns

Any concerns about the safe or appropriate use of AI must be escalated directly to the safeguarding lead. Please complete this form [Report a Safeguarding Concern](#) and contact the Designated Safeguarding Lead.

Designated Safeguarding Lead (DSL): **Rosalind Walker**

Deputy Designated Safeguarding Lead (DDSL): **Kelly Swanson**

Email: **safe@thewildways.org.uk**

Mobile: **07736 774133**

All of our policies can be found on our [website](#)

