Staying safe in group chats and online

CITY ST GEORGE'S UNIVERSITY OF LONDON

Group chats and social media can be a popular way to stay connected while at University. This document shows how to protect your privacy, set boundaries and get support.

STAY CITY SAFE



Protect your privacy

On group chats and social media, anyone can claim to be a student. Be careful not to share personal information - your home address, passwords, bank details or documents like your passport. Anything you send can be forwarded, saved or screenshotted.

Check your **Settings** → **Privacy** on your messaging apps:

- **Who can message you or add you to groups?** You can set both to 'contacts only'. The default is often 'everyone'
- **Who can see your location?** Only share with people you know and trust
- **Is your profile public or private?** Anyone can see a public profile.

Set boundaries using platform tools

You can decide who reaches you. If you feel uncomfortable, you can:

- **Block** – stop someone contacting you
- **Mute** – silence notifications from a group chat or user
- **Leave** – exit a group chat
- **Restrict** – limit what someone can see of you
- **Report** – flag a user to the platform.

If you ever feel unsafe, you can always reach out to your Student Support services.

Setting up a group chat

You can set the tone for a kind space with a few ground rules.

Feel free to adapt our template.

Watch out for fake accounts

Every year, groups and pages using City St George's name and logo appear on WhatsApp, Facebook and Discord. Some exist to collect personal information, push scams or sell tickets.

Rule of thumb: the University does not run Freshers groups or pages on social media. Official Welcome events are only listed on the Students' Union and City St George's Welcome pages.

Respect and conduct

Everyone in the community should uphold these values, online as much as on campus:

- **Inclusive** – this means making sure everyone feels welcome and is valued
- **Respectful** – this means being mindful of how your language, behaviour and assumptions impact others
- **Supportive** – this means challenging inappropriate behaviour, offering help when needed and contributing to a culture of kindness
- **Always learning** – this means being open to feedback and reflecting on and understanding experiences unlike your own.

As set out in the Student Charter, City St George's students should treat fellow students with respect, as equal and valued members of our community. Discrimination, harassment, bullying and hate incidents are never tolerated.

Mind your digital footprint

Your digital footprint is everything findable about you online - posts, profiles and comments. It is what people see when they search for you. City St George's is the University of business, practice and the professions, and many of you will be heading into careers where professional conduct is part of the job. This is important to be mindful of throughout your university journey. Our Student Social Media Guidelines on the Student Hub have more on posting, privacy and your online presence.

For more student safety information, visit Stay City Safe.

Support

In an emergency call 999.
To report a crime that doesn't need emergency attention, call 101.

Make a report
Use **Report + Support** to confidentially report a concern, an incident that occurred, or to make a disclosure about your own or someone else's safety and wellbeing so we can best support you.

Talk to someone
Dignity and Respect Advisers are staff volunteers trained to listen and provide confidential guidance on issues related to bullying, harassment, and sexual misconduct.

If you are unsure
You can reach out to your **School Wellbeing team** or Clerkenwell and Moorgate students can submit an enquiry via **Support@City** to get connected with the right support. Tooting students can email the **Student Support Hub**.

Get independent advice
The Students' Union Advice service is free, confidential and independent from the University. They can help you understand your options and guide you.