

Online safeguarding at the Freud Museum

This policy defines how the Freud Museum London (FML) operates to safeguard children and young people in any online or digital sessions.

Facilitators

Online sessions are facilitated by a member of the Freud Museum's education team, all of whom are DBS checked.

Teachers

A responsible adult from the school or organisation (usually a teacher) must be present for the duration of the online session and will be party to all communication between the facilitator and the participants during the session.

Should the responsible adult wish to raise any concerns about participants' online safety, either before or after the session, they are advised to contact the Museum's Designated Safeguarding Officer (DSO) Daniel Bento: daniel@freud.org.uk 020 7435 2013.

Platform

Teachers can choose to have the session hosted on the Museum's own Zoom platform or on their school's own platform (Teams, etc).

Privacy

There is no requirement for students to appear on camera or speak into the microphone during online sessions.

Sessions held on the Museum's Zoom account are in a 'meeting' format. Their cameras and microphones will be deactivated by default. They will have the ability to activate their cameras and microphone but are not required to do so.

Sessions held on the Museum's Zoom account are accessible via a private link that will be sent to the teacher for circulation to the class. The Freud Museum will not receive participants' contact details.

Questions can be asked live through participants' microphones or typed via the chat function.

Zoom's privacy policy can be found [here](#).

Recordings

Online sessions are not usually recorded. Should the Museum wish to record an online session (for instance for quality control or publicity purposes) we will contact the teacher associated with the booking to obtain consent in advance, outlining how we wish to use the recording and the steps we would take to ensure the safety and privacy of the participants.

Personal disclosures

Participants will be asked not to disclose personal information.

Participants' names may be visible to one-another.

Sensitive material

Participants will be advised if the session touches on potentially sensitive topics, such as sexuality, gender or trauma, and will be advised to leave the session and inform their teacher if the session provokes any distress or is perceived as insensitively or disrespectfully handled.

Participants will be asked not to disclose or solicit advice regarding personal situations or experiences. Facilitators will not respond to any disclosures of this nature should they arise.

At the start of the session

Facilitators will discuss safety and privacy at the beginning of each session, reminding participants how visible or audible they are to one-another during the session and advising them not to make personal disclosures.

If you have any further questions about online safeguarding please contact the Museum's education team: education@freud.org.uk.

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