

RCSEd WhatsApp Group Communications Pack



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RCSEd WhatsApp Group Communications Pack

The Royal College of Surgeons of Edinburgh recognises WhatsApp as a useful tool for quick, real-time communication between volunteer groups, particularly when sharing information or coordinating while travelling. However, its use carries data protection and information security risks. This guidance has been approved by the RCSEd Information Governance Group.

RCSEd WhatsApp Charter.

Supporting professional, safe and effective communication

Purpose.

To provide clear guidance on the appropriate use of WhatsApp for College-related activity.

Who this applies to:

All colleagues, Board and Committee members, examiners, and those acting on behalf of the College.

Key Principles.

- Use WhatsApp for College-related communication only.
- Maintain professionalism and respect at all times
- Do not share confidential, sensitive or patient-identifiable information
- Follow data protection and information governance requirements
- Use College approved Committees and Groups for formal decisions and escalation

Good Practice.

- Keep messages clear, relevant and concise
- Be mindful of tone and timing
- Respect boundaries and working hours

What to Avoid.

- Using or sharing contact information for another purpose without the individual's permission.
 - Using WhatsApp for formal approvals or decision-making
 - Sharing personal or sensitive data
 - Posting inappropriate or unprofessional content
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Need more detail?

Read the full Charter: [CLICK HERE](#)

WhatsApp Pinned Message (Copy & Paste)

The rules below must be pinned to the top of any College related WhatsApp group being created:

RCSEd WhatsApp Use – Key Guidelines

- College use only
- No confidential or patient data
- Be professional and respectful
- Follow data protection rules
- Use College approved formal Committee and Groups for decisions

Here's how to pin a message in a WhatsApp group chat (works on iPhone and Android):

Pin a message

1. Open the group chat
2. Find the message you want to pin
3. Press and hold the message
4. Tap "Pin" (or the 📌 icon)
5. Choose how long to pin it (24 hours, 7 days, or 30 days)
6. Tap "Pin message" to confirm

What happens next

- The message appears at the top of the chat in a pinned banner
- Everyone in the group can tap it to jump straight to the message

Good to know

- Only one message can be pinned at a time in a chat
- Admins may control who can pin messages (in some groups)