



Sussex Area Online Committee Guidelines.

Updated 11 November 2020

Statement of Quality

The Sussex Area Website and associated Online activities are fellowship and public information tools. The web servants will strive to maintain all content in a professional manner. This includes all design elements, commentary, and posted information. The Sussex Area Online Committee is dedicated to the 12 Traditions and 12 Concepts of Narcotics Anonymous.

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INTRODUCTION

The following guidelines reflect policy or guidelines that are pertinent to the Sussex Area Online Committee (SAOC).

SECTION 1: PURPOSE, NAME AND ACCOUNTABILITY

- 1) The name of the group of trusted servants responsible for publishing is the Sussex Area Online Committee (SAOC).
- 2) The purpose of the SAOC is to further the NA groups' primary purpose of carrying the message to the addict that still suffers by providing information on Narcotics Anonymous in the Sussex area.
- 3) The SAOC is accountable to the NA Groups in the Sussex Area by working transparently with the Sussex LSC (Local Services Committee) and reporting to the Sussex ASC (Area Service Committee).
- 4) The SAOC Chair leads the Committee and is the point of accountability for the SAOC and is elected by the Sussex ASC.
- 5) SAOC communicates the activities of the Sussex ASC and its Subcommittees. This includes responsibility for hosting and maintaining the Sussex NA Website, including updating the meeting list and remote video conference platforming for Sussex Area online meetings. SAOC has responsibility for maintaining social media streams and other activities as agreed by SAOC and the ASC. Some of this communication is available to NA members only, some is visible to the public.

SECTION 2: FINANCES AND OWNERSHIP

- 1) The Sussex Area Service Committee is the owner of the domain name "sussexna.org". The SAOC Chair is responsible for maintaining the ownership of the domain names for the Sussex Area Service Committee.
- 2) The Uniform Resource Locator (URL) for this site is <http://www.sussexna.org>
- 3) The SAOC is responsible for investigating and choosing a vendor for hosting the Sussex Area website.
- 4) Costs for web hosting, domain registration and required associated software are the ultimate responsibility of the Sussex Area Service Committee, and via funds donated to SAOC. Cost of internet access incurred by members of the SAOC are not included.
- 5) The SAOC Chair is responsible for communicating all financial needs and consequences to the SAOC Treasurer.
- 6) SAOC will employ a special worker to oversee and update on compliance to data regulation and software advances.

- 7) SAOC hold day-to-day funds to maintain the website and associated activities including the special worker. Any large expenditures for new ventures need to be proposed and discussed at the ASC.
- 8) All budget considerations will be addressed as outlined in the Sussex Area Service Committee's own policy.

SECTION 3: SAOC REPORTING AND WEBSITE COMMUNICATIONS

- 1) The SAOC Chair will submit a written report on behalf of the SAOC to the Sussex ASC at each monthly meeting. This report communicates financial and technical and correspondence related to the operation of the website.
- 2) The SAOC Chair is responsible for communicating all financial needs and consequences to the SAOC Treasurer.
- 3) The SAOC Vice Chair regularly attends the Sussex LSC to support the work of Sussex Area in carrying the message to the addict who still suffers.
- 4) Any travel costs will be reimbursed as per ASC guidelines/policy.
- 5) The Chair is responsible for downloading and distributing email and website communications. Emails will be distributed to Regional and Area Service Committees' point(s) of responsibility as needed. It is the responsibility of Sussex Area LSC, Sussex Area ASC and Subcommittees to designate their point(s) for distribution. It is also the responsibility of the LSC, the ASC and Subcommittees to work out such details with the SAOC Chair.
- 6) Trusted servants receiving communications relayed through the SAOC Chair/website are responsible for acknowledging the communication and informing the Web Chair of the disposition of the communication to the appropriate destination.
- 7) Personal email addresses are not to be posted on the Sussex Area Website for NA communications.

SECTION 4: SUSSEX AREA ONLINE COMMITTEE MEMBERS

- 1) The Sussex Area Online Subcommittee will consist of a Chair, Vice Chair, Treasurer, Vice-Treasurer, Secretary and Web Servants drawn from NA members within the Sussex Area.
- 2) The SASC ratifies the Chair, Vice Chair, and the Treasurer. SAOC chooses the Web Servants and Secretary.

SECTION 5: SAOC DECISION-MAKING

- 1) Decisions by the SAOC are made by consensus when possible.
- 2) Consensus decision-making occurs when, after a full discussion on a proposed action; all present are willing to support the proposed action. If consensus cannot be reached, a two-thirds majority is needed for a decision to be carried out.

SECTION 6: SAOC MEETINGS

- 1) Meetings of the SAOC will occur at least monthly at a prior advertised day and time, allowing other NA members to attend. Other meetings may occur if the committee believes necessary to carry out tasks of work, but proposals, voting and so on should take place at the advertised meeting.
- 2) Most work group business should be done over the Internet utilizing technologies that are practical and economically feasible.
- 3) If the Web Chair or Vice Chair positions are vacant responsibility falls back to SASC Chair.

SECTION 7: WEBSITE CONTENT AND COMPONENTS

The purpose of this section is to outline the baseline content and responsibilities of the SASC website.

The website should have the following content:

- 1) Home Page – A page for introduction and overview.
- 2) What is the NA Program - An informative overview of what NA is, taken from our published literature.
- 3) Am I An Addict – Information on addiction with access to NA World Services.
- 4) Meeting Schedules – Meeting schedules both physical in the Sussex Area, and through remote video conferencing platforms hosted by NA groups within the Sussex Area.
- 5) Events – Information on events in the Sussex Area.
- 6) For Professionals – Overview of facts about NA and contact links for professionals and organisations.
- 7) For Members – Password protected page for NA members only, containing service documents and ASC, Region and Sub-committee minutes.
- 8) Contact – Method for contact and questions from website visitors.
- 9) Links – List of external hyperlinks to NA approved websites.
- 10) Cookie Policy – Notice for information storage, tagging and linking.
- 11) Privacy Policy– Notice for privacy of communications including information on what data may be collected and what will happen to this data.

The SAOC will also maintain and update the following components:

- 1) Sussex Area NA Email addresses.
- 2) Sussex Google Analytics.

- 3) Sussex Area PayPal.
- 4) Sussex Area Daily Online Meeting.
- 5) Sussex Area Social Media Announcements.

SECTION 8: TECHNICAL GUIDELINES

This section describes technical design, philosophy and guidance information.

- 1) The usernames and user passwords required to access and modify the website will be held by the SAOC Committee.
- 2) Internet browser compatibility will be as universal as is possible when considering elements of the website.
- 3) The site should be designed to be user-friendly on all devices.
- 4) Files for downloading should be offered in differing formats such as Plain Text with Line Breaks (filename.txt), Rich Text Files (filename.rtf) or Portable Document Format (filename.pdf), whenever possible.
- 5) Files for downloading should be scanned for viruses before posting to the website.
- 6) External hyperlinks should be checked monthly for integrity and site content examination.
- 7) Text font size will be chosen for easier reading on all platforms.
- 8) Alternate text tags will be used for images.
- 9) The hosting used will create daily back-ups of the website. The SAOC Chair will engage the special worker to access back-up copies for archival and rescue purposes.
- 10) Email accounts are role based. Other accounts can be set up for specific purposes. The SAOC Chair manages all email accounts.

SECTION 9: GENERAL GUIDELINES AND POLICIES

- 1) External hyperlinks will be only to official NA websites. SAOC will ensure that they uphold the 12 Traditions and 12 Concepts of Service before making a hyperlink to that website.
- 2) Meeting schedules will be updated in a timely fashion when notification from a group is received.
- 3) The ASC, Subcommittees, or NA groups may ask for content to be posted concerning local ASC or Subcommittee meetings, activities and other NA related information.
- 4) Newsletters or other similar content concerning personal recovery will not be posted on the website since the site is open to the public's scrutiny. Opinions presented could be misinterpreted as being the opinion of NA Sussex or NA as a whole.

- 5) Images of any identifiable person, whether an NA member or not, are never used.
- 6) Sales of merchandise are undertaken at the direction of the SASC.
- 7) Requests for literature purchases will be referred to Sussex Area Literature Secretary or the UK Service Office.
- 8) Copyrighted material will not be used on the website without specific permission from the owner of the material.
- 9) Contributions are accepted through the website via PayPal at the direction of the SASC. Contributions are not accepted from non-NA members.
- 10) Current GDPR legislation will be adhered to.

SECTION 10: QUALIFICATIONS FOR TRUSTED SERVANTS

- 1) The minimum clean time for SAOC Chair five (5) years, Vice Chair four (4) years, Treasurer (4) years, Vice-Treasurer (3) years, Web Servants one (1) years, Secretary (1) year.
- 2) An understanding of the Twelve Traditions is vitally important in these service positions, as it involves communications and public relations with non-addicts as well as the still suffering addict.
- 3) Any person considered for Chair, Vice Chair and Web Servants should demonstrate an ability to manage HTML code and administer a website.
- 4) The SAOC Chair and Vice Chair should have completed GDPR and DPA 2018 training.
- 5) Trusted servants should provide proof that they have access to a computer that is capable of running the latest generation of web browsers, where necessary, and has a suitable connection to the Internet. The costs for these requirements are borne by the trusted servants.
- 6) The SAOC Chair and Vice Chair are proposed and selected by SAOC and ratified at SASC, according to the SASC policies.
- 7) The SAOC Web Servants are proposed and elected by the SAOC according to these guidelines.
- 8) Removal of these trusted servants from their positions are covered by SASC policies.
- 9) The term for each position is to be two years.

SECTION 11: PUBLIC RELATIONS

This section describes the PR function for the SAOC Committee.

- 1) The SAOC Chair or Vice Chair will respond to PR requests and will make the appropriate referral to the responsible trusted servant (SALSC, SASC, UK Region or World Services).

2) The SAOC will be responsible for responding to general PR tasks on the Internet not falling under an SALSC, SASC, UK Region or NA World Services responsibility.

3) The SAOC may initiate PR activities on the Internet for the benefit of NA in Sussex and to fulfil our primary purpose.

SECTION 12: PRIVACY POLICY

This section describes the privacy policy for the website.

1) Privacy policy on communications with the NA service structure is an important aspect of our Twelfth Tradition (the spiritual principle of anonymity).

2) The SAOC will apply the Twelve Traditions and the Twelve Concepts of Service in developing and implementing a "Privacy Policy" for the SASC website.

3) This Privacy Policy will evolve as needed and be approved by the SAOC before posting on the website.

4) The following is the current "Privacy Policy" as posted on the SASC website: Our Twelfth Tradition states: "Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles before personalities."

Cookies

We believe in supporting the spirit of our Twelfth Tradition of anonymity by stating clearly that we do not employ any technical means or programs to track or identify any visitor to this web site. Cookies are issued only for aggregate information (number of unique visitors, date and time of visit, the type of browser used, for example). The cookie issued to visitors of the website is used for no other purpose.

Communications

Any communication submitted to sussexna.org will be treated with confidentiality. We delete all communications received on a regular basis. We do not, however, guarantee total anonymity under all circumstances. We suggest that the senders of email or those who use our feedback form take their own precautions if they desire to remain anonymous.

All communications received through this site are considered to be "official NA business" and require some level of identification for the purposes of responding to these communications (if a response is required). All efforts will be made to pass on these communications in a timely manner to a responsible trusted servant.

There are alternative methods for communicating with Narcotics Anonymous within the Sussex Area. These alternatives are listed on our contact information page. Please utilise that information if it is necessary to fulfil your requirements.

Contributions

As stated on our contributions page, we do not retain the credit card number or other financial details when a contribution is made. These details are held by the credit card

processing vendor, not the sussexna.org website or the Sussex Area Service Committee. Contributions are only accepted from NA members.

Personal Requests

Under no circumstances will sussexna.org forward e-mail of a personal nature to any NA member in the Sussex Area. This is an official web site of the Sussex Area and we do not acknowledge anyone's membership in Narcotics Anonymous. Thank you for respecting this policy.

Privacy Policy Changes

The policy outlined here will evolve in the future as the guidelines and policy for our website are changed at the direction of the Sussex Area Service Committee. Your comments are welcome on this topic so please contact webservant@sussexna.org