



## The Military and Hospitaller Order of Saint Lazarus of Jerusalem

Grand Master: The Most Honorable Don Carlos Gereda de Bourbon, Marquis of Almazan

# COMMUNICATIONS POLICY

### **Introduction**

The Military and Hospitaller Order of St. Lazarus of Jerusalem (hereinafter MHOSLJ) is committed to conducting its business in a transparent manner. Every effort will be made to make information public except when there are justifiable reasons for withholding it.

### **Purpose**

The purpose of this document is to provide a framework for MHOSLJ in dealing with communications considerations.

### **Authorization**

Grand Chancellor

Vice Grand Chancellor (Administration)

## **COMMUNICATIONS POLICY**

### **1. Statement of Intent**

1.1 MHOSLJ aims to conduct its affairs in an open, transparent manner and make information publicly available unless there are justifiable reasons for withholding it.

1.2 MHOSLJ believes it is important to promote the aims, values and activities of the Order to a wider public and be accountable to our members and member jurisdictions.

### **2. General Principles**

2.1 All MHOSLJ council, committee members, member jurisdictions and employees are required to comply with this policy.

2.2 MHOSLJ will comply with all relevant legislation in applying this policy.

2.3 For purposes of this policy, our stakeholders are people or member organizations with a direct involvement and interest in the operation and performance of MHOSLJ. Main stakeholders include:

- Members.
- All member jurisdictions including Priories, Grand Priories, Bailiwicks, Grand Bailiwicks, Commanderies and Delegations.
- Other partner organizations.
- Employees, funders/donors and regulators.

### **3. Openness**

3.1 Information about the work of MHOSLJ, the Grand Magistral Council and employees will be available on request. MHOSLJ will withhold information if there is an issue that requires confidentiality, or where it is sensitive in a personal, financial or proprietary manner. It will also withhold information where such disclosure is covered by legislation.

3.2 Committee papers will be accessible to Grand Magistral Council members with the exception of any information that is necessarily confidential.

#### **4. Confidentiality**

4.1 Grand Magistral Council members, committee members, member organizations, employees and contractual third parties will be made aware of the need to treat information gained through their relationship with MHOSLJ as confidential and should not disclose any such information to any unauthorized person. The MHOSLJ Privacy Policy refers and is advised to be distributed to all new members as part of their induction period.

#### **5. Communication**

5.1 MHOSLJ will use all practical means to publicise activities, including newsletters, handbooks, leaflets, brochures, videos, CDs, the Annual Report, the Grand Hospitaller's Report, and the MHOSLJ website along with websites of our member jurisdictions internationally.

5.2 MHOSLJ will have an annual Communications Plan prepared each year by the Public Relations Committee (PRC). The plan will include a strategy for printed material, events, press releases/features, photo opportunities, formal feedback, website and other matters of communications including the monitoring of various social websites.

5.3 MHOSLJ believes communication is a two way process, and it is important that the Order receives the views of members and member jurisdictions.

5.4 To improve communication, MHOSLJ will include:

- Regular surveys to establish the level of member jurisdiction satisfaction.
- Record and analyze all formal complaints.

5.5 Opportunities to utilize technology will be maximized to provide an efficient and timely communication channel. This includes regular review and updates of the MHOSLJ website to improve services as technology evolves. (See APPENDIX 1, Item 4 Website of MHOSLJ).

#### **6. Role of Chancery**

6.1 The Grand Chancellor or designated officer is responsible for overseeing this policy and associated procedures.

## **7. Role of Public Relations Committee (PRC)**

7.1 The committee chairman is responsible for ensuring this policy is applied throughout the department.

### **RESPONSIBILITY**

The Grand Magistral Council of MHOSLJ is responsible for adopting this policy.

The Grand Magistral Council and all staff members, contractors and volunteers are responsible for the implementation of this policy.

The Grand Chancellor is responsible for monitoring changes in communications legislation and for reviewing this policy as and when the need arises.

**COMMUNICATIONS POLICY (MHOSLJ)**  
**APPENDIX 1**

**1. Authorized usage**

1.1 MHOSLJ electronic communications must be used solely to facilitate the aims and objectives of the Order. Users are forbidden from using MHOSLJ trademark/insignia on electronic communications systems for private business, personal amusement or entertainment purposes. Users are reminded also that corporate trademarks, insignia and communications should not create the appearance or reality of inappropriate use.

- 1.1 Specific examples of prohibited use include but are not limited to:
- Transmitting, retrieving or downloading messages that are offensive, derogatory, off-colour or inappropriate in a chivalric order.
  - Making threatening or harassing statements to any member or outside third party.
  - Transmitting, storing or retrieving images on topics of race, color, sex, age, handicap, disability or any other status protected by legislation.
  - Communicating confidential MHOSLJ information to individuals inside or outside the Order without specific authorization.
  - Soliciting personal business opportunities or personal advertising.
  - Transmitting, retrieving or downloading public information from the MHOSLJ website or other official documents to intermingle and publish along with non-Order information to individuals outside the Order without specific authorization.

**2. Contents of messages**

2.1 Special caution is required with electronic communication since backup and archival copies may become more permanent and more readily accessed than traditional paper communications.

2.2 No media advertisement, internet home page, electronic bulletin board posting or any other public representation about MHOSLJ may be issued unless it has first been approved by the Public Relations Committee (PRC) and/or authorized senior designated officers.

2.3 All official electronic mail, including those with authorized approval, must be archived/copied to individual user archive within Outlook or another email facility.

### **3. Electronic Business Communication**

3.1 MHOSLJ will regularly use electronic data interchange with various third parties. All contracts however must be formed on paper documents prior to purchase and/or sale. MHOSLJ will not honor or effect blanket purchase orders. All electronic commerce must be approved by authorized personnel.

3.2 Specifically, all contracts through electronic offer, and acceptance (including fax, email), must be formalized and confirmed via paper documents within two weeks of acceptance. Hand scanned signatures must be specifically noted.

### **4. Website MHOSLJ**

4.1 The nature of the internet is that it passively and automatically collects certain information about individual traffic patterns. These data are linked to Internet Protocol (ISP) addresses. These data are automatically logged by web servers. MHOSLJ members who log on to the "Member Only" section of our website using their member name/password may have their visits tracked for statistical reasons. Our website is hosted on servers managed by a third party. Any such personal information is managed in accordance with MHOSLJ Privacy Policy, and it is protected by applicable law.

4.2 MHOSLJ may use cookies. A cookie is a file created by a website to store information on your computer. This information including passwords allows MHOSLJ to remember member logins. The goals are to save you time, provide a more meaningful visit and to measure our website activity.

### **5. Security**

5.1 MHOSLJ has put in place appropriate physical, electronic and managerial procedures to safeguard and prevent unauthorized access to personal information. Note our assurance that the information we collect is used for the purposes above noted.

5.2 MHOSLJ uses encryption, password protection and other technology to protect personal information from unauthorized third party access, alteration, theft or misuse.