

## Service User Photography & Video Guidance

Many of the people we support enjoy seeing photos and videos of themselves on the JRH Support website and social media pages.

The following guidelines have been put in place to ensure privacy rights and consent are maintained at all times.

### Before posting photos or videos

- Does the person want photo/s or videos of them to appear on Facebook?
- Has the person signed a consent form on Mobizio?
- Are there any concerns about the person's capacity to consent?

### Posting

- Only the General manager can post photos or videos.
- Only the person's first name should be used.
- The person's address should not be recorded.
- Service users who have not consented or are not able to consent should have their faces blurred on any photos or videos used, to ensure they are not recognisable.

### After posting

- Service users have the right to have any photo or video of them removed at any time if they wish.
- To have photos or video footage removed, service users or their representative should make the request to the General Manager, who will remove the photo/s video footage as soon as possible.
- As an alternative to removal of the photo or video footage, service users can request that their face is blurred so they are unrecognisable.
- The General Manager can be contacted via email at [paul@jrhsupport.co.uk](mailto:paul@jrhsupport.co.uk) or by phone on 0115 9856000.

**Paul Battershall**  
**General Manager**