

# National Centre for Creative Health (NNCH)



## Online Meetings and Webinars Guidance and Security Notice

27th October 2025

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### 1. INTRODUCTION

NCCH provides the Host function for the meeting/webinar you have signed up to, and facilitates the process of participants signing up. NCCH is therefore responsible for making sure that these meetings and webinars are secure and that any data that is shared during participant sign-up is handled in line with the organisation's Data Protection Policy and the "NCCH Online Meetings and Webinars Privacy Notice" available at <https://ncch.org.uk/uploads/NCCH-Privacy-Notice-Public-Online-Meetings-and-Webinars.pdf>

### 2. SECURITY AND DATA PROTECTION

- Attendees register for publicly open online meetings and webinars via Eventbrite or Teams.
- Before any Eventbrite or Teams registered attended event the attendee has registered for, they will receive a copy of "NCCH Online Meetings and Webinars Guidance and Security Notice".
- Those who register via Eventbrite and/or Teams receive an access link and/or password to the meeting or webinar, and all attendees are asked not to share this access information publicly, to prevent un-invited people from joining the meetings/webinars.
- NCCH will have extra staff in place to monitor each meeting/webinar to prevent any un-invited participants from joining and disrupting the meeting.
- If any attendees are found to be disruptive or to be sharing offensive material, they will be muted or removed from the meeting/webinar, depending on the type of disruption caused.

### 3. RECORDINGS

#### 3.1 Meetings

- Meetings will be recorded by NCCH for the purposes of note taking and analysis of themes.
- The resulting notes and analysis may be used in reporting to funders and other stakeholders but will always be anonymised.
- The meeting recording may be shared via a link, with booked attendees only, to watch on demand.
- After the event, but it will not be shared publicly (e.g. via YouTube) unless stated otherwise to attendees prior to the meeting.
- The recording will be stored on NCCH's administrated Zoom, Teams or cloud storage drive, which only NCCH staff have access to.
- If NCCH wishes to directly quote a meeting participant or use identifiable data, a member of NCCH staff will contact the participant directly for consent.
- Comments shared in the chat, or responses to polls may be recorded and anonymised as part of the evaluation of the session. Chat and poll results will not be shared publicly other than as anonymised, aggregated data.

## 3.2 Webinars

- Webinars will be recorded, and if they are a free event the recordings will be shared on NCCH's website and YouTube channel.
- If they are a paid event, the webinar recording will be shared via a link, with booked attendees only to watch on-demand after the event, unless stated otherwise to attendees prior to the webinar.
- Comments shared in the chat, or responses to polls may be recorded and anonymised as part of the evaluation of the session. Chat and poll results will not be shared publicly other than as anonymised, aggregated data.

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## 4. PREPARING TO TAKE PART

- Attendees will need to download the latest version of the Zoom/Teams software in order to take part in the meetings / webinars. NCCH recommends taking notice of Zoom's/Teams latest updates, as NCCH cannot be held responsible for participants not being able to access events due to software issues.
- Zoom/Teams will work on an iPad or smartphone, but with less functionality. This means you might not be able to take part in chat, voting or other interactive tools. If you can, NCCH suggests always using a desktop or laptop computer instead.
- If you are using a laptop or mobile, think about where you are in relation to your router (Wi-Fi box). The closer you are, the better reception you will get. Plugging your computer directly into your router using an ethernet cable will get you even better signal.
- Set aside time to familiarise yourself with the software before the session so that you are comfortable with the different controls (audio, video, chat).
- Think about where you will sit to take part in the session, ensuring that you are comfortable, have a drink/snack nearby, make sure you can both see the screen and take notes if necessary.
- Make sure that you are ok with any personal photographs or objects on display in the background of your screen that may be shared with other participants.

## 5. CARE CONTRACT

In order to create a safe space for learning and sharing, we invite participants to think about and follow a contract of **CARE**:

**C: Confidentiality** - While people are free to discuss and share their learning and the content of what is discussed in a meeting, please refrain from talking about other participants outside of the meeting.

**A: Attention** - Please pay attention to each other and yourselves, as well as to the facilitator or host Chair. Paying attention to your own needs – making sure you have water or snacks on hand, that you have a view of the outdoors if possible, taking

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breaks by looking away from the screen – will ensure you are able to fully engage and get the most from the session.

**R: Respect** - Everyone attending will come with different experiences and viewpoints. Respecting difference and learning from each other will ensure a positive, enjoyable and rich experience.

**E: Engage and Enjoy** - Connecting, sharing and learning should be an enjoyable experience. Please do fully engage and participate, keeping your camera on, contributing verbally where there is space for discussion and making use of the chat and non-verbal feedback functions at other times will ensure you are fully engaged and get the most out of the session.

### 6. PARTICIPANT RESPONSIBILITIES FOR SECURITY

- Please do not make the Zoom/Team link public on any online platform, or share with anyone who has not officially booked onto the event or officially invited, unless you have explicit permission from a member of NCCH staff connected with the event.
- When applicable, participants may be placed in a waiting room before being given access to the meeting or webinar. NCCH staff or partner co-hosts will allow people into the meeting or webinar from the waiting room.
- NCCH may disable screen sharing for participants in meetings and webinars to ensure that, if we do have any uninvited guests, they are not able to share offensive material.
- NCCH and partner co-hosts will ensure that the Chat and Q&A functions are closely monitored and exclude anyone whose behaviour or messaging is problematic.
- Please be aware that if you send personal chats to individuals within the meeting, NCCH will be able to read this in the recording.
- Chat can be used for sharing links but NCCH will disable file transfer to avoid unsolicited pictures, GIFs, memes and other content.
- NCCH and partner co-hosts can disable the video if an individual's behaviour is inappropriate.

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### 7. MORE INFORMATION

- If you would like to receive updates about future NCCH events and online activities, please sign up for our mailing list at <http://eepurl.com/hnflDH>
- If you want to give feedback on your experience of attending a meeting / webinar, please email Alex Coulter, NCCH Director at [info@ncch.org.uk](mailto:info@ncch.org.uk)
- If you would like more in-depth guidance on working online, safeguarding or working with vulnerable people please see the guidance document produced by Culture Health and Wellbeing Alliance  
<https://www.culturehealthandwellbeing.org.uk/guidance-working-online-and-online-safeguarding>