



# Policy

## WhatsApp Moderation

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### Purpose

From time to time, a heated discussion may occur in the svMUSA WhatsApp group chat. While members should be able to discuss politics and other things to a certain degree, svMUSA should actively stop those that try to use the WhatsApp group chat as a platform to spread un-Islamic or even hateful messages / ideas that can harm other members.

### Definitions

1. Member – Any natural person that is a member of svMUSA, including board and commission members.
2. Responsible – The board / commission member currently tasked to monitor a particular WhatsApp group.
3. Head responsible – The board / commission member that is by default responsible, unless otherwise notified to the board chair.
4. Stand-in – The board / commission member that takes over the authority and responsibility of the head responsible if he or she is not available.
5. Strike – A penal measure if a member goes against the Code of Conduct listed in this document.
6. URL – Universal Resource Locator, any text that links to an online resource. Such as a website link (i.e., <https://www.example.com>), donation link, etc.

### Scope

Any WhatsApp group that is hosted by svMUSA. These currently are the general WhatsApp group chat, as well as the men-only and women-only WhatsApp group chat.



## Responsibilities

For the general WhatsApp group there should be two board members appointed, one of which is the head responsible and the other a stand-in in case the head responsible is not available. As for the men only and women only WhatsApp groups. A head responsible and stand-in must be instantiated as well. There are no constraints regarding overlapping WhatsApp group chat roles.

## Policy

### 1. Code of Conduct

- A. Anything that goes against the principles of Islam, including but not limited to the Quran and sunnah as interpreted by the four madhabs, is not allowed.
- B. Members must respect each other and each other's privacy.
- C. Discussions about politics are allowed when based on objective information or personal anecdotes.
- D. Stating objective information or personal anecdotes without taking nuances into account does not fall under section C.
- E. Spam or misinformation is not allowed.
- F. Promotion of any organisation, profit or non-profit, is not allowed unless given permission by the responsible.
- G. (URL) Links of other WhatsApp groups outside of svMUSA are not allowed, unless given permission by the responsible.
- H. (URL) Links for charity are allowed after providing information to the head responsible to ensure legitimacy of said charity organization.
- I. Other (URL) links are not allowed, unless given permission by the responsible.
- J. This Code of Conduct will be enforced on a section-by-section basis, meaning that one message can result in multiple strikes if it goes against multiple sections.

### 2. Authority of Responsible

- A. The head responsible will have the authority and duty to delete messages without intervention of the board, if the message goes against the Code of Conduct (article 1).



- B. The head responsible can give authority to the stand-in if they are not available for a period of time, with regard to section C.
  - C. The head responsible has the obligation to inform the board chair when temporarily giving the stand-in authority.
  - D. Both the head responsible as well as the stand-in have the same level of authority, with regard to section E of this article.
  - E. The responsible has the authority and duty to remove any member when the maximum number of strikes has been reached, as written in article 4, section F.
  - F. The responsible does not have the authority to give permission for links, unless authorized by the board chair. The permission is only valid for one time, unless given extended permission by the board chair.
3. Time Constraint
- A. The responsible should read and judge the message within 24 hours after the message has been sent if the message is sent between 08:00 and 00:00.
  - B. If the message is sent outside the time window as described in section A, the 24 hour time constraint is delayed until the start of the next time window.
  - C. If there are signals of a heated discussion, the responsible should actively monitor the discussion and read and judge any message that goes against the Code of Conduct as stated in Article 1 within 30 minutes.
4. Strike System
- A. The strikes must all be documented in one formal document.
  - B. The formal document as written in section A must be managed by the head responsible.
  - C. The formal document must contain the following: datetime of message, mobile number of sender, part of message that goes against Code of Conduct if applicable, name of responsible, explanation of judgment of responsible.
  - D. If the member has switched numbers between strikes, the other numbers must be recorded alongside the older phone numbers.



- E. After the strike, the member must be warned and informed containing the information from the previous section.
  - F. The maximum number of strikes a member is allowed to receive is two.
  - G. A strike is valid till 12 months after the datetime of the message, with regard to article 10 (Data Retention).
5. Duty to Inform the Board Chair
- A. The responsible must inform the board chair within 24 hours after a member has received a strike, which messages are removed, and explain its judgment.
  - B. Complaints from other members about a particular member must be relayed to the board chair within 24 hours after receiving the complaint.
6. Duty to Inform the Board
- A. The responsible must inform the board during the next upcoming board meeting which member has received a strike, which messages are removed and explain its judgment.
  - B. Complaints from other members about a particular member must be relayed to the board during the next upcoming board meeting.
7. Authority of the Board
- A. The head responsible and stand-in can be instantiated into their position by the board by a majority vote.
  - B. The head responsible and stand-in can be relieved of their duty by the board by a majority vote, with regard to section A.
8. Appeal
- A. Members will have the right to ask for an appeal within 2 weeks after the strike from the responsible through the board chair, if he or she believes the strikes have been erroneous.
  - B. The board chair must respond to the appeal within 14 days after receiving the appeal from the member.
9. Overturning
- A. The board chair can overturn the judgment of the responsible.



- B. The board has the authority to overturn the judgment of the responsible, which must be voted by a majority.

10. Date Retention

- A. A strike must be removed in its entirety after the strike has become inactive.
- B. Failure to remove the data from the formal document as written in article 4 (Strikes) can result in fines from the AP (Autoriteit Persoonsgegevens).