



PFLAG Virtual Support Group Meetings: Confidentiality in Online Spaces

Just because you're holding your support meeting online doesn't mean that privacy isn't an important issue. Be sure to read a confidentiality statement at the beginning of your meeting so people know the rules and feel secure. You can take inspiration from existing confidentiality statements (see one example below).

Best Practices:

- When you send log-in details to those who have signed-up to participate, tell them they should not share the Zoom link or access codes with others but are welcome to share the sign-up form with others.
- Disable screensharing for participants and ask that nobody record or screenshot the meeting in your ground rules/group agreements.
- Virtual support group participants should be mindful and aware of who in the physical space they are occupying.
 - If a participant cannot be alone, ask them to consider headphones so the other folks in the room can't hear
 - If a participant can't be alone and does not have access to headphones, make sure other folks in the room also agree to the confidentiality agreement
- Preemptively address concerns about trolling/doxing/Zoom Bombing and share that there's a plan in place to remove folks if necessary.

Sample Confidentiality Statements:

For Virtual Meetings: PFLAG meetings are confidential. What you hear and who you see here are confidential even if this is a different format than our regular meetings. That includes not repeating things you hear, sharing details on social media, or taking photos/screenshots/video of this meeting.