

Credo·Collab

Your Believe – Your Struggle – your Sound

Digital safeguarding policy



Project Credo·Collab

Archdiocese of Freiburg

Archbishopal Pastoral Care Office

Department I – Church Development and Pastoral Innovation

Okenstr. 15

79108 Freiburg – Germany

hallo@credo-collab.de

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1. Introduction and statement of principles

The Credo·Collab¹ project is committed to creating and maintaining a safe digital environment for all individuals, especially minors and vulnerable adults. We recognize our responsibility to protect individuals from harm in the online world. This policy outlines our commitment to digital protection and provides a framework for responsible online behavior. This policy supplements the Archdiocese of Freiburg's Institutional Protection Policy where it does not contain regulations relating to the digital environment.

2. Guiding principles

- Dignity and safety: The protection and integrity of every individual takes precedence over content or media objectives. We ensure responsible and ethical behavior.
- Responsibility and transparency: Responsibilities, roles, and contact persons are clearly identified and subject to defined control structures.
- Confidentiality and data protection: Personal or sensitive information is treated confidentially and protected in accordance with the KDG.
- Participation and self-determination: Children and young adults are encouraged to contribute in a self-determined, reflective, and independent manner.
- Professionalism: Everyone who represents Credo·Collab in public acts respectfully and credibly.
- Prevention and response: Risks are actively identified, mitigated, and reported.

3. Definitions

1. Digital safety: Proactive measures to protect individuals from harm in the digital environment.
2. Abuse in the context of online services: Any form of mistreatment, violence, harassment, or exploitation that takes place online.
3. Cyberbullying: The use of electronic means of communication to harass a person, usually by sending intimidating or threatening messages.

¹ Credo·Collab is a cooperation project within the Archdiocese of Freiburg (Public corporation) and the Diocese of Rottenburg-Stuttgart (Public corporation).

4. Online grooming: Establishing a relationship, a relationship of trust, or an emotional bond with a minor or an adult in need of protection or assistance on the internet with the intention of sexual abuse.
5. Employees: Employees are defined as all persons and organizations actively involved in the project. These include, but are not limited to:
 - Project management
 - Moderators
 - Service providers
 - Consultants
 - Members of the jury
 - Participants in the song contest
 - Winners of the song contest
 - Commissioned artists
 - Producers in the broader sense
 - Influencers
 - Persons involved in the Pastoral Projects and Basic Services Department and the Youth Pastoral Department of the Archdiocese of Freiburg Pastoral Office and the Episcopal Youth Office of the Diocese of Rottenburg–Stuttgart.
 - The responsible contact persons at the project locations for workshops and concerts.

4. Groups of people

Various groups of people are involved in the Credo·Collab project. Since the project involves intensive coverage of all events on social media, in-person offerings for digital security should also be considered.

- Project management team members
Tobias Aldinger, Jan Eisele, Seba Heeß
- Service providers
Social media team
- Advisors
- Members of the jury
- Participants in the song contest
- Winners of the song contest
- Commissioned artists
- Producers in the broader sense
- Influencers
- Users of digital platforms

- Participants in concerts/workshops
- School students
- Participants in confirmation preparation

5.Places of work

The Credo-Collab project is active on various platforms and in various locations. Since the project plans to provide intensive coverage of all events on social media, in-person offerings for digital security should also be considered.

- The website www.credo-collab.de
- On Instagram at @credo-collab
- On TicToc at @credo-collab
- On YouTube at Credo-Collab
- On Spotify and possibly other streaming services
- At concerts and workshops offered in person

6.Scope of application

This policy supplements the institutional protection concept and the respective code of conduct of the Archdiocese of Freiburg and the Diocese of Rottenburg-Stuttgart. It applies to all employees of the Credo-Collab project, including the winners of the song contest, the influencers involved from the partner organizations, the artists, and all service providers.

This policy applies to all employees, volunteers, contractors, and service users of the Credo-Collab project when they use digital resources belonging to Credo-Collab, the Archdiocese of Freiburg (KdöR), and/or the Diocese of Rottenburg-Stuttgart (KdöR) or represent the organization online. This policy applies to all digital environments, including but not limited to social media, email, websites, online platforms, and all other digital environments.

This policy applies in addition to the applicable prevention regulations of the Archdiocese of Freiburg and the Diocese of Rottenburg-Stuttgart. Full-time employees are subject to the prevention regulations of the diocese that employs them. All other employees are subject to the prevention regulations of the Archdiocese of Freiburg.

7. Risks and dangers

Those responsible for the project recognize the following potential digital risks and dangers:

1. Misuse in the context of digital offerings
2. Cyberbullying²
3. Online exploitation³
4. Grooming⁴
5. Exposure to inappropriate or harmful content
6. Cybersecurity risks, including phishing and malware
7. Inappropriate sharing of personal data
8. Spreading disinformation and/or misinformation, including deepfakes
9. Digital control
10. Data interception
11. Spiritual abuse

² See § 185 German Criminal Code (insult), § 186 German Criminal Code (slander), § 187 German Criminal Code (slander), § 130 German Criminal Code (Incitement to hatred), §238 German Criminal Code (reenactment), § 240 German Criminal Code (coercion) und § 241 German Criminal Code (threat).

³ See § 235 German Criminal Code (blackmail).

⁴ See § 176 b German Criminal Code (Cybergrooming) and for persons over 14 years of age §184 German Criminal Code (Distribution of pornographic content).

8. Roles and responsibilities

All employees are responsible for and obligated to comply with this policy and to report any concerns, suspected cases, and incidents immediately, at the latest upon becoming aware of them.

a. Child protection officer, first instance, responsible persons in the project:

Jan Eisele
Archbishopal Pastoral Care Office
Youth ministry, Service Center for Spirituality
Okenstraße 15
79108 Freiburg - Germany
jan@credo-collab.de
+49 176 15144 165

b. Second instance, prevention specialist in the ministry:

Advice on prevention issues, initial consultation in cases requiring intervention
Katharina Albrecht
Youth ministry, Prevention Coordination Office
Schoferstr. 2
79098 Freiburg - Germany
katharina.albrecht@ordinariat-freiburg.de
+49 157 805 102 24

c. Personal complaint offices:

If you have any complaints about project management staff, or if direct contact with an individual has not been successful, the following people are also available as points of contact:

Complaints office against Jan Eisele

Simon Sucher
Youth Ministry, Service Centers
Okenstraße 15
79108 Freiburg – Germany
simon.sucher@seelsorgeamt-freiburg.de
+49 761 5144 189

Complaints office against Tobias Aldinger:

Stefan Bonath
Church Development and Innovation
Okenstraße 15
79108 Freiburg - Germany
stefan.bonath@seelsorgeamt-freiburg.de
+49 761 5144 145

Complaints office against Sebastian Heeß:

Kerstin Schelkle

Youth Ministry

Antoniusstr. 3

73249 Wernau – Germany

kschelkle@bdkj.info

+49 715 3001 243

d. In cases of suspected or actual sexual violence:

Reporting of (suspected) cases subject to reporting requirements, information on (suspected) cases not subject to reporting requirements, advice in cases of uncertainty and doubt:

Intervention Officer

Petra Rambach

Archbishopal Ordinariate

Office of the Vicar General

Schoferstr. 2

79098 Freiburg – Germany

petra.rambach@ordinariat-freiburg.de

+49 761 2188 212

www.ebfr.de/hilfebeimissbrauch

External, independent

contact person

Claudia Meng

Law firm

Meng & Kollegen

Kaiser-Joseph-Straße 218

79098 Freiburg – Germany

meng@rechtsanwaelte-mm.de

+49 163 340 85 39

Ombudsman's Office of the Archdiocese
of Freiburg:

Elke Hall

Ombudsman

Court of Auditors for the Archdiocese

Kartäuserstr. 47

79102 Freiburg – Germany

ombudsperson@rechnungshof-ebfr.de

+49 761/2188 577

External reporting office of the federal
government

at the Federal Office of Justice

Online registration is possible [here](#)

hinweisgeberstelle@bfj.bund.de

Information on reporting by email can
be found [here](#).

Further information can be found at
[Website](#) of the reporting office.

e. Other suitable contact options:

Independent contact person for victims of abuse of spiritual authority:

Sr. Dr. Kerstin Kellermann (osf)

sr.kerstin@kath-dreisamtal.de

+49 7661 905 98 62

Central Advisory Office for Worldview Issues Baden-Württemberg

ZEBRA-BW

www.zebra-bw.com

+49 761 488 98 29 36

Help with cyberbullying and other online problems

Nationwide online counseling platform for young people

<https://www.juuuport.de>

Advice on Cybermobbing, Sexting und Grooming

<https://www.nummergegenkummer.de/>

+49 116 111

Advice in cases of suspected child endangerment (psychological, physical, and/or sexual violence, neglect)

City of Freiburg

Office for Children, Youth, and Family

Office of the Head of Department

Europaplatz 1

79098 Freiburg - Germany

+49 761 201 8301

Counseling after sexual violence in church institutions:

Boris Gschwandtner

Institute for Pastoral Education

Habsburger Straße 107

79104 Freiburg - Germany

+49 761 120 40 241

boris.gschwandtner@ipb-freiburg.de

www.supervision.ebfr.de/fachgruppe

External, specialized counseling services for sexual violence:

Wildwasser (whitewater)

www.wildwasser-freiburg.de

+49 761 336 45

Wendepunkt (turning point)

www.wendepunkt-freiburg.de

+49 761 70 71 191

9. Procedures and guidelines

a. General rules

- The safety and well-being of our users are our top priority.
- Direct private messages between team members and users are not permitted. Instead, official communication channels (especially the visible chats with Credo·Collab accounts and the email addresses @credo-collab.de) must be used. If this rule is deviated from, the management team must be informed and the reasons discussed with them. This conversation and the agreements reached will be documented.
- The sponsoring organization (Archdiocese of Freiburg), the project management, and those responsible are publicly named on the website.
- Project management and Service providers are aware that their online behavior may reflect on Credo·Collab, even when using private accounts. They avoid posting content that could damage the organization's values. They do not express opinions or statements that could be interpreted as representing the views of Credo·Collab, unless they are expressly authorized to do so by project management. You avoid political or controversial discussions that could lead to conflict or damage the organization's values. You do not publish images or videos that could be considered unprofessional or inappropriate.
- Project management and moderators are subject to confidentiality regarding confidential communications and personal data. This does not apply to reports made to the reporting centers listed below or other appropriate reporting centers.

b. Rules for social media

- In the event of potential security concerns, a swift and decisive response is essential.
- Comments and interactions are moderated in accordance with public netiquette (see appendix), which ensures values such as respect, objectivity, and non-discrimination.
- Hate speech, trolling, derogatory, or sexualized comments will be documented and then deleted. If necessary, the relevant contact points (see above) will be informed. If a second post is documented from the same account, that account will be blocked.
- In the case of sensitive religious testimonies, the comment function may be deactivated to prevent abuse. All persons shown and mentioned may make

use of this option. The project management may also decide to close the comment function if it deems it necessary.

- Only members of the project management and the social media team (after consultation with the project management) may create and manage official Credo·Collab social media accounts. All members of the project management team must have access to the login details for all accounts.
- Only members of the project management team and the social media team are permitted to post content on official accounts. Regular monitoring and interaction with followers is required.
- Individuals are appointed as moderators of the social media channels. They are tasked with moderating the comment sections and chats in accordance with this policy and are available to all users. All moderators document their activities in a shared document and report any special incidents to each other in a timely manner. The management team also provides the moderators with private contact options so that information can be passed on immediately.
- The moderators are publicly named on the website. They are:
 - Joscha Reuther
 - Tobias Aldinger
 - Jan Eisele
 - Dominik Schäfer

c. Rules for moderators

- Moderators must exercise a high degree of vigilance and actively look for signs of online abuse, cyberbullying, online grooming, and self-harm. This includes paying close attention to language, images, and user behavior that could indicate distress or danger. Moderators must be particularly alert to hate speech and discriminatory content that can create a hostile environment.
- When moderators encounter potentially harmful content, they must act quickly. This includes immediately removing such content to prevent further dissemination. Moderators should provide supportive responses to users who may be under stress and offer advice and resources where appropriate. All incidents and actions taken must be thoroughly documented to ensure a clear record of interventions. Moderators should use the tools provided by the platform to block or mute users who violate community guidelines.
- If violence against children or imminent danger is suspected, moderators are required to immediately report these concerns to the appropriate protective services. This ensures that those with the necessary expertise and authority can take appropriate action. Moderators must strictly adhere to the

established reporting procedures for their respective platforms. Under no circumstances should moderators attempt to investigate serious incidents on their own, as this could jeopardize the safety of all involved.

- Moderators must maintain professional boundaries in all interactions with users. Personal interactions that could compromise their role or create inappropriate relationships are strictly prohibited. Moderators should not share personal information and should strive to remain neutral in their interactions.
- Moderators are expected to stay up to date on best practices for protecting children and young people. This includes regularly reviewing and updating their knowledge of protection policies and platform guidelines. Participation in training provided by the organization is mandatory to ensure that moderators have the latest skills and knowledge.
- The nature of moderation can expose individuals to disturbing content. Therefore, it is essential that moderators take care of themselves. This includes taking regular breaks and utilizing available support resources. If moderators encounter particularly disturbing content, they are encouraged to contact their supervisor or the appropriate support staff for assistance. Pastoral care for pastoral caregivers is available for this purpose: <https://www.ebfr.de/sfs>
- In situations where there is immediate danger, moderators must notify emergency services. All safety concerns must be reported immediately to the management team in accordance with established reporting procedures. Moderators must also adhere to the specific reporting guidelines of their respective platforms.

d. Regulations on media use and data protection

- Photos, videos, quotes, and audio recordings will only be published with informed, written consent. In the case of minors, the consent of their legal guardians is required. In the case of stock photos, the rights of use of the respective platform apply.
- Right of revocation: Data subjects may request that their contributions be deleted at any time.
- Only data relevant to the project will be collected and stored securely. After the end of the project, all data that is not directly needed for documentation or continuation of the project will be deleted. The relevant regulations of the KDG apply.

- No degrading, sexualized, discriminatory, or voyeuristic representations will be produced or published.
- Sensitive topics will only be addressed with professional support and, if necessary, trigger warnings.
- All published content, quotations, and collaborations are traceable.

e. Regulations on ethical conduct and communication

- Credo-Collab deliberately avoids beauty ideals, “sex sells” narratives, and comparison mechanisms.
- Regular, slow-paced content promotes mindfulness, reflection, and digital balance.
- Language and imagery reflect diversity in gender, origin, age (within the scope of the target group orientation), and lifestyle.
- Content is checked for theological and factual accuracy.
- Faith is communicated in the spirit of synodal communication—openly, questioningly, giving a testimonial, but not proselytizing.

Reporting concerns: All concerns regarding digital protection should be reported immediately to the responsible data protection officer(s).

Response to incidents: Credo-Collab will respond promptly and appropriately to all reported incidents, taking the appropriate measures in each case.

Use of social media: Employees must adhere to the Archdiocese of Freiburg's social media guidelines and use online platforms responsibly.

Data security: All personal and sensitive data must be securely managed and stored in accordance with the KDG's data protection guidelines.

Use of images and videos: The use of images or videos of individuals must be done with their consent and in accordance with the relevant guidelines.

10. Training and continuing education

Credo·Collab offers employees and volunteers regular training and continuing education on best practices in digital protection. These will be communicated in a timely manner.

11. Monitoring and review

This policy will be reviewed annually during the project period (November 29, 2025, expected to April 2027) and updated as necessary to reflect changes in legislation, technology, and best practices.

The current version is dated:

Previous versions are dated: none

12. Reporting procedure

Internal reporting: Report concerns to the designated child protection officer(s).

External reporting: If criminal activity or serious harm is suspected, reports should be made to the designated authorities.

13. General contact information:

Project Credo·Collab

Archbishopal Pastoral Care Office

Tobias Aldinger

Department of Pastoral Projects and Basic Services

Okenstraße 15

79108 Freiburg – Germany

tobias@credo-collab.de

+49 761 5144 141

14. Beauftragter für Kinderschutz:

Jan Eisele

Archbishopal Pastoral Care Office

Youth ministry,

Okenstraße 15

79108 Freiburg - Germany

jan@credo-collab.de

+49 176 15144 165

A detailed list of specialized contact persons is provided in sections 9 and 10.

15. Dates and timelines

Date of the Directive: 20.12.2025

review date: 01.12.2026

16. Signing

Jan Eisele

Tobias Aldinger

Seba Heeß

Public Netiquette, Appendix to Credo·Collab's Digital Security Policy

This netiquette applies to all interactions with the Credo·Collab project. Our project deals with questions of faith and meaning. This makes it all the more important for us to provide an open, respectful, and safe space for exchange, personal thoughts, and different perspectives.

1. Respect is fundamental

- Please treat one another as equals and with respect.
- We embrace differing opinions, experiences, life circumstances, and beliefs, and they are expressly welcome.
- Credo·Collab is not a place for discussions about orthodoxy. We hope for a constructive, critical, and respectful exchange about matters of faith.
- We do not tolerate personal attacks, disparagement, mockery, or intentionally hurtful comments. They will be deleted.

2. Dealing with topics of faith and worldview

- Statements of faith are personal. Please phrase them as such.
- Faith is personal. Please treat comments on religious or spiritual topics with special respect.
- You don't have to justify or defend your faith. Please don't make others feel like they have to either. • Please refrain from making proselytizing, disparaging, or patronizing comments about other faiths or non-belief. Doubts, questions, and different points of view may be expressed openly and respectfully.
- In our view, comments containing the elements and content discussed in paragraph 5 do not constitute an opinion on matters of faith and ideology.

3. Constructive exchange instead of attacks

- Please discuss issues fairly, objectively, and as closely as possible to the topic at hand.
- All criticism is permitted and welcome, provided you express it respectfully and clearly.

- Please refrain from provocation, sarcasm, trolling, deliberate escalation, or ridiculing others' opinions.

4. Protection of personal statements

- Please do not share personal information with third parties or in any digital environment (e.g., full names, addresses, phone numbers, or private messages)—including information about others.
- Please treat personal experiences, life stories, and testimonies shared here with respect.
- Please treat personal statements of faith with respect and gratitude.
- Please do not take screenshots, redistribute content, or make unauthorized video, image, or audio recordings or quote from comments without the consent of the person concerned.

5. No discrimination, no hate, no violence

- Please do not post discriminatory, offensive, racist, sexist, transphobic, or inhumane content.
- Please refrain from hate speech, glorification of violence, extremist content, or threats.
- We do not consider such statements to be religious or spiritual opinions..

6. Advertising, spam, and self-promotion

- Please refrain from posting unsolicited advertisements, spam, chain messages, or automated comments.
- Please avoid self-promotion, links, or references to external offers unless they are clearly relevant to the topic.

7. Protection of minors

- Please be mindful that our channels are also used by minors.
- Please refrain from using explicit language, violence, or sexualized content.

8. Moderation

- We moderate comments to ensure a safe and respectful environment.
- We may hide or delete posts that violate this netiquette or the community guidelines of Instagram or TikTok.
- In the event of repeated or serious violations, we reserve the right to block and report users.

9. Platform rules

- In addition to this netiquette, the current community guidelines apply.

Thank you for contributing to an open, respectful, and mindful exchange.

Your Credo·Collab team