

## Social Media Terms and Conditions

The City of Salisbury uses social media to engage with the community and share important information about Council activities, events, services, and initiatives. These platforms offer an opportunity for two-way communication, allowing residents and other stakeholders to interact, share ideas, and express feedback.

This document outlines the terms and conditions for engaging with City of Salisbury social media accounts. By following or interacting with our social media accounts, you agree to adhere to these guidelines.

### City of Salisbury social media accounts

The City of Salisbury maintains an active presence on several social media platforms to connect with the community:

#### **Facebook:**

- City of Salisbury
- Salisbury Library Service
- Youth in Salisbury
- Discover Salisbury

#### **Instagram:**

- City of Salisbury
- Youth

#### **X (formerly Twitter):**

- City of Salisbury

#### **LinkedIn:**

- City of Salisbury

#### **YouTube:**

- City of Salisbury

#### **Vimeo:**

- City of Salisbury

## Acceptance of terms

By engaging with our social media accounts, you acknowledge that you have read and understood these Terms and Conditions and consent to the use of your information as outlined. You also agree to abide by the relevant platform's terms of use and these moderation guidelines.

## Online community guidelines

Conversations and content shared through our social media accounts should be respectful, constructive, and relevant to the topics discussed. We encourage open and honest discussions while ensuring our online community remains respectful. The City of Salisbury reserves the right to remove content and block users who do not comply with these guidelines.

## Appropriate use

We encourage users to share content related to the City of Salisbury and Council business, including thoughts, questions, comments, photos, and other relevant material. However, inappropriate or irrelevant content will be removed, and users may be blocked. Inappropriate content includes but is not limited to:

- racist, sexist, or sexually explicit material
- derogatory comments to a person or a group
- threatening, abusive, or harassing comments
- spam or unsolicited advertising
- offensive or profane language
- defamatory, discriminatory, or unlawful content
- content that violates privacy or intellectual property rights
- political or lobbying content
- content irrelevant to Council business or unsuitable for all ages
- naming a person or making comments that can easily identify a person
- threatening a person or group directly and/or indirectly.

## Moderation guidelines

The City of Salisbury adheres to South Australia's strict laws regarding discrimination, hate speech, and intimidation. We will moderate content to ensure that it adheres to these legal standards. Content that is offensive, discriminatory, or

otherwise harmful to individuals or the community will be removed. This includes material that:

- incites or encourages violence, discrimination, or harassment
- violates Australian laws or causes harm to others
- is excessively graphic or upsetting.

## Moderation and availability

The City of Salisbury monitors enquiries and comments on social media during business hours (8:30 am to 5:00 pm Monday to Friday). Enquiries made outside of these hours will be addressed the following business day. We aim to respond to enquiries promptly.

Comments may be disabled on posts outside of these hours or when resources are unavailable.

If you have an urgent enquiry outside of these hours, please call the City of Salisbury on (08) 8406 8222.

## How we engage

We encourage feedback and ideas from the community and will participate in discussions where possible. We may reshare content that contributes to the dissemination and exchange of useful information for our community. While we monitor comments, we may not be able to respond individually to every comment or message. Our social media accounts are staffed during business hours, and any comments or posts received outside these hours that require a response will be addressed within three business days.

## Privacy and confidentiality

To protect personal privacy, please refrain from sharing sensitive information about yourself or others (such as names, phone numbers, or addresses) in posts and/or comments. The City of Salisbury is committed to protecting your privacy. For more information on how we handle your data, please refer to our Privacy Policy.

## Your privacy

By interacting with our social media accounts, you agree to be subject to the relevant social media platform's privacy policy and terms of service. The City of Salisbury may capture, and store records of comments posted to its social media sites for records management purposes. The City does not capture or record the contact details of parties following its social media sites unless the information is provided for direct contact purposes. In some cases, your posts or comments may be reused by the City of Salisbury in promotional materials, with efforts made to de-identify any personal information.

## Disclaimer

The City of Salisbury does not endorse or support any content posted by individuals on our social media accounts, unless the content is officially posted by the City. Any opinions or views expressed by others are not reflective of the views of the City of Salisbury. The City disclaims any liability for third-party content.

## Intellectual property

The City of Salisbury owns or has rights to the intellectual property in the materials posted on its social media accounts. You are not permitted to reproduce or alter these materials without permission, except as allowed under a specific license (e.g., Creative Commons). If you wish to use our content, please provide appropriate attribution, and follow any licensing terms.

## Content review and removal

While we regularly review the content on our social media accounts, there may be instances when offensive comments are not immediately removed. We strive to ensure our platforms remain safe and respectful for all users.

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By following these guidelines, we aim to create a positive and engaging environment for everyone interacting with the City of Salisbury online. If you encounter inappropriate content or have concerns, please contact us directly.