



ROYSTON TOWN COUNCIL

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Policy for use of Twitter and Facebook

The Royston Town Council and Royston and District Museum and Art Gallery Twitter and Facebook pages intend to:

Provide information and updates regarding Council activities within Royston.

In order to ensure that all discussions on the Royston Town Council pages are productive, respectful, energized and consistent with the Council's mission and goals, we ask you to follow these guidelines:

- Be considerate and respectful of others. Vulgarity, threats or abusive language will not be tolerated.
- Differing opinions and discussion of diverse ideas are encouraged, but personal attacks on anyone, including Royston Town Council members or staff, will not be permitted.
- Share freely and be generous, but be aware of copyright laws; be accurate and give credit where credit is due.
- Stay on topic.
- Refrain from using the social media pages for commercial purposes or to market products.

The sites are not monitored 24/7 and we will not always be able to reply individually to all messages or comments received. However, we will endeavour to ensure that any emerging themes or helpful suggestions are passed to the relevant people.

Sending a message/post via Twitter or Facebook will not be considered as contacting the Council for official purposes and we will not be obliged to monitor or respond to requests for information through the Twitter or Facebook channels.

Instead, please see our contact details on www.roystontowncouncil.gov.uk

Please do not include personal/private information in your Twitter or Facebook posts/messages to us.

We retain the right to remove comments or content that includes:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarised material; any material in violation of any laws, including copyright and data protection
- Private, personal information published without consent
- Information or links unrelated to the content of the forum

- Commercial promotions or spam

Non-compliance will not be tolerated and can result in a ban

Royston Town Council are not responsible for the accuracy of content posted by any subscriber in any forum; opinions expressed in comments on Royston Town Council's social media forums do not necessarily represent those of Royston Town Council.

All comments, once posted, become the property of Royston Town Council and we reserve the right to reproduce, distribute, publish, display or edit. Derivative work can also be created from such postings or content, and used for any purpose, in any form and on any other media.

Royston Town Council are not responsible, liable for and do not endorse the privacy practices of Twitter or Facebook or any linked websites. Your use of Twitter or Facebook and any linked websites is at your own risk.

Royston Town Council assumes no responsibility or liability for any injury, loss or damage incurred as a result of any use or reliance upon the information and material contained within or downloaded from these websites.

Twitter and Facebook may occasionally be unavailable and we accept no responsibility for this lack of service.

The presence of any advertisement on Twitter or Facebook is not an endorsement of the authenticity or quality of the goods, services or website and Royston Town Council will not be held responsible for any claims arising in that respect.

We will not engage in/with, and we discourage posts or comments on, issues of a political nature.

Comments should not advertise commercial products or services.

This comment policy may be revised at any time.

By choosing to comment and/or utilise any Royston Town Council Social Media site, users are deemed to agree to this policy.

Official Royston Town Council social media sites:

Twitter - Royston Town Council - @Roystontown
- Royston and District Museum and Art Gallery – @RoystonMuseum
Facebook - Royston and District Museum and Art Gallery

Policy adopted: November 2017

Review date: This policy will be reviewed on a two year cycle – November 2019