

## Social Media User Guidelines

Gympie Regional Council's social media pages exist to provide information on council initiatives, facilities, events and programs. We also post information about events supported by council's funding programs. We consider this as an important tool for council to actively engage with our community, providing a place for discussion and an active exchange of ideas.

We welcome honest, friendly, and open conversation within our social media pages. However, it is our responsibility and reserved right to remove public comments or discussion posts which prevent this from happening. We also reserve the right to permanently remove users who are continually detrimental to others on our pages.

Overall, we want everyone to feel safe and welcome on Council's social media pages. We welcome your comments and hope you enjoy spending time here.

## Feedback

We endeavour to reply, where possible, within a few days, but should you have a formal request or urgent enquiry, we encourage you contact council on 1300 307 800 or email [council@gympie.qld.gov.au](mailto:council@gympie.qld.gov.au)

## Operating guidelines of our social media pages

Your comments are welcome, and we do not discriminate against any views. In order to ensure groups and pages are friendly and welcoming for everyone, we do moderate where needed and we reserve the right to remove or hide comments which:

- Are considered likely to disrupt, provoke, attack or offend others;
- Are racist, sexist, homophobic, sexually explicit, abusive or otherwise objectionable;
- Contain profanity or other language likely to offend;
- Could break the law or condone or encourage unlawful activity (this includes breach of copyright, defamation and contempt of court);
- Are seen to impersonate someone else;
- Include contact details such as phone numbers, postal or email addresses;
- Describe or encourage activities which could endanger the safety of well-being of others;
- Are considered to be 'spam' (posts containing the same message posted multiple times);
- Are repeatedly off-topic for the discussion to which you are posting;
- Do not relate directly to Gympie Regional Council's services, programs or enquiries;
- Are purely commercial in nature and promote a product or service which does not relate to Gympie Regional Council or its facilities.

By commenting on any of our pages, you indicate that you have read, understood and agree to abide by these guidelines.

## Privacy collection notice

Council collects your profile name from our social media pages for the purposes of addressing your enquiry and maintaining a record of correspondence. Council collects no other personal information.

Depending on your profile privacy settings, by participating on council's social media pages you may be making your information accessible to people or organisations that access these platforms overseas.

## Moderation

If our operating guidelines are not adhered to, we will moderate, hide and potentially remove your comment. All moderation will be done at council and the platform's discretion and can be applied to any post, comment or interaction deemed inappropriate. Moderation of the comment section and private messages only occur during standard business hours. We will endeavour respond at the earliest opportunity. Please note that if deemed necessary we reserve the right to close comments on posts outside of business hours.