



Social Media Participant Use Policy

The following policy outlines guidelines for the public when engaging with a City of Langford social media account. The City of Langford encourages respectful and constructive discussion on all City social media platforms. Please be advised that by engaging with the City of Langford on social media, you are agreeing to this policy. This policy may be subject to amendment at any time.

You are responsible for the content of your comments. The City requires that posts and other social media activity be courteous and stay on topic. The City retains the right to block any person from further activity on our page, and reserves the right to delete inappropriate posts, including:

- Violent, obscene, profane, hateful, or racist posts, links, or images
- Comments that threaten or defame any person or organization
- Personal, sensitive, or confidential information about any person
- Comments that are unrelated to the topic of the page or posts (for general comments or communications concerning a City department, project, or service request, contact administration@langford.ca)
- Solicitations or advertisements for any financial, commercial, or not-for-profit organizations
- Comments that suggest or encourage illegal activity, including posting of material that violates copyrights or trademarks of others
- Comments that violate the Terms of Service of the social media platform

The City of Langford is not responsible for the conduct of other social media users, nor material posted by users who interact with the City on social media.

Personal Information and Privacy

By engaging with the City of Langford's social media platform, you acknowledge and agree that you are providing your informed consent to the disclosure of any personal information you provide, including your image, on a public social media platform (in accordance with the BC *Freedom of Information and Protection of Privacy Act* [FOIPPA]). Any information collected via social media, including your image, may be stored and/or accessed outside of Canada on servers not belonging to the City. To protect your own privacy and the privacy of others, please do not share any personal information, including phone numbers and email addresses.

The personal information you post may be collected by the City of Langford under s. 26 (c) of FOIPPA for the purposes of engaging with the public, including promoting the City. For more information about the collection, use or disclosure of personal information via social media, contact the Manager of Business Development and Events at social@langford.ca or 250-478-7882.

Questions or Concerns

Social media pages are normally monitored during business hours (8:30-4:30 pm, Monday to Friday). Please contact us with any questions or concerns regarding the City of Langford's social media activity and/or this Participant Use Policy at social@langford.ca.