

## **Noosa Council User Guidelines**

Noosa Council's Facebook page exists 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 Facebook 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 hide or delete posts that are considered inappropriate and abusive.

We also reserve the right to permanently remove users who are continually detrimental to others on our pages.

### **Feedback**

We endeavour to reply, where possible, within a few days, but should you have a formal request or enquiry, we encourage you contact council on 53296500 or lodge a Customer Request

### **Operating guidelines of our Facebook page**

We support the Facebook statement of rights and responsibilities ([www.facebook.com/terms.php](http://www.facebook.com/terms.php)) and related Facebook policies, and we request that visitors to our page to do the same.

Your comments are welcome and we do not discriminate against any views. We do moderate postings, where needed and we reserve the right to remove comments which are:

- 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 Noosa Council's services, programs or enquiries;
- Are purely commercial in nature and promote a product or service which does not relate to Noosa Council or its facilities.
- Promoting a community protest or the promotion of a non-sanctioned or a non supported council event, function or activity.

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

### **Privacy collection notice**

Your profile name from Facebook is collected by council for the purposes of addressing your enquiry and maintaining a record of correspondence. No other personal information is collected by council from Facebook.

Depending on your Facebook profile privacy settings, by participating on council's Facebook page you may be making your information accessible to people or organisations that access Facebook overseas.