



Social Media Terms of Use

Social media Terms of Use

We thank you for following the Town of Neepawa account on social media. We hope that it points you in the right direction to find key information.

These terms apply to you, our residents and visitors, when communicating with the Town of Neepawa through social media. Social Media may include our website, Facebook, Twitter, Instagram or any other such page that may be developed by the Town as a whole, or by a particular department.

What you can expect from our online updates

Our account will vary in terms of frequency of posts and content, but usually publish a few times a week and some important/scheduled posts on weekends, evenings & holidays when necessary.

We aim to publish helpful, current information and link you to more detailed information and resources when available.

If you need emergency medical, police or other similar services, please call 9-1-1 to help you reach the emergency service you need.

Things to consider

- Accounts will be monitored during normal business hours, unless otherwise specified — during this time we will try to respond to your questions, but is not guaranteed.
- Contacting the Town via social media is not the preferred choice, as your question may not be answered in a timely fashion. We encourage all users to contact the office directly (204-476-7600) or email (info@neepawa.ca) for specific matters.
- Comments which do not follow our **Terms of Use** or one or more of the following rules may be removed, and users that ignore these comment policies may be banned.
- Depending on the volume of posts received, we cannot commit to responding to everyone.
- Don't forget that the social media service providers also have additional or different terms of use. You should carefully review the terms & conditions that apply to you before obtaining the particular service.
- Although we will work hard to help you, we can't guarantee that we will understand your question completely or answer it accurately via social media. By contacting us through a social media site, you acknowledge that any response we provide to you through the same site:
 - is intended to provide helpful information or resources.
 - is not considered to be definitive advice or guaranteed to solve your issue.

Commenting Procedure

Stay on topic. We encourage focused, thoughtful comments and discussion which respond or relate to a particular topic, new initiative or upcoming event. Comments which are not related to our content or attempt to derail the conversation may be removed.

Be respectful. If you choose to post content, please keep in mind that you **must not**:

- mislead us or anyone else as to your identity or the origin of the posted content, or falsely claim to represent a person, organization or entity;
- post or transmit any message, content or link to content that:
 - you either do not own or do not have the necessary rights to post or transmit;
 - is in violation of any law, rule or regulation or any third party right, or promotes illegal activity or conduct that would contravene any law, rule or regulation or third party right;
 - is abusive, hateful, homophobic, discriminatory, malicious, aggressive, threatening, violent, sexist, harassing, inflammatory, indecent, tortious, defamatory, knowingly false, misleading, deceptive, vulgar, obscene, offensive, scandalous, sexually explicit, profane;

- incites hatred, racism, bigotry, discrimination or physical harm of any kind against any individual or class of individuals based on a protected ground in the Human Rights Code, including: ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, sex (including pregnancy and breastfeeding) or sexual orientation.
- is unsolicited or unauthorized, such as promotional material, "junk mail," "spam," "chain letter," "pyramid scheme," or any other form of solicitation (commercial or otherwise);
- is in breach of any confidence;
- includes personal data or information about others; or
- can result in us being liable to anyone else under any intellectual property rights law.

The views expressed by others represent their own views and are not endorsed or approved by us, nor do we endorse or approve any events or other activities posted by a user.

The Town of Neepawa supports an inclusive, diverse, equitable, and respectful work environment, free of discrimination and harassment. Town employees moderate our social media sites and their contents. Any conduct that is discriminatory or harassing will be removed and the user may be banned from future use.

We reserve the right not to keep any content that you post on our page or feed, and to remove, edit or move, at any time, any content posted which does not comply with these Terms of Use or which is otherwise objectionable in light of prevailing community standards.

Avoid posting personal or confidential information. Our social media accounts are publicly accessible and posts are visible to the public. Therefore, please don't post any personal information about you or anyone else!

Limitation of Liability

Under no circumstances will the Town of Neepawa, Council or employees, agents and independent contractors have any responsibility or liability for any loss or damage whatsoever (including without limitation direct, indirect, special, incidental, consequential, punitive, exemplary or other damages, and including without limitation to any loss of profit, costs, expenses, harm to business, business interruption, reputation, loss of information or programs or data, loss of savings, loss of revenue, loss of goodwill, loss of tangible or intangible property, legal fees or legal costs, wasted management or office time or damages of any kind whatsoever), whether based in contract, tort, negligence or any other legal basis, arising out of or in connection with our social media sites, any linked website or linked social media platform (including without limitation any damages suffered as a result of the use, inability to use or failure of, or any omissions or inaccuracies on, our social media sites, any linked websites or linked social media platforms, or any of the services or content of the foregoing), even if specifically advised of the possibility of such damage or loss, or if such damage or loss was foreseeable.

General

The Town of Neepawa reserves the right to supplement, remove or modify these Terms of Use at any time and from time to time without notice. Please check this website regularly for any changes. If you continue to access our social media sites following a change to these Terms of Use, you will be deemed to have accepted the changes.

If any term or condition set out in these Terms of Use is held to be invalid, unenforceable or illegal for any reason, the remaining terms and conditions will continue in full force.

Thank you for helping us foster a respectful exchange of ideas!