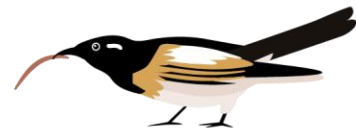




TE KAUNIHERA Ā-ROHE O
ŌTOROHANGA
DISTRICT COUNCIL

SOCIAL MEDIA USAGE GUIDELINES 2025

ŌTOROHANGA DISTRICT COUNCIL



SOCIAL MEDIA GUIDELINES

Our aim is to inform you of what is happening in the Ōtorohanga District, update you on council projects and events, ask for your advice or opinion and alert you to breaking news.

We welcome your comments and do not discriminate against any views. We encourage you to openly discuss and share your opinions in a respectful manner.

Follow us on the following social media channels:

- Facebook
- Instagram
- YouTube

Public comments on our social media accounts

The Communications and Engagement team will monitor our social media accounts during business hours only. We do not monitor our posts that have been shared on third party accounts.

Social media will not be used for logging and responding to complaints and service requests. Comments and direct messages through social media are not considered formal correspondence.

Service requests should be lodged via the website, by emailing us or by calling our customer services team. Anyone who messages us via social media receives an automatic response with this advice.

Privacy

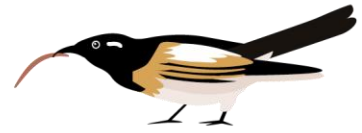
Council will not collect and record your personal details such as your user identity and email address through its social media pages.

Please note the Facebook [privacy policy](#).

Our social media 'house rules'

In order to ensure our social media accounts are friendly and welcoming for all visitors, we will moderate them when required.





We ask that when contributing your views to our social media platforms, you ensure that you:

- Do not harass, abuse or threaten other visitors to the site
- Do not post comments that are likely to offend others, particularly in reference to an individual's ethnicity, age, gender, sexuality, political leaning, religion, or disability
- Do not use obscene or offensive language
- Do not post repeated comments
- Do not promote anything that may constitute spam, such as commercial interests, solicitations, advertisements, or endorsements of any non-governmental agency
- Protect your personal privacy by not including email addresses, phone numbers, or home addresses on the public wall.

Posts not conforming to the above requirements will be removed.

If you repeatedly breach these Social Media Usage Guidelines, we may block you from Ōtorohanga District Council's Facebook page.

Disclaimer

- Ōtorohanga District Council makes every reasonable effort to ensure that the information contained on its social media platforms is both current and accurate at the time the page or post was created or modified. Council makes no guarantee of any kind, and no legal contract between the Council and any person or entity is to be inferred from the use of or information on the Facebook site.
- Council gives no warranty and accepts no responsibility for the accuracy or completeness of the information. No user should rely on the information, but instead should check for confirmation with the originating or authorising body. Council reserves the right at any time to make such changes as it deems appropriate to that information. Council has no responsibility for the accuracy of any content obtained from this medium and stored by a user in any form.
- Any links to external websites and/or non Ōtorohanga District Council information provided on our social media pages are provided as a courtesy only. They should not be construed as an endorsement by Ōtorohanga District Council of the content or condition or views of the linked materials.
- Any advertisement that may appear when viewing our page is not endorsed by Ōtorohanga District Council nor are we directly affiliated with the advertisement unless stated otherwise.
- The act of Ōtorohanga District Council "liking" or "following" an organisation, business, group, individual person, location or event through social media platforms does not indicate that Ōtorohanga District Council endorses the products, views, activities or services relating to the "liked" or "followed" entity, business or group.

