



## **Social Media terms of use**

We ask our followers or anyone who engages with official Ludlow Town Council online accounts which include Ludlow Town Council, Ludlow Museum at the Buttercross and Ludlow Market (including but not limited to Twitter, Facebook, Instagram, and YouTube) to adhere to the following terms.

This is so that we maintain a safe and respectful online environment for our community, where all social media users feel welcome.

We encourage the sharing of personal experiences and opinions and welcome robust, two-way discussions. However, we may ignore, delete posts, or block users in breach of these terms where possible and at our own discretion. We also reserve the right to address factual errors.

We will not tolerate:

- Abusive or inappropriate behaviour or language.
- Obscene, profane, divisive, discriminatory, hateful, or racist content, links or images.
- Indecent, explicit, or blasphemous material.
- Bullying, spam, trolling or deliberate disruptions to conversations.
- Repeated off-topic posts and comments by a single user.
- Posts that are false, misleading, threatening, or defamatory to a person or organisation.
- Solicitations or advertisements for commercial gain.
- Infringement on an individual's privacy rights.

We may also report posts or accounts to social media networks for official review. We encourage social media users who see a post that seems inappropriate to use the report feature to flag it for moderation. We take no responsibility for the content or opinions posted by others.

Our pages are monitored by Council officers on business days Monday to Friday 9 am to 5 pm, and are used for sharing news, events, competitions, ideas, and campaigns. We cannot guarantee real-time assistance with council enquiries.