



Social Media Terms and Conditions

<u>Document Control</u>	
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Version Control

Version	Date	Amended By	Reason for Issue/Amendment
1.0	January 2013	Joanne Regan, Information Officer	To ensure that the public are aware of the rules around use of the OPCC social media accounts.
2.0	June 2020	Chris Latham, Communications and Engagement Officer	Reviewed content to ensure still relevant and added minimum age requirements for using social media.

Office of the Police and Crime Commissioner for Gwent (OPCC) Social Media Terms and Conditions

Reporting Crime

Facebook, Instagram and/or Twitter **should not** be used to report crimes. If a crime is currently taking place and you or someone else is in immediate danger call 999. If you want to contact Gwent Police and it is not an emergency call 101, email contact@gwent.pnn.police.uk or DM @gwentpolice on Twitter or Facebook.

If you are deaf, hard of hearing or have a speech impediment you can contact the Police using a text phone through Tynetalk for non-emergency situations on 18001 101.

Gwent Police have also partnered with BSL Online Interpreting Service, SignLive. If you are a BSL user, you can use SignLive to connect to an online professional BSL interpreter, tell them you are calling Gwent Police and you can do this from [your own device](#).

House Rules

To contribute to the Gwent OPCC Facebook page you'll need to be aged 13+ and be a registered member of Facebook. Please see [Facebook's terms of use](#).

To contribute to the Gwent OPCC Twitter page you'll need to be aged 13+ and be a registered member of Twitter. Please see [Twitter's terms of use](#).

To contribute to the Gwent OPCC Instagram page you'll need to be aged 13+ and be a registered member of Instagram. Please see [Instagram terms of use](#).

By liking and interacting with the OPCC social media pages and other fans/followers of the page, you agree to abide by our simple ground rules and guidance:

- Gwent OPCC is not accountable for the public comments posted on the page and they are solely the expressions and opinions of the contributor and not those of the Police and Crime Commissioner for Gwent.
- Users should make their comments suitable for users of all ages.
- You should not link to, share or post any obscene, offensive or unlawful material or any content that harasses or insults.
- Gwent OPCC retains the right to delete any abusive, racist, sexist, homophobic, inflammatory comments or any comments deemed to be inappropriate without explanation.
- You must not publicly share or post any personally identifiable information about yourself or someone else.
- You must not add comments that could prejudice on-going or future court proceedings.
- You should not use our profile for posting spam or adverts.

- If you want to discuss something sensitive with the OPCC, telephone 01633 642200 or email commissioner@gwent.pnn.police.uk
- Nuisance, time-wasting or irrelevant comments/questions may be removed without explanation.

Users may be banned without explanation from being able to post to the Gwent OPCC Facebook, Instagram or Twitter pages if they do not follow these rules.

Gwent OPCC reserves the right to modify or alter these rules at any time.

Making a complaint

Gwent OPCC has clear policy guidelines in place for the public to make a complaint. Social media pages are not the appropriate forum for the public to make a complaint. All complaints should be made through the official channels. More Information about how to make a complaint is on the [OPCC website](#).

Monitoring

Gwent OPCC periodically moderates and updates its Facebook, Instagram and Twitter accounts. It makes no commitment to respond to individual comments or questions or engage in online debates.

Advertising

Gwent OPCC is not responsible for the advertising content on its social media platforms. It will not support advertising or promotion via the use of posted links nor for the solicitation of donations or any kind of money-raising unless otherwise agreed in advance with the Chief Executive.

Lack of Service

Gwent OPCC's social media platforms may occasionally be unavailable and it does not accept responsibility for lack of service.

Disclaimer

While Gwent OPCC tries to ensure that the information on these platforms are correct, it is provided on an 'as is' basis, without warranties of any kind, and no warranty, express or implied, is given as to accuracy or completeness. Gwent OPCC does not accept any liability for any error or omission.

Gwent OPCC shall not be liable for any third party claims or losses of any nature including, but not limited to, loss of profits, direct, indirect, special or consequential damages arising from a third party's use or inability to use these sites.

The information on Facebook, Instagram and Twitter sites does not constitute legal or other professional advice.

Gwent OPCC accepts no responsibility for the content on any website to which a hypertext link from its site exists. The links are provided 'as is' with no warranty, express or implied, for the information provided within them.

Please Note: These terms and conditions apply to all forms of social media used by Gwent OPCC.