

Office of the Police and Crime Commissioner for Gwent **Social Media Terms and Conditions**

Reporting Crime

Facebook 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 please call 101 or email contact@gwent.pnn.police.uk

House Rules

To contribute to The Office of the Police and Crime Commissioner for Gwent Facebook page you'll need to be aged 13+ and be a registered member of Facebook. Please see Facebook's terms: www.facebook.com/legal/terms.

Similarly, to contribute to The Office of the Police and Crime Commissioner for Gwent Twitter page you'll need to be a registered member of Twitter. Please see Twitter's terms: <https://twitter.com/tos>.

By liking and interacting with The Office of the Police and Crime Commissioner for Gwent's Facebook and Twitter pages and other fans/followers of the page, you agree to abide by our simple ground rules and guidance:

- The Office of the Police and Crime Commissioner for Gwent 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 Gwent Police and Crime Commissioner.
- The Office of the Police and Crime Commissioner for Gwent requests that users 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 The Office of the Police and Crime Commissioner for Gwent staff or members of the community.
- You should not use our profile for posting spam or adverts.
- The Office of the Police and Crime Commissioner for Gwent 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 which could prejudice on-going or future court proceedings
- If you want to discuss something sensitive with us involving you or someone else, please ring 01633 642200 or email Commissioner@gwent.pnn.police.uk

- The Office of the Police and Crime Commissioner for Gwent encourages users to be civil and polite with their comments and support the spirit of the community.
- Nuisance, time wasting or pointless comments/questions to the point of spamming will be removed.

Please note that any posts or comments that violate the above will be deleted and users may be banned without explanation from being able to post to the Gwent PCC Facebook wall and/or Twitter page.

The Office of the Police and Crime Commissioner for Gwent reserves the right to modify or alter these rules at any time.

Making a complaint

The Office of the Police and Crime Commissioner for Gwent has clear policy guidelines in place for the public to make a complaint. Our Facebook and/or Twitter 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 can be found at: <http://www.gwent.pcc.police.uk/contact-us1/making-a-complaint/>

Monitoring

The Office of the Police and Crime Commissioner for Gwent periodically moderates and updates both the Facebook and Twitter accounts. The Office of the Police and Crime Commissioner for Gwent makes no commitment to respond to individual comments or questions or engage in online debates.

Advertising

The Office of the Police and Crime Commissioner for Gwent is not responsible for the advertising content on Facebook and/or Twitter and does not choose which adverts appear on The Office of the Police and Crime Commissioner for Gwent page.

The Office of the Police and Crime Commissioner for Gwent Facebook and Twitter pages 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

Facebook and/or Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to Facebook/Twitter downtime.

Disclaimer

Whilst The Office of the Police and Crime Commissioner for Gwent endeavours to ensure that the information on both sites is 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.

The Office of the Police and Crime Commissioner for Gwent does not accept any liability for any error or omission. The Office of the Police and Crime Commissioner for Gwent 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 this site.

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

The Office of the Police and Crime Commissioner for Gwent accepts no responsibility for the content on any website to which a hypertext link from this 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 also apply to any other form of social media used by the Office of the Police and Crime Commissioner for Gwent.