



**Policy #47**

**Digital Media Customer Use Policy**

**Date: August 2012**

**Approved by Council on: August 29, 2012**

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**Township of Southgate  
Digital Media Customer Use Policy**

**Customer Use Policy**

The Township of Southgate engages customers through many digital outlets including the Township of Southgate website and facebook page. Communicating through social media further enables the Township of Southgate to reach out to citizens in a direct and meaningful way.

The Township of Southgate may share information, images and video with the public through external social media websites. Comments made by the public to these sites have been disabled.

- Comments or communications concerning any topic found on these sites should be directed to the Clerk's Department.
- Township of Southgate social media accounts are not open to comments from the general public.
- Any comments posted to the Township of Southgate facebook page will not be visible to the general public but will be visible to the moderators of the page.
- Comments should be directed by email to [info@town.southgate.on.ca](mailto:info@town.southgate.on.ca) or to individuals within the organization.
- All correspondence must include your name and contact information.
- The use of obscene, threatening or harassing language is prohibited in any and all correspondence and may be subject to litigation.
- Personal attacks of any kind or offensive comments that target or disparage any ethnic, racial, age, or religious group, gender, sexual orientation or disability status are prohibited in any and all correspondence and may be subject to litigation.
- This policy is subject to amendment or modification at any time.

**Questions or Concerns**

Questions or concerns regarding The Township of Southgate's social media activity, the Township's social media policy and/or this Customer Use Policy should be directed to the Clerk's department.