

# Social Media Code of Conduct



The Vale of Glamorgan Council has four corporate social media accounts, '@VOGCouncil' and '@CBroMorgannwg' on Twitter, 'Vale of Glamorgan Life' and 'Cyngor Bro Morgannwg' on Facebook.

We use these accounts to share relevant information with residents or visitors of the Vale of Glamorgan.

Members of the Communications team usually monitor these accounts during office hours.

Our corporate social media accounts are non-political, therefore we will not engage in any political debates.

Most online communities have their own guidelines which we adhere to. We also use the tools available to us, such as filters, to remove or flag any content that could be deemed harmful, offensive or illegal.

In addition, we reserve the right to remove or ask for the removal of any content across Facebook or Twitter that we deem to be:

- harassing;
- offensive;
- defamatory;
- aggressive;
- abusive;
- threatening;
- harmful;
- obscene;
- profane;
- sexually oriented; or
- racially offensive.

We will occasionally need to 'block' users if they persistently refuse to follow these guidelines and/or do not respond to requests to remove posts which fall into the categories above.