

Social Media Acceptable Terms of Use Policy

Our social media acceptable terms of use policy sets out the terms for your use of Hydro Tasmania's social media community.

Please read the terms of use (the Rules) which set out the terms for your use of and engagement within Hydro Tasmania's social media community. This includes private direct messages and public comments on Hydro.com.au, Community sponsored posts, Facebook, Instagram, Twitter, YouTube and LinkedIn (the Community).

Please read the Rules carefully. They provide information about using the Community in a respectful and lawful way. By using, submitting material to, or contributing by way of comment to the Community you are agreeing that you have read the Rules and that you understood, accept and agree to abide by the Rules.

Hydro Tasmania has social media profiles on Facebook, Instagram, Messenger, Twitter, LinkedIn and YouTube. Hydro Tasmania also allows open community comments on Spill blog articles.

Terms of use

Safe and respectful communications

We want to create a safe environment that respects our online communities and Hydro Tasmania employees as moderators. To help us achieve this, you agree that your use of the Community and your contributions must:

- comply with the terms of use of any social media platform that hosts Hydro Tasmania social media channels;
- avoid making statements or claims on behalf of any other person;
- not be abusive or threatening to others;
- not be defamatory or libellous in nature. This includes making false or unfair statements likely to damage the reputation of an organisation or a person;
- not include obscene, offensive, vindictive, provocative, insulting, hateful or discriminatory language;
- not promote commercial interests or make unsolicited requests;
- not include website links or email addresses in comments;
- not make unsubstantiated claims, including against individuals or organisations;
- not encourage conduct that may or would constitute a criminal offence;
- not incite discrimination on the grounds of race, gender, marital or domestic status, sexuality, religion, nationality, disability, sexuality or age;
- not identify matters that are currently subject of legal proceedings or would break a court's non-publication order; and
- not be irrelevant and negative in nature.

Availability

Our online social media profiles are monitored during business hours Monday to Friday 8.30am-5pm, excluding Tasmanian public holidays.

Facebook Messenger is monitored during business hours Monday to Friday 8.30am-5pm, excluding Tasmanian public holidays with a next business day response.

Privacy

We won't collect your personal information from your social media profile.

We ask that you remain diligent in the protection of your personal privacy and the personal privacy of others. Do not provide your personal information including email or phone numbers in comments.

If a user violates our terms of use we may record the relevant username and subsequent interaction with us so we may identify the user and historical interactions should they repeatedly post offensive comments or spam so that we may make an informed decision to hide or delete comments and ban or block if the behaviour is ongoing.

Community moderation

Any comments or posts which are inappropriate will be removed. By inappropriate we mean: no discrimination, swearing, no racially motivated or defamatory comments.

We're happy to facilitate discussions and discuss our business with you, but if you have posted a comment we deem as inappropriate we will remove it.

While we make reasonable efforts to ensure inappropriate material is identified and moderated, we do not guarantee we will locate and moderate all inappropriate material.

Our community moderators monitor comments within the Community. The three main actions we will take when moderating inappropriate comments are:

- to hide a comment from a post
- to delete a comment from a post
- to remove a profile from following the Community
- to ban or block a profile who repeatedly has posts blocked or hidden due to inappropriate communication within the Community

When using the Facebook messenger service, we ask that you respect the Hydro Tasmania representative in your communications as they seek to answer your query via the Hydro Tasmania's subject matter experts.

Disclaimer and indemnity

The views expressed by any person in the Community are those of the individual and do not necessarily reflect the views of Hydro Tasmania.

Hydro Tasmania accepts no responsibility for the accuracy of information posted on its online social media accounts or website pages or its relevance and suitability for any purpose.

Hydro Tasmania do not accept responsibility for any loss or damage caused in connection with your use of our accounts or arising out of use of or reliance on information accessed on our social media accounts or website.

Right to enforce terms of use

Hydro Tasmania reserves the right to enforce this policy at its own discretion. This can include hiding, deleting or ignoring any comments or banning or blocking users for any reason.

Hydro Tasmania may update this policy at any time.

Have a question about this policy? Email marketing@hydro.com.au