



## SOCIAL MEDIA & COMMENT MODERATION

### POLICY

Adopted October 2023

marketing@rowntreeplayers.co.uk

Comments received via the ROWNTREE PLAYERS website and social media.

#### **Social Media & Website Chat Platforms**

We encourage and welcome open, lively debate, but the decision to publish comments received via our social media channels or website remains at our discretion. The views expressed by any third parties are solely theirs and are not necessarily endorsed by ROWNTREE PLAYERS. The option to comment may be closed at our discretion at any time.

#### **Moderation Policy**

We ask you to please bear in mind our guidelines when submitting comments. Where views have been sought, all comments will be considered before the response is published.

#### **Moderation guidelines**

We do not pre-moderate comments we receive. 'Pre-moderation' means comments are not published instantly, comments will appear in real-time.

Comments are generally checked by committee volunteers from the marketing team within ROWNTREE PLAYERS, who will monitor the site and aim to address any issues as quickly as possible.

We are not out to censor your views. We encourage open discussion. The aim is to ensure that comments relate to the particular subject being discussed. Moderation will not be used to suppress legitimate, reasoned discussion.

Sometimes a comment might be hidden whilst we seek validation of accuracy or gather information from various sources to be included in our response to a question.

We will allow comments for publication as long as they:

- are on-topic. Please don't post messages that are not related.
- respect other people. Comments should not be malicious or offensive in nature and should not constitute a personal attack on a person's character.
- don't incite hatred based on race, religion, gender, nationality or sexuality or any other personal characteristic, or attack organisations we work with
- don't reveal personal details, such as private addresses, phone numbers, email addresses or other online contact details.
- are reasonably concise, and don't constitute spamming of the site.
- don't impersonate or falsely claim to represent a person or organisation.
- are not party political in nature.
- don't include swearing, hate-speech or obscenity.
- don't break the law – this includes libel, condoning illegal activity, and breaking copyright.
- don't advertise commercial products and services.
- are in English – unfortunately, we do not currently have the resource to moderate comments in other languages.

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- if you are aged 16 or under, please get your parent/guardian's permission before submitting a comment.

We reserve the right to suspend comments at any time and remove comments older than six months. Where we choose not to publish a comment for a reason other than those listed above, we will reply to the commenter explaining our reason and inviting them to make appropriate changes so that the comment can be reconsidered.

We read all comments and respond where appropriate. We endeavour to answer your questions where possible, but if you require an official response, you should contact email [marketing@rowntreeplayers.co.uk](mailto:marketing@rowntreeplayers.co.uk)

### **Social Media Platforms**

ROWNTREE PLAYERS uses various social media platforms including (but is not limited to); Facebook, Twitter, Instagram, which all offer a free messaging service (third party), as one tool in its efforts to communicate clearly, quickly and in an engaging manner to people interested in us. Visit [www.rowntreeplayers.co.uk](http://www.rowntreeplayers.co.uk) to find links to all our social media channels.

Content delivered by ROWNTREE PLAYERS includes (but is not limited to):

- links to news releases, blog posts, videos, guidance, and other approved, publicly available ROWNTREE PLAYERS material
- links to relevant information produced and published elsewhere (work of other organisations, researcher, news organisations and others). This can include videos, blog posts, and retweets (RTs) from other Twitter users. (See below for our policy on RTs.)
- interesting facts, quotes or observations related to our work.
- topical questions related to our work intended to provoke discussion.

### **Following**

ROWNTREE PLAYER'S decision to follow a particular social media user does not imply endorsement of any kind. We follow accounts we believe are relevant to our work. This could include following the accounts of companies and other commercial enterprises (and/or their employees) who comment on ROWNTREE PLAYERS related issues.

### **Availability**

We commit to updating and monitoring our social media accounts at various hours of the day due to the nature of the committee and marketing team being made up of volunteers with other commitments.

### **Replies and Direct Messages**

We will read all @replies and Direct Messages sent to us and, when possible, will respond to them. Please note that, due to the volume of traffic on our social media channels, it is not always possible to respond, and we encourage users to use other ways to contact us if their question or comment requires urgent attention. Please refer to individual social media sites for their Privacy Notices to control what you share and to whom.

If you have questions about this policy, please contact [marketing@rowntreeplayres.co.uk](mailto:marketing@rowntreeplayres.co.uk)