

# SOCIAL MEDIA TERMS OF USE

## ***ETIQUETTE & ENGAGEMENT***

The Newfoundland and Labrador Pharmacy Board's (NLPB) social media accounts are public channels for sharing information, key messages, news and events with the public, our registrants and stakeholders. Participation in our online discussions is welcome and we encourage an active exchange of ideas. While we promote collaborative communication, please keep in mind that all conversations are expected to be conducted in a respectful manner. It is NLPB's policy to engage and respond to comments, but we will not necessarily reply to every comment.

NLPB will not tolerate comments that are offensive (to an individual or organization) or harassing in their approach. We also reserve the right to edit our posts for clarification or remove comments at our discretion.

Users may have their content deleted or hidden, and/ or may be removed or banned from NLPB social media account(s) if the content they post is: abusive, obscene, uses offensive language, is misleading or false, discusses an ongoing investigation, includes hateful, defamatory or harassing remarks, constitutes spam, advertises services or products, is off-topic, includes personal or confidential information, breaches a law, standard, or rule, is posted without the necessary rights or licenses, encourages conduct that may or would constitute a criminal offence or give rise to civil liability, and/ or are contrary to the principles of the Canadian Charter of Rights and Freedoms. Users who repeatedly and/or purposefully post comments that violate the above policies in any way may be prevented from accessing NLPB social media and engagement channels.

As a member of Facebook, Twitter and YouTube, we also adhere to their published policies.

## ***HOURS OF OPERATION***

NLPB social media channels are moderated periodically Monday to Friday, 8:00 am - 4:00 pm Newfoundland Standard Time.

## ***COMPLAINTS***

If you wish to raise a concern or a complaint about something posted on a page that the NLPB is responsible for, you can email us at [inforx@nlpb.ca](mailto:inforx@nlpb.ca).

## ***DISCLAIMER***

The decision to follow or share content and/or links from a particular user or organization should not be interpreted as NLPB endorsement of that user or organization, content of the post or website, or of any organization(s) linked to, or mentioned by the post.

If you have questions regarding a post, or would like more information regarding a topic posted via our social media channels please email [inforx@nlpb.ca](mailto:inforx@nlpb.ca).



**@NLPHARMACYBOARD**