

PHX Social Media Terms of Use

UPDATED: May 1, 2020

The City of Phoenix Facebook, Twitter, YouTube, Instagram, Google, NextDoor, and other social accounts (collectively, "social media channels") are used to share information with residents, businesses, and visitors. These social media channels are moderated online discussion sites and not a public forum. Your use of these social media channels is subject to these Terms of Use and the terms of use of the various social platforms you access.

The City of Phoenix reserves all rights relating to the city's social media channels, including but not limited to: (i) adding, removing, or modifying any content, and (ii) discontinuing or adopting any social media channel at any time.

The City of Phoenix may, in its sole discretion, delete/hide irresponsible content or content that is otherwise inconsistent with the purpose of these social media channels; namely, to disseminate and share on-topic, appropriate content. The City of Phoenix reserves the right to remove, hide, or block inappropriate comments, including, but not limited to comments or posts that:

- Contain obscene language or sexual content
- Promote commercial services or products
- Promote illegal activity
- Contain language threatening or defaming any person, organization or ethnic or religious group
- Support or oppose political candidates or ballot propositions
- Contain spam or link to other websites or applications ("apps")
- Digress from the topic being discussed
- Violate the legal ownership interest of another party, or infringe on copyrights, trademarks, or other intellectual property
- Contain personally identifiable information, including medical information
- Include information that may compromise the safety, security or proceedings of public systems or any criminal or civil investigations
- Promote, foster, or perpetuate discrimination on the basis of race, creed, color, age, religion, gender, marital status, genetics, sexual orientation, status with regard to public assistance, national origin, physical or intellectual disability
- In addition, to the extent applicable, the City of Phoenix reserves the right to block/hide any user account that repeatedly posts comments that violate these terms of use or posts inappropriate or off-topic messages.

External Links

Links that take you out of City of Phoenix social media channels are not under the control of the City of Phoenix, and the City of Phoenix is not responsible for the terms and conditions, privacy policy, or content of any such site(s) or any further links from such site(s). The City of Phoenix is providing these links only as a convenience, and the inclusion of any link does not imply endorsement of the linked site by the City of Phoenix.

Likes and Shares

Note, if the City of Phoenix follows another user's account, "likes" another page, re-tweets, "favorites," shares, or otherwise re-posts or engages with another user's content, such an action does not constitute an endorsement.

Employees Posting to Social Channels

Except for city employees working as part of their job duties as a member of the "Extended Social Media Team," if a city employee wants to post comments to social media sites, they must do so on their own time and on their personal, non-city equipment. They should remember they are not speaking on behalf of the city, but as private citizens. Employees should always use a personal email address, not their city email address, when registering for any social network. If you use social media to express a political position, make sure that you do so as a private citizen rather than as a City of Phoenix representative. Employees should also review Employee Political Activity, A.R. 2.16 at

<https://cityofphoenix.sharepoint.com/sites/ar/Documents/ar216.pdf>

Public Comments

Users of social media channels do not retain any rights over their postings. Postings are intended for public view and any personal information posted constitutes a waiver of any rights to privacy or confidentiality. Postings are also subject to public records laws, meaning any information you include in your comments, including name and e-mail address, may be released through a formal public records request to the media, a business, or any other person or entity. Therefore, before commenting on any City of Phoenix social media channel, you should understand your posting is neither private nor confidential. The city also archives all social media comments to comply with public records law.

If you have questions or concerns regarding the operation of any of the City of Phoenix's social media sites, or specific questions about the city of Phoenix government, please contact the Phoenix Communications Office at ContactUs@Phoenix.gov