

CUSTOMER USE POLICY FOR SOCIAL MEDIA

– CITY OF LATHRUP VILLAGE, MICHIGAN

The City of Lathrup Village engages customers through many digital outlets including **www.LathrupVillage.org**. Communicating with the City through social media enables citizens to connect and communicate with the City in a direct and meaningful way. It should be noted that retweets, favorites, likes, or shares are not official endorsements and may not represent the views and beliefs of the City of Lathrup Village.

As a public entity, the City of Lathrup Village must abide by certain standards to serve all its constituents in a civil and unbiased manner. Please be aware that when engaging with the City of Lathrup Village through its website or over social media, you are agreeing to the following:

Commenting on a City of Lathrup Village Social Media Page

The City of Lathrup Village shares information, images, and videos with the public through its official website and external social media accounts. Comments made by the public to these sites are reviewed and, while they will not be edited by City personnel, they may be deleted if they violate the comments policy described here.

- Comments should be related to topics on the City's social media pages or posts. City of Lathrup Village social media accounts are not meant for comments that do not directly relate to the purpose or topic of the social media website or for service requests.
- Comments are the opinion of the poster only and the publication of comments does not imply endorsement or agreement by the City of Lathrup Village.
- It is important to note that the City of Lathrup Village does not officially respond to inquiries or messages on social media. For general comments or communications concerning the City of Lathrup Village, please contact City Hall at 248.557.2600.
- You are subject to the Terms of Service (TOS) of the host site. Information (photos, videos, etc.) you share with or post to official City of Lathrup Village pages is also subject to the TOS of the host site and may be used by the owners of the host site for their own purposes. For more information, consult the host website's TOS.
- Lathrup Village social media accounts are not open to comments promoting or opposing any person campaigning for election to a political office or promotion or advertisement of a business or commercial transaction.
- The use of obscene, threatening or harassing language is prohibited and comments that include them will be deleted.
- Personal attacks of any kind or offensive comments that target or disparage any ethnic, racial, age, or religious group, gender, sexual orientation or disability status are prohibited and will be deleted.
- Comments advocating illegal activity or posting of material that violates copyrights or trademarks of others are prohibited and will be deleted.
- All comments must be truthful.
- Comments shall not contain random or unintelligible text.
- Comments shall not compromise the safety or security of the public or public systems.

- Users may only post their own, original content. Reproduced or borrowed content that reasonably appears to violate third party rights will be deleted.
- There is no right to privacy on the City of Lathrup Village's FaceBook page, as the page is a public forum.
- The City of Lathrup Village reserves the right to block or remove any comments that violate this policy, or are illegal, threatening, or contain defamatory comments.
- Comments may be retained by the City of Lathrup Village and may be subject to requests under the Michigan Freedom of Information Act (FOIA).
- Anonymous postings, or multiple postings by the same user or individual using a fictitious or different name is not permitted.
- The City of Lathrup Village reserves the right to ban users that continually violate this Customer Use Policy.
- The City Administrator and/or their designee is hereby empowered to be the moderator of all comments and posts to the City of Lathrup Village's FaceBook pages.
- All comments posted to any of the City's FaceBook sites are bound by FaceBook's Statement of Rights and Responsibilities, located at <http://www.facebook.com/terms.php>, and the City of Lathrup Village reserves the right to report any violation of Facebook's Statement of Rights and Responsibilities to Facebook with the intent of Facebook taking appropriate and reasonable responsive action.
- This comment policy is subject to amendment or modification at any time.

User-Created Content

Users are welcome to submit or post content, including photographs and videos, to an official City of Lathrup Village site where the department allows users to post content and the content meets the standards articulated in this Use Policy.

Questions or Concerns

If you have any Questions or concerns regarding the City of Lathrup Village's social media activity, the City's social media policy and/or this Customer Use Policy, you may call City Hall at 248.557.2600.