



## Hayward Area Recreation and Park District

1099 "E" Street, Hayward, CA 94541

(510) 881-6700

### **SOCIAL MEDIA CUSTOMER USE POLICY**

*Please read the Hayward Area Recreation and Park District's (H.A.R.D.) Social Media Use Policy for information on commenting and terms of service.*

#### **Customer Use Policy**

H.A.R.D. engages customers through many digital outlets, including HaywardRec.org. Communicating with H.A.R.D. through social media further enables customers to contact the District in a direct and meaningful way. Please be aware that when engaging with the Hayward Area Recreation and Park District (H.A.R.D.) over social media, you are agreeing to the following:

#### **Commenting on a H.A.R.D. Social Media Site**

H.A.R.D. shares information, images and video with the public through external social media websites. Comments made by the public to these sites are reviewed and, while comments will not be edited by District personnel, a comment may be deleted if it violates the comment policy described here.

Comments should be related to the posted topic for the District's social media page or post. H.A.R.D. 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 complaints. For general comments or communications please contact the agency's District Office at: (510)881-6700.

You are subject to the Terms of Service (TOS) of the host site. Information (photos, videos, etc.) you share with or post to official District 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.

H.A.R.D. 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.

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.

Comments advocating illegal activity or posting of material that violates copyrights or trademarks of others are prohibited.

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 with approval from all pictured or recorded participants, to H.A.R.D. sites where the agency allows users to post content, the content meets the standards articulated in this Customer Use Policy and pertains to the subject of the social media site. Users may only post their own, original content. Reproduced or borrowed content that reasonably appears to violate third party rights will be deleted.

**Questions or Concerns**

Questions or concerns regarding H.A.R.D.'s social media activity, the District's social media policy and/or this Customer Use Policy should be [submitted online](#).