

ASRS Public Social Media Policy: Notice to the Public Regarding Use of ASRS Social Media Platforms

Introduction

This document provides guidelines for the public's use of ASRS Social Media Communication Tools (SMCT). The following guidelines will be published on the ASRS website as well as on any ASRS utilized social media platforms.

ASRS' Social Media Presence

ASRS' social media presence may include, but is not limited to, Facebook, Twitter, LinkedIn, and YouTube. Other tools and platforms such as a blog or other social media vehicles may be added as determined by the ASRS Web Steering Committee.

Guidelines for the Public's Use of ASRS SMCT

1. The ASRS has created its social media presence for the purpose of discussing ASRS-related matters.
2. The ASRS encourages comments that are on-topic, but may delete comments and content deemed non-permissible including URLs and hyperlinks. Examples of non-permissible content include:
 - a. off-subject or out of context remarks
 - b. obscenity
 - c. sensitive personal information
 - d. protected health information
 - e. offensive terms that target protected classes
 - f. threatening, defamatory, harassing, or discriminatory language
 - g. comments that incite or promote violence or illegal activity
 - h. information that could reasonably be construed as compromising public safety
 - i. copyright-infringing material (see ASRS' "Online Copyright Infringement Policy")
 - j. advertising or promoting a commercial product, service, or any entity or individual
 - k. promoting or endorsing political campaigns or candidates
 - l. any content that may be construed as otherwise illegal or in violation of ASRS policies

The ASRS is not required to provide an explanation for removing content, but the Administrator may choose to do so.

PLEASE NOTE: threats, harassment, incitement of violence or illegal activity will be taken seriously and will be reported to the appropriate authorities.

3. All users agree to comply with the ASRS' privacy and security standards and guidelines, as well as relevant copyright and trademark laws.

4. Comments and opinions posted by members of the public are theirs alone and do not represent the opinion of the ASRS.
5. ASRS' SMCT are hosted by third parties which have their own applicable terms of service.
6. Third-party websites may incorporate advertisements—the ASRS does not sponsor, endorse, or recommend any advertised products or services.
7. Confidential member information such as (but not limited to)—social security numbers, addresses, financial account information or phone numbers—shall not be posted. Those who post personally identifiable or sensitive personal information do so at their own risk. ASRS is not responsible for any personally identifiable or sensitive personal information posted by social media users. The ASRS will endeavor to remove postings that contain personally identifiable information as soon as those postings are identified, but neither the ASRS nor its contractors are responsible for any damages caused by delays in such removal.
8. The public should exercise caution by carefully reviewing their personal social media privacy settings (some social media platforms may share user information unless the user declines such).
9. The public should not open unfamiliar applications or suspicious-looking hyperlinks that could take users to a URL that contains non-permissible content or malware (malicious software). The ASRS will endeavor to remove postings that contain suspicious and non-permissible content, including hyperlinks or URLs, but neither the ASRS nor its contractors is responsible for any damages caused by delays in removal of such data.
10. Questions regarding specific benefits or accounts cannot be addressed on ASRS SMCT. Members are encouraged to login to the ASRS website to review their specific account information at: <http://www.azasrs.gov>.
11. Content hosted on ASRS SMCT is subject to public records retention (as defined by the Arizona State Library, Archives & Public Records division) and information requests. Public records requests should be directed to the ASRS Privacy Officer, Tamera Wilson, tameraw@azasrs.gov, (602) 240-2171.
12. Members of the media should direct inquiries to the ASRS Communications Manager, David Cannella, davidc@azasrs.gov, (602) 240-2016.
13. The ASRS will review comments on its sites during regular business hours (Monday-Friday from 8 AM to 5 PM) and periodically during non-business hours, as needed.