

City of Hot Springs (Government)

Social Media Policy



www.facebook.com/cityofhotsprings

www.youtube.com/cityofhotsprings

www.instagram.com/hotspringsgov

www.twitter.com/hotspringsgov

The purpose of social outlets for the City of Hot Springs Government is to share information related to City governance and City events and to receive comments, questions and concerns from area residents about those topics. Because we hope to maintain a constructive dialogue on this page, we encourage the public to post comments with the following in mind:

1. The City intends to limit the topics discussed on this page in order to maintain its usefulness for the public. Therefore, discussion on this page is limited to matters related to Hot Springs governance and City events.
2. Comments will not be removed, deleted or hidden because of the speaker's point of view or opinion, as long as the comments abide by other guidelines listed in this policy.
3. Comments expressed on this site by people who are not City officers or employees do not reflect the opinions and positions of the City of Hot Springs, its officers or employees. Comments are entirely public, and users should not include confidential information in their comments.
4. We encourage all users to be respectful of one another and to keep in mind that children and adults are able to view users' comments on this page. All comments deemed disrespectful, inappropriate or unrelated to the original post or preceding comments will be removed.
5. Please be advised that Facebook may not be the most effective way to receive a response to any recommendation, concern or complaint. We encourage you to raise issues requiring a response with your elected representatives through other channels. Please consider using info@cityhs.net or the 24-hour Action Line at 501-321-6808.
6. Along with comments that are disrespectful and/or inappropriate, the following types of comments are also prohibited on the City's page:
 - Comments that are not topically related to City governance or City events;
 - Comments that include sexual content or links to sexual content;
 - Comments that contain or link to malware;
 - Comments that threaten any individual or incite lawless action;
 - Repetitive comments from the same individual;
 - Solicitations of commerce, including advertisements or spam; and
 - Comments that contain copyrighted or trademarked material in violation of state or federal law.
7. a. If you post a comment that falls into one of the prohibited categories listed in Item 6, the comment may be hidden from view temporarily. If your comment has been hidden you will be notified, and the

notice will identify the rule that your comment violated. Following that notice, you will be provided 24 hours either to edit the comment, so as to bring it into compliance with this policy, or to challenge the determination that your comment violates this policy. Any challenge must include a written explanation of why you believe your comment complies with this policy. All challenges will be resolved by close of the next business day.

b. If your edited comment no longer violates this policy or your challenge is successful, your comment will be unhidden.

c. Your comment may be deleted if:

- You fail to respond to the notice in Paragraph 7.a;
- Your edited comment continues to violate this policy; or
- Your challenge is rejected.

Any determination rejecting a challenge will be accompanied by a written explanation.

If any user violates this policy three or more times, that user may be blocked from further use of the City of Hot Springs' social media outlets.

Updated 3/19/2020