



Sussex Police & Crime Commissioner

OSPCC Social Media Guidelines

You can find us at:

Twitter - [@SussexPCC](https://twitter.com/SussexPCC)

Facebook - www.facebook.com/SussexPCC

The Sussex Police & Crime Commissioner's social media accounts are monitored on a daily basis within office hours (9am-5pm).

The accounts are moderated and managed by the Office of the Sussex Police & Crime Commissioner who may sometimes need to carry out research in order to answer your query. This means, on occasion, it may take a short while before you get a response.

If your query is serious, urgent, or involves personal details, please contact us directly at spcc@sussex-pcc.gov.uk.

Crimes should be reported directly to Sussex Police by calling 101.

1. Liking and following

Please don't be offended if your comments are not 'liked' or if we do not 'follow' you on social media. This doesn't mean the Commissioner is not interested in what you have to say.

The Commissioner will 'follow' or 'like' people who provide information that is relevant to her work (for example government accounts, local media, and our partners) or those whose information can be passed on for the benefit of local people.

Occasionally, the Commissioner will lend her support to local and national campaigns and will share information that is of interest to her followers.

There will also be times when the Commissioner's staff will need to like or follow an account in order to take part in conversations.

Just because we 'like' someone or share their information, doesn't mean that we endorse them or agree with their views.



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2. Sharing and Retweeting

We try and share or retweet information that we think will be of interest or use to our followers, however please don't be offended if we don't retweet something you want us to. This is just down to the amount of traffic we may have passing through the site at that time or because we are trying to keep our news feed clear to promote an event or news of our own.

3. Blocking and unfollowing

If we block your account, this will probably be because you've followed or liked us purely to promote a product or service that we cannot support or because you've contravened the rules of a particular social media space.

4. Moderation

Most online communities have their own rules and guidelines, which we will always follow. Where possible, we will rely on the measures of protection and intervention which the social networking site already has in place (e.g. against illegal, harmful or offensive content), for example by flagging comments or alerting the network owners to any breaches of the site's terms and conditions.

We also have our own rules and reserve the right to remove any contributions or block users that break the rules of the relevant community or any of the following guidelines:

- be civil, tasteful and relevant
- don't post messages that are unlawful, libellous, harassing, defamatory, abusive, threatening, harmful, obscene, profane, sexually oriented or racially offensive
- don't swear
- don't post content copied from elsewhere, for which you do not own the copyright
- don't post the same message or very similar messages more than once (this is also known as "spamming")
- don't publicise your or anyone else's personal information such as contact details
- don't advertise products or services
- don't impersonate someone else



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- don't discuss ongoing cases and investigations because we can't host or comment on this type of content

5. Pre-election period or 'Purdah'

In the six-week run up to an election - local, general or European - we have to be very careful not to do or say anything that could be seen in any way to support any political party or candidate. We will continue to publish content on the official pages/accounts using social media but may have to remove responses if they are overtly party political.

For further information please contact Rosie Gooch, Communications Manager, Office of the Sussex Police & Crime Commissioner.

Email: rosie.gooch@sussex-pcc.gov.uk