

City of Stanton Customer Use Policy

The City of Stanton engages customers through digital outlets including www.stantonky.gov. Communicating with the City through social media further enables customers to contact the City in a direct and meaningful way.

As designated (limited) public forums, the goal of the City social media pages that allow public interaction in the form of comments is to be a helpful medium conducive to real-time discussions and useful feedback regarding the topics and matters identified and raised by the City on its pages. However, it should be made clear to the public that the City does not guarantee a response to any comments or messages sent on social media accounts. The public should be encouraged to communicate comments or messages to which they desire a response through traditional means like email by including a sentence such as the following in a prominent place: "The City of Stanton does not guarantee a response to comments or messages sent on social media accounts. If a response is desired to a comment but the City has not responded, please submit the comment via email, mail or telephone call."

Please be aware that when engaging with the City of Stanton through social media, you are agreeing to:

Commenting on a City of Stanton Social Media Site

City of Stanton agencies share information, images and video with the public through external social media websites and platforms. Comments made by the public to these sites are reviewed and, while comments will not be edited by City personnel, a comment may be deleted if it violates the comment policy described here.

- Comments containing malicious or harmful software.
- Comments posted by automatic software programs (i.e., bots).
- Comments containing advertisements, promotions, or solicitations of a commercial product or service.
- Comments containing confidential, personal or sensitive information including, but not limited to, private medical information protected by HIPAA, social security numbers, and third party phone numbers and/or postal addresses.
- Comments containing or linking to obscenity, which is defined as sexually explicit and/or pornographic content that is patently offensive, appeals to the prurient interest, and lacks serious literary, artistic, political, or scientific value.
- Comments expressly advocating direct violence or other illegal activity.
- Copyrighted or trademarked materials in violation of state or federal law or copyright rights of someone else, if the owner of that property notifies us that the property was posted in a comment on our social media account.

- Comments not related to the posted topic for the City of Stanton social media page or post.
- Duplicate comments posted repeatedly within a short period of time, or spam.
- Comments that violate any local, state, or federal laws and/or is otherwise unlawful.
- Comments that expressly encourage or advocate the City to illegally discriminate based on race, age, religion, gender, national origin, disability, sexual orientation, gender identity, veteran status, or any other legally protected class.
- Comments containing actual defamation against a specifically named person or organization, either as determined by a court or that are patently defamatory by easily discovered facts.

This comment policy is subject to amendment or modification at any time.

User Created Content

The City is committed to fully complying with the freedom of speech clause of the First Amendment of the U.S. Constitution and other similar legal obligations surrounding free speech. As such, there may be times when what some people perceive to be offensive comments left by a member of the public will remain visible on social media posts, if such comments are legally protected speech.

Social Media Representatives monitor social media accounts. However, neither they, nor the City of Stanton, its divisions, departments, officials, or programs, are responsible for the content generated by users on these platforms. Users are welcome to submit or post content, including photographs and videos, to an official City site 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. Users should have no expectation of privacy when posting to a City site. Any user created content or comment is the opinion of the user only, and publication of any user created content or comment does not necessarily imply endorsement of, or agreement by, the Social Media Representative, the City of Stanton, or its divisions, departments, officials, or programs.

Questions, Concerns Appeals

Questions or concerns regarding the City of Stanton's social media activity and/or this Customer Use Policy should be submitted to info@stantonky.gov.

To appeal the removal of a comment, the user must submit an email or letter to the City Clerk at info@stantonky.gov within five business days of the removal.

Upon receipt of an appeal, the City Attorney will review the written appeal, the comment that was removed, and the Social Media Customer Use Policy to determine whether the comment violates the Social Media Customer Use Policy. If the appeal is successful, the comment may, if possible, be restored for public view, or the user may be permitted to repost the comment. If it is determined that the comment violates the Social Media Customer Use Policy, the user will be notified that the appeal is denied.

If the City determines that a user has violated these terms and conditions on three or more occasions within a twelve-month period, The City may block or ban the offending user from the social media account where the violations occurred. If the City blocks or bans a user, the City will (a) reasonably attempt to notify the user; (b) describe the violation(s); and (c) explain the appeal process. If the City is unable to provide notification, the user may submit a letter or email to the City Clerk at info@stantonky.gov to inquire regarding the decision to block or ban the user. Upon receiving communication from the blocked or banned user, the City will describe the violation(s) and explain the appeal process.

If the appeal is successful and the user has not violated this policy three times within a rolling 12- month period, the City will unblock or unban the user from the social media account. If the appeal is not successful, the City's decision is final.