

Social Media Transparency Statement

This transparency statement explains how we use social media to share information relating to the Trust, promote our purpose, and enable the community to engage with the Trust.

How we use Social Media

We use social media to share information related to our purposes as set out in our Trust Deed (**Purpose**). For example, we may use social media to advertise funding offered by the Trust, to enable conversations and feedback and to be responsive to the views and needs of those within the communities that we operate for the benefit of.

Those who follow, or engage with us can expect to receive regular updates including:

1. information relating to our Purpose;
2. information about grants that can be applied for,
3. information about persons and entities that have successfully obtained grants;
4. invitation to provide the Trust with feedback and ideas;
5. information about employment and trustee opportunities with the Trust.

Our social media channels

This transparency policy applies to all our social media accounts. We invite you to engage with us on:

1. [Facebook](#)
2. [LinkedIn](#)
3. [Instagram](#)
4. [Youtube](#)

From time to time we may use other social media platforms for specific purposes or audiences.

How we engage on Social Media

We encourage public comments, discussion and questions through our social media channels, and where appropriate will respond to comments asked publicly in the same forum. We do not guarantee individual replies to every comment, post or direct message.

We do not pre-moderate posts or comments (i.e approve comments before they can be published), however we reserve the right to delete any public comments or posts at our discretion particularly where that comment or post:

- is offensive, abusive, obscene, indecent or discriminatory
- is factually incorrect or defamatory
- could comprise the Trust's political neutrality
- includes links to any sites that contain any of the aforementioned,

Users who breach any of these terms may be denied access to the Trust's social media sites and/or be reported to the relevant social media host.

We may also report, block, or ban users that post content or comments to our social media channels that breaches the terms of use of the relevant social media platform:

- [Facebook Terms of Service](#)
- [Facebook Community Standards](#)
- [Instagram Community Guidelines](#)

- [Instagram Terms of Use](#)
- [LinkedIn User Agreement](#)
- [LinkedIn Terms of Service](#)
- [Youtube Terms of Service](#)
- [Youtube Community Guidelines](#)

Monitoring

We monitor our social media accounts however, we do not check all our social media channels daily. If you are unable to reach us through our social media channels, or want to request we take urgent action in respect of content, posts or comments posted on one of our social media channels, you can contact us directly at 03 218 2034.

Political neutrality

The Trust is politically neutral and does not advocate for any political party. We will not use our social media channels to promote any political party, message or other political content. We reserve the right to remove any comments which in our opinion may compromise the political neutrality of the Trust.

Connecting with others on social media

We may “follow”, “like” or otherwise connect with individuals or entities using social media. We do this where we consider the connection is appropriate and connected with our Purpose. We may also need to connect with a social media user to respond to a message sent to the Trust by a user.

If we “follow” or “like” another user, this is not an endorsement of that individual or entity by the Trust. We hold no responsibility or liability for the content of any profiles that we have “followed”, “liked” or otherwise connected with.

We may share or repost content that we consider is connected with our Purpose or as otherwise contemplated by this Social Media Transparency Statement.

We reserve the right to “unfollow” or “unlike” or otherwise disconnect with a user if that user has posted, commented, shared content that is offensive, abusive, obscene, indecent, discriminatory, defamatory, or constitutes bullying or harassment, or poses a material risk to our reputation, credibility, or maintenance of political neutrality.

Complaints and enquiries

If you have any questions, comments, or complaints, in relation to our social media channels or this Transparency Statement please contact us at: privacy@communitytrustsouth.nz

Terms of Use

This Social Media Transparency Statement must be read in conjunction with our Website Terms and Conditions of Use and Privacy Policy.

Updates

We reserve the right to update, change or revise this Social Media Transparency Statement, at any time. Changes to this Social Media Transparency Statement will take effect immediately once the updated Social Media Transparency Statement is published on this website.