

Social Media Policy

Contacting us on Social Media

The LVJB - Electoral Registration Office's twitter feed will only be monitored between 9am-4pm Mon-Thurs and 9am-3:15pm on Friday. Users should not rely on our twitter feed as the sole method of contacting this office.

Our responses to replies, comments and direct messages will depend on the individual service. Even if we do not reply, we are listening and will act on or pass on your comments as appropriate.

If users have an urgent enquiry they should contact our office via email at enquiries@lothian-vjb.gov.uk or by phone on 0131 344 2500.

Guidance on acceptable use

Most online communities have their own rules and guidelines, which we will always follow. Please view [LVJB's Social Media Acceptable Use Guidelines](#) for further details. LVJB reserves the right to remove any contributions that break any of the following rules or guidelines:-

- ▶ Do not post messages that are unlawful, libellous, harassing, defamatory, abusive, threatening, harmful, obscene, profane, sexually oriented or racially offensive.
- ▶ Be Civil, tasteful and relevant.
- ▶ Do not swear.
- ▶ Do not post content copied from elsewhere, for which you do not own copyright.
- ▶ Do not publicise you, or anyone else's, personal information, such as contact details.
- ▶ Do not advertise products or services.
- ▶ Do not impersonate someone else.
- ▶ Do not post the same message, or a very similar message, more than once, also called "spamming".
- ▶ LVJB and its employees must be politically neutral in its communications. Please do not use any of the LVJB social media forums to promote party political messages or other content.

Defamation

Please take care not to make defamatory statements. In law this means a statement that lowers the reputation of a person or organisation in the eyes of a reasonable person. LVJB reserves the right to remove any statement that could be deemed to be defamatory.