

## Use of Social Media

The Agency uses [Twitter](#), [Facebook](#) and [YouTube](#). We use social media to encourage communications between you and the Agency. If you "follow," "like" or "subscribe" to our social media accounts, you can expect to see information about our programs and services.

Social media accounts are public and are not provided by the Agency. They are not hosted on Agency or Government of Canada servers. Because social media sites are not operated by the Government, we are not responsible if sites are unresponsive or unavailable.

We do not confirm either the accuracy of user comments, endorse any of the views in comments posted by users, or check to see if they follow social media site guidelines.

## Links to Other Websites and Ads

Our social media accounts may post or display links or ads for websites that are not under our control. These links are provided solely for the convenience of users. We are not responsible for the information found through these links or ads, nor do we endorse the sites or their content.

## Following, "Favouriting" and Subscribing

There is no implied endorsement of an account, channel, page, individual, group or site should we:

- decide to "follow," "favourite," "subscribe" or use similar feature to another social media account
- share content from another user ( e.g., re-tweeting, reposting or linking to)
- use a "Like", thumbs up, "Favorite" or other similar feature for content posted by another user or account.

## Comments and Interaction

We will read comments and participate in discussions when appropriate. We ask that your comments be relevant and respectful. We reserve the right to delete comments that violate this notice, and the user may be blocked and reported to prevent further inappropriate comments.

We cannot engage in issues of party politics or answer questions that break the rules of this notice. We will not reply to comments about individual cases or that contain personal information. On social media channels that provide moderation, any comments about an individual case or that contain personal information will be rejected/deleted.

We reserve the right to edit or remove comments that:

- Contain personal information;
- Are contrary to the principles of the *Canadian Charter of Rights and Freedoms*;
- Express racist, hateful, sexist, homophobic, slanderous, insulting or life-threatening messages;
- Put forward serious, unproven or inaccurate accusations against individuals or organizations;
- Are aggressive, coarse, violent, obscene or pornographic;
- Are offensive, rude or abusive to an individual or an organization;
- Are not sent by the author or are put forward for advertising purposes;
- Encourage illegal activity;
- Contain announcements from labour or political organizations;
- Are written in a language other than English or French;
- Are unintelligible or irrelevant;
- Are repetitive or spam; and
- Do not, in our opinion, add to the normal flow of the discussion.

In short, please be respectful and make sure that your comments are relevant to where they are posted. The views of users commenting on our social media accounts do not necessarily represent the views of the Agency.

We will not reply to questions or comments sent to us using a social media channel's private messaging systems (e.g., "Direct Messages" on Twitter, "Messages" on Facebook). However, from time to time we may use it to reply directly and privately to a user when a public reply is not appropriate.

## Accessibility

Social media sites are operated by companies and are not subject to Government of Canada accessibility standards.

## Privacy

You should read the terms of service and privacy policies of the social media site and any applications you use to access them.

Information shared with the Agency on social media is subject to the provisions of the *Access to Information Act* and the *Privacy Act*.

What this means is information you share with the Agency's social media accounts may be captured, stored, accessed and disclosed in response to a request under either of these Acts. This information is collected to capture conversations (e.g., questions and answers, comments, "likes", shares and retweets) between you and the Agency. It may be used to respond to inquiries, or for statistical, evaluation and reporting purposes.

Comments posted that violate Canadian law will be deleted and disclosed to law enforcement authorities.

Comments that violate Agency's rules of engagement will also be deleted.

The personal information is included in [Personal Information Bank PSU 938 \(Outreach Activities\)](#).

## **Feedback**

The Agency may respond to individual posts at its discretion.

Reporters are asked to send questions to [media@otc-cta.gc.ca](mailto:media@otc-cta.gc.ca) and to not submit questions on social media.

The best method to contact the Agency with an inquiry is [info@otc-cta.gc.ca](mailto:info@otc-cta.gc.ca), or to call 1-888-222-2592.

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