

# Dedham-Westwood Water District



## Social Media Policy

The Social Media Policy (Policy) for the Dedham-Westwood Water District is set forth below. The Policy applies to the following social media platforms, as well as any other platforms the Dedham-Westwood Water District may establish for public information or citizen discussion:

- Facebook: [www.facebook.com/DedhamWestwoodWaterDistrict](http://www.facebook.com/DedhamWestwoodWaterDistrict)
- Twitter: [https://twitter.com/DWWD\\_H2O](https://twitter.com/DWWD_H2O)
- Instagram: [https://www.instagram.com/dwwd\\_h20/](https://www.instagram.com/dwwd_h20/)

**PURPOSE:** The social media platforms listed above are established by the Dedham-Westwood Water District to promote and disseminate information regarding public announcements, District policies, District initiatives, public events, and other matters of public interest that relate directly or indirectly to the Dedham-Westwood Water District. These pages provide limited public forums for discussion with and among users about the posted public announcements, District policies, District initiatives, public events, and other matters of public interest.

Conversations and questions related to matters posted are encouraged within comments, messages, retweets, and other communications. The Dedham-Westwood Water District, its staff, or other individuals appointed to manage these social media accounts, and those that may be established at a future date, may review the comments, messages, retweets, and other communications on all its social media platforms. The Dedham-Westwood Water District does not discriminate based on viewpoint but does reserve the right to remove archived comments, messages, and retweets for violating the terms of this policy in compliance with the Massachusetts Public Records Law [M.G.L. c. 66, § 6A and c. 4, § 7(26); 950 C.M.R. 32.02] and the Supervisor of Records Electronic Management Guidelines.

**COMMENTS:** In order to facilitate the above-stated purposes of the social media platforms operated by the Dedham-Westwood Water District, archived comments, messages, retweets, and other communications may be removed for containing, linking to, or constituting:

- Conduct in violation of any federal, state, or local law
- Conduct or encouragement of criminal or other illegal activity
- Content that promotes, fosters, or perpetuates discrimination on any legally-protected classes, including, but not limited to, race, religion, national origin, age, familial status, pregnancy, sex, sexual orientation, gender identity, physical or mental disability, genetic information, or military or veteran status
- Confidential information including, but not limited to, social security number; driver's license number, state identification card number, or other individual identification number issued by state or local governmental unit; passport number or other identification number; financial or other account number, credit card number or debit card number that, in combination with any required security code, access code, or password, would permit access to an individual's account
- Hateful, violent, or threatening content or unlawful harassment
- Nudity, indecent, sexual, or sexual harassment content
- Profane or obscene language or content
- Fraudulent information
- Information that compromises the safety or security of the public or public systems

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- Content that threatens or defames any person, group, or organization
- Making or publishing of false or malicious statements concerning any employee, the Dedham-Westwood Water District, or its operations
- Comments not topically related to, or out of context to, the particular article or post
- Matters unrelated to governmental concerns
- Content that violates a legal ownership interest, ongoing investigation, or legal or administrative proceeding of any other party
- Disruptive or repetitive content
- Copyrighted or trademarked material used in violation of any applicable laws and regulations
- Confidential or private information that may serve to personally identify an individual, subject to any applicable statutory prohibition
- Advertisements or promotions for commercial products or services
- Malicious computer hardware or software

Questions or concerns about specific employee employment matters should be referred to the Dedham-Westwood Water District. Any violation of law or threat of violence may be forwarded to the Dedham or Westwood Police Departments or to other law enforcement for investigation. The Dedham-Westwood Water District may be reached by calling 781-329-7090 or by using the contact us section on our website at <https://www.dwwd.org/contact-us>.

**RULES:** The following rules apply across the Dedham-Westwood Water District's social media platforms:

- Removed content will be saved in compliance with Massachusetts Public Records Law [M.G.L. c. 66, § 6A and c. 4, § 7(26); 950 C.M.R. 32.02] and the Supervisor of Records Electronic Management Guidelines
- Users in repeat violation of this Policy may be temporarily or permanently restricted from accessing or commenting on the Dedham-Westwood Water District's social media platforms
- To contest the restriction of access to the Dedham-Westwood Water District social media platform(s), the restricted user must submit to the Executive Director a written request for reinstatement, including details regarding any restriction and grounds for reinstatement. Requests shall be addressed in a timely manner. Access shall be restored if a determination is made that grounds for reinstatement are sufficient.
- Users may report comments, messages, retweets, or other communications believed to be in violation of this Policy. Any response to any comment, message, retweet, or other communication shall be made in compliance with this Policy or may be determined to be in violation of this Policy.
- The Dedham-Westwood Water District shall make notice of changes to this Policy as they occur.

**USER-GENERATED CONTENT:** The Dedham-Westwood Water District is not responsible for user-generated comments, messages, retweets, or other communications on Dedham-Westwood Water District social media platforms. No user-generated comments, messages, retweets, or other communications should be construed as endorsed by the Dedham-Westwood Water District. No materials intended to remain private should be published on or to a Dedham-Westwood Water District social media account by the user with an expectation that such material will remain private.