

# OUR SOCIAL MEDIA HOUSE RULES

23/10/2018

Our social media pages are intended to provide our customers with fast, up to date information and power cut advice, to share news about our business and also to engage in discussions related to industry topics.

All statements and materials posted by contributors and/or our (Northern Powergrid) colleagues reflect the views of the individual and do not necessarily reflect the views of Northern Powergrid.

**We want to make our social media pages a safe place for our customers and colleagues; therefore we ask that you respect Northern Powergrid as well as other users by following our social media house rules:**

- Please follow the rules of each social media platform: [Facebook](#), [Twitter](#), [LinkedIn](#) and [Instagram](#)
- Please share your ideas and experiences – we're open to feedback.
- Please do not post your full address publicly for others to view. Send a private or direct message.
- Please do not post/share content that is obscene, violent, racist, abusive, or otherwise offensive. **We do not tolerate personal attacks and this type of content will be removed.**
- Please do not spam, attempt to phish, troll, or misrepresent yourself as someone else.

**We reserve the right to remove/hide user comments which:**

- Are not related to our business or are off topic for the page, post, or discussion to which you are posting.
- Contain swear words or other offensive/hateful language.
- Contain political or religious viewpoints or campaigning.
- Are unauthorised advertisements.
- Provides unsolicited inaccurate advice to other customers.
- Include contact details such as full address, phone numbers or other personal information (this is to protect private information in line with GDPR).
- Names colleagues, without their permission.
- Is designed to discredit others who use our social media pages, or our company, without reason.
- Are spam (persistent negative and/or abusive tweeting in which the aim is to provoke a response).

**We reserve the right to block you from viewing our pages if you blatantly disregard the house rules.**

By publicly commenting on our content or sharing an image with us, you consent to us using your content on our social media pages and in internal and external documents.

Finally, we're committed to protecting and respecting your privacy. When you contact us via private message you may be providing us with your personal data. You can read our privacy policy [here](#) about how we may use this information.