

Social media policy for all users

We use our social media platforms (Facebook, Instagram, LinkedIn and Twitter) to share Epping Forest District Council (EFDC) news, upcoming events and information about our services and recruitment.

We want the use of these platforms to be a pleasant experience for everyone including our customers, residents, councillors and employees.

We welcome comments and questions across our social media accounts but ask you to be polite, kind and respectful to other users and our staff. While the page is managed by EFDC, we cannot be held responsible for any content posted on the site by third parties.

We will:

- endeavour to respond to your posts as quickly as possible - however we cannot guarantee an immediate reply.
- treat everyone's views with respect and kindness

We will delete comments and messages which we believe:

- use inappropriate language
- bully, harass or intimidate any individual or organisation
- infringe or violate someone else's rights
- post anything that is abusive, threatening, harmful, obscene, profane, sexually oriented, racially offensive, libellous or defamatory
- discuss ongoing legal proceedings
- advertise products or services
- are irrelevant or off-topic
- are disruptive
- are repetitive
- are spam
- are misleading or untruthful

If users continue to publish posts that include any of the above, EFDC reserves the right to ban and report users for inappropriate behaviour.