Social Media Terms of Use

The Environment Protection Authority (EPA) uses social media channels to distribute information to the community. This includes:

- news
- events
- updates and announcements
- programs.

Management

The EPA's social media channels are managed and operated by the People, Strategy and Performance Directorate.

Currently the EPA manages:

Platform	Handle	Link
Facebook	SA.containerdeposits	https://www.facebook.com/SA.containerdeposits
Twitter	SA_EPA	https://twitter.com/SA_EPA
Vimeo	saepa	https://vimeo.com/saepa
LinkedIn	southaust-epa	https://www.linkedin.com/company/southaust-epa
Youtube	@EPAWaterQuality @environmentprotectionautho9179	https://www.youtube.com/@EPAWaterQuality https://www.youtube.com/@environmentprotectionautho9179

Responding to enquiries and moderation

The EPA's social media accounts are monitored during business hours Monday–Friday, 9 am–5 pm excluding public holidays. Accounts may also be intermittently monitored outside of business hours subject to staff availability and business needs (for example, emergency management).

Comments may be disabled on posts during out of hours or when resources are unavailable.

The EPA will respond to enquiries and direct messages sent to our social media accounts in the same manner as it responds to emails and other customer service messages. Social media responses may be relatively informal and links to specific/expanded information will be provided.

Terms of Use

While the EPA welcomes questions and relevant commentary on our social media pages, we expect users to be respectful of the site and other users.

The EPA reserves the right to remove any content that does not comply with our Social Media Policy Terms of Use. This includes comments, replies or direct messages that:

- abuse, harass or threaten others

- contain misleading, deceptive, false, defamatory or libellous content

- could be considered prejudicial, racist or inflammatory

- are considered spam

- impersonate or falsely represent a person or entity

- infringe on the intellectual property rights of others

- promote sale of products or services for any commercial purpose unless you have our written consent to do so

- contain personal information (email addresses, phone numbers or private addresses).

Following and sharing

The EPA may like, share or re-publish content outside of our regular portfolio. This does not constitute endorsement of content.

Similarly, we may choose to follow other organisations or individuals. Being followed by the EPA social media channels does not imply endorsement of any kind.

Link shortening

Unless they are already very short, the EPA may shorten Uniform Resource Locators (URLs) with commonly-used link compressing services, such as bitly or Hootsuite's ow.ly.

Privacy

In accordance with the South Australian Government *State Records Act 1997* and *Archives Act 1983* all social media content will be recorded and archived, as part of legislative requirements for Government of South Australia record keeping.

The EPA uses Hootsuite to schedule and post content across its social media channels.
For information related to Hootsuite's Privacy Policy.

Disclaimer

The information provided through the EPA's social media accounts is presented by the Authority for the purpose of disseminating information for the benefit of the public.

While all efforts are made to ensure the accuracy of the information presented, the EPA does not make any representation or warranty about the accuracy, reliability, currency or completeness of any material provided via our social media accounts.

Acceptance of Terms of Use

By following or posting to the EPA's social media accounts, including comments or messages, the user is adhering to these terms of use.

Any repeated violations to our Social Media Policy Terms of Use will result in the user being blocked or banned from accessing the EPA managed social media accounts.

DPC uses Hootsuite to schedule and post content across its social media channels. For information related to Hootsuite's Privacy Policy.