

Social Media Disclaimer

The Town of Normal (“Town”) welcomes conversation and engagement on its social media platforms. Social media is often the easiest way for the public to stay informed about Town business or to receive urgent alerts and updates.

The Town uses external social media as a public service to:

- share news and information about services, programming and events;
- learn about the community’s needs and concerns;
- reach a broader audience and further enhance communications with various stakeholder organizations in support of Town goals and objectives;
- increase engagement through creation of a stronger virtual community; and
- contribute to relevant conversations and address questions/concerns efficiently.

The Town’s intent is to provide users with timely, accurate and complete information; however, given the ever-changing environment, users should be aware this may not always be possible. Posts and comments appear in real-time, making it impossible for the Town to review a post/comment before it becomes publicly readable. The Town does not guarantee the accuracy, completeness or usefulness of any post or comment.

We believe our community is stronger when we engage with respect and civility even when we disagree. We value citizen input and constructive feedback. To ensure the Town’s social media sites are places where everyone feels comfortable visiting and posting, the following content is subject to review and possible deletion, in the Town’s sole discretion:

- obscene material
- defamatory remarks (i.e., a false assertion of fact that causes damage to one’s reputation)
- actual threats
- spam, solicitations of commerce and promotions
- encouragement of illegal activity or promotion of the violation of any law
- content indicating discrimination on the basis of ability, race, creed, color, age, religion, gender or marital status, ancestry, national origin, physical or mental disability, sexual orientation or matriculation
- interactions from bots or fake accounts that cannot be linked to an individual or organization
- copyright violations plagiarizing material which potentially violates intellectual property rights

The Town reserves the right to use the automatic profanity filtering systems provided by social media platforms and/or any other filtering tools used by the Town. As a result, posts and comments with offensive words or phrases may be hidden. Typically, this means the comments/posts with these words remain visible to those who wrote them (and their friends). For everyone else, they will no longer be visible.

Threats to do harm may be reported to the Normal Police Department.

Users take responsibility for the content of posts and/or comments and specifically agree to hold the Town of Normal, its employees and officers harmless from any liability arising from use of the Town's social media sites. Users consent to posts being removed for any of the reasons identified in this disclaimer or for administrative purposes, including deletion of old posts or comments, at the Town's discretion.

Additional Provisions:

- The Town of Normal reserves the right to update this policy at any time.
- No communication to the Town through social media shall be deemed to constitute legal or official notice for any purpose.
- Requests for Freedom of Information Act (FOIA) will not be received through social media. FOIA requests may only be submitted to the Town in accordance with its [FOIA policy](#). Visit the [Public Records Request portal](#) to make a request.
- The Town disclaims any responsibility or liability for positions taken by individuals or entities in their individual cases for any misstatement, misunderstanding and losses, directly or indirectly, on the part of users.
- The Town disclaims liability for ads, videos, promoted content or comments accessible from any external web page. The responsibility of external content or comments rests with the organizations or individuals providing them.
- Any inclusion of external content or comments on external social media sites does not imply endorsement by the Town.

Comments on Town of Normal's social media sites do not reflect the opinion or position of the Town of Normal or its employees and officers. If you have questions or concerns, please contact the Town of Normal Communications Department at normalcomms@normalil.gov.
