

NICC Social Media Community Guidelines

The NICC encourages contributions to its social media channels including any questions, feedback, ideas and comments you may have.

Our community members expect that this be a place that is respectful, reliable, relevant, and safe.

Posts may be deleted if they are considered by the moderators to be:

- Abusive, offensive or unlawful including harassment, bullying or provoking other community members, swearing, derogatory language and expression of views that are racist, sexist, homophobic, predatory or sexually explicit are not acceptable.
- Potentially defamatory or that breach privacy laws.
- Political in nature: While we welcome the discussion of policies and initiatives, it is not the place to discuss political parties and personalities. As a public service agency, we're apolitical and unable to respond to political commentary.
- Misleading information or misinformation: Information that is false, unfounded or misleading, whether intentional or not, will be removed.
- An infringement of intellectual property rights: Respect and acknowledge original creators when sharing content.
- Promotional: We do not accept advertisements, requests to endorse commercial products or services, or soliciting donations.
- Spam or harmful: Copied and pasted, duplicated or off-topic posts will be removed. We do not tolerate posts containing links to harmful or suspicious websites or applications.
- Breaching the privacy of NICC or NSW Government employees, customers or stakeholders by containing personal information, such as email addresses or telephone numbers.

A failure to follow these guidelines

If you fail to follow these guidelines, we may block your account on one or more platforms.

To create meaningful and valuable discussion, please stay on topic when commenting on posts to the page. If you would like to contact the NICC please visit our website www.nicc.nsw.gov.au

Responding to comments

The NICC's social media channels are managed and maintained by the NICC. Channels are moderated and monitored during standard business hours only. We'll do our best to respond to your comments or queries within three business days, however we may take longer during busy periods.

Questions relating to a specific activity within the NSW Government may be referred to the relevant Department or Minister's Office for a response. As a public service agency, we're unable to respond to political commentary. While we're here to help you find the information you need, we're unable to provide information or advice tailored to your situation.

Privacy statement

Submitting content to social media

By engaging with the NICC's social media pages, you understand and acknowledge that this information is available to the public and may be considered a public record.

Please be aware that once the content is shared, we are not responsible for controlling its further distribution.

Dealing with unsolicited information

Please ensure that you do not post private or sensitive personal information or health information about yourself or others on the NICC's social media pages.

If you do post such information, it would be considered unsolicited under the *Privacy and Personal Information Protection Act 1998* (NSW). Unless this information is reasonably necessary for the performance of a function or activity by a NSW Government agency or we are required, or authorised, by law to keep it, it may either be destroyed or de-identified.

Use and disclosure of personal information

The personal information received through your comments, shared images, profiles and reactions may be used to:

- respond to your comments
- communicate with you
- store it securely for record management purposes.

We may also use this information to improve government service delivery and our social media pages.

We may share this information with:

- other NSW government agencies if your comments or questions relate to those agencies
- third parties contracted to the NICC or NSW Government agencies for the purposes of fulfilling a contractual obligation.

We will not share this information with any other party, unless you provide your consent, or the sharing of such information is required or authorised by law.