

### About the Terms of Use

These are our rules about posting comments and uploading content to our social media sites. They are designed to ensure participants feel safe, respected, and keen to be involved in our work.

Please read them carefully, as they provide information about posting and sharing messages and photographs, and also how we will respond to anything that is abusive, unsuitable or derogatory.

### Content

Kent Sport will use social media to communicate the messages and campaigns of local and national partners, including National Governing Bodies of sport and local clubs. We will share messages from organisations, including commercial operators, where there is an existing partnership arrangement e.g. via sponsorship, delivery or funding. We will also consider sharing information from other sources which are deemed to be about enhancing participation in sport or physical activity, more so than commercial gain; this will be evaluated on a case by case basis.

### Comments

We want to make sure our online communities are open, respectful and valuable spaces where everyone's voices can be heard. To help us to do this, we ask that when commenting on our social media sites, you agree **not to**:

- post anything that is offensive, unsuitable or derogatory
- swear, use hate-speech or make obscene or vulgar comments
- use them for illegal purposes, or breach any laws
- advertise products or services, or engage in 'spamming'
- impersonate or falsely claim to represent a person or organisation
- post messages that are unrelated to the topic.

In addition, please **ensure that**:

- comments are constructive and respectful
- you protect your privacy and that of others; please **do not** post private addresses, telephone numbers, email addresses or other personal details
- if you are under 16, you get permission from a parent or guardian before interacting with our social media pages.

Please note, comments on our sites are moderated. If a comment contravenes these rules, the comment or account could be blocked, removed or reported.

### Reporting abuse

If you see a comment which you believe breaches these terms, please notify us immediately by emailing [kentsport@kent.gov.uk](mailto:kentsport@kent.gov.uk). We will review the comment and remove it if necessary. Please do not respond directly to people posting offensive comments or spam. Do not report comments as abusive simply because you disagree with the point they are making. If you use the social media site's own reporting process, please also let us know on [kentsport@kent.gov.uk](mailto:kentsport@kent.gov.uk).

### Breach of terms

We want to cultivate public dialogue with our customers, and encourage people to share their opinions and content with us. However, if individuals break these rules, we may suspend, terminate or change the conditions of their access, as appropriate.

### Content disclaimer

Views expressed by authors are theirs alone and do not represent the views of Kent Sport. While we work hard to moderate anything that is offensive, unsuitable or derogatory, we are not legally responsible for content posted by third parties. We cannot guarantee the accuracy of content that is not posted by Kent Sport.

By sharing information via social media Kent Sport is in no way endorsing or quality assuring any organisation, provider or activity. Individuals should always do their own checks to ensure that the activity is safe and suitable for them.

### Photographs

We want to be able to celebrate and promote your sporting achievements and activities through photographs or films. To help us to do this appropriately and safely, when posting images (and particularly those of children), we ask that you consider the following good practice guidance:

- ensure that images reflect sport positively and promote the best aspects of the sport
- avoid using the full names of children along with other identifying information (e.g. club)
- ensure that people shown in images are in suitable and appropriate dress/kit for the activity
- avoid full face or body images – images should focus on an activity rather than a person
- do not post an image of another person without their consent
- if representing a club/organisation, adhere to their policies and seek appropriate consent

For further information and guidance, please see [www.kentsport.org/safesport](http://www.kentsport.org/safesport).

### Copyright

You own the copyright in your postings, articles and pictures, but you also agree to grant Kent Sport the right to use, reproduce, and distribute on social media any content for its own purposes. If you do not wish to grant such rights to Kent Sport, it is suggested that you do not submit your comment to this site. Please note, if we wish to use your content for any other purpose, we would contact you for permission.

You are legally responsible for what you write. By submitting a comment you undertake to indemnify Kent Sport against any liability arising from breach of confidentiality or copyright, or any obscene, defamatory, seditious, blasphemous or other actionable statement you may make.

### Endorsements

While Kent Sport has official profiles on a number of social media sites, this does not mean that we are endorsing their products or services.

### Changes to services

We are committed to improving our online services, to make them as beneficial as possible for users. There may therefore be occasions when we need to change or withdraw, temporarily or permanently, all or part of any of our social media sites.

### Site specific terms

The terms, conditions and policies that belong to specific social networks apply to any Kent Sport social media sites. It is important that you follow their terms and conditions as well.

### Monitoring

We may monitor and record comments and conversations to help improve products and services.

Making a complaint

Letting us know when you are not happy gives us the opportunity to put matters right for you, and to improve our services. If you feel you need to make a complaint, you can do so by emailing [kentsport@kent.gov.uk](mailto:kentsport@kent.gov.uk) in the first instance. We will investigate all the complaints we receive and respond as quickly as possible. You can find out more about our Customer Service policy and how to make a complaint or provide feedback, on the [Kent County Council](#) website.