



## **Social Media and Website Policy and Terms of Engagement Policy**

BE IT RESOLVED that 14855086 CANADA ASSOCIATION (hereinafter "the Corporation" or "CSAWCC") do adopt the "SOCIAL MEDIA AND WEBSITE POLICY AND TERMS OF ENGAGEMENT POLICY" effective upon a successful vote by the Board of Directors.

Purview: National Board of Directors

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### **Introduction**

Engagement is key to healthy and helpful communication between everyone, especially through social media and other media platforms as we age into a more modern and technologically advanced world.

This Social Media and Website Policy and Terms of Engagement (herein referred to as "Social Media Policy" or "Policy" or "Terms") has been created to explain how CSAWCC uses social media accounts and websites to interact with advocacy work and personal use with others. CSAWCC has no control over the social media platform providers' Terms of Service/Use, but you are strongly encouraged to read them in addition to those that follow. By accessing any social media account or website, following, "liking", or subscribing to any content, you indicate that you consent to this policy and any others such as the Privacy Policy.



CSAWCC reserves the right to change this Policy and it may be updated periodically. Please check for changes regularly.

### **Who is the CSAWCC?**

For purposes of this Policy, “the CSAWCC” means the Canadian South Asian Women's Chamber of Commerce.

### **Accountability**

The CSAWCC is accountable for all personal information under its control. Any questions about the CSAWCC's handling of personal information should be directed to [info@csawcc-cccfsa.ca](mailto:info@csawcc-cccfsa.ca). Please see below for more information about the process of referring questions about the CSAWCC's handling of personal information.

### **Official Social Media Accounts**

CSAWCC are only active on the following accounts on the following social media platforms:

- Twitter: [@csawcc](https://twitter.com/csawcc)
- Instagram: [@csawcc](https://www.instagram.com/csawcc)
- Facebook: [/csawcc](https://www.facebook.com/csawcc)
- LinkedIn: [/company/csawcc](https://www.linkedin.com/company/csawcc)

### **Official Websites**

CSAWCC only own, maintains, and actively updates the following websites:

- [csawcc-cccfsa.ca](https://csawcc-cccfsa.ca)
- [csawcc.ca](https://csawcc.ca)
  - [apply.csawcc.ca](https://apply.csawcc.ca)
  - [join.csawcc.ca](https://join.csawcc.ca)

### **Content and Frequency**

The CSAWCC uses social media accounts as an alternative method of interacting with people and for sharing the content posted on its website ([csawcc.ca](https://csawcc.ca) and [csawcc-cccfsa.ca](https://csawcc-cccfsa.ca) and any subdomains), facilitating access to CSAWCC services, information about advocacy work, and more.

Because social media platforms and their computer servers are managed by a third party, social media accounts are subject to downtime that may be out of the CSAWCC's control. The CSAWCC accepts no responsibility for platforms becoming unresponsive or unavailable at any given point in time.

### **Links to Other Websites and Ads, and Accounts**

Social media accounts and websites may post or display links or ads for websites that are not under the control of the CSAWCC. These links are provided solely for the convenience of



users. The CSAWCC is not responsible for the information found through these links or ads; neither does Joshua endorse the sites or their content.

### **Following, "Liking", Subscribing and Resharing Content**

The CSAWCC's decision to follow, "like" or subscribe to another social media account does not imply an endorsement of that account, channel, page or site, and neither does sharing (re-tweeting, reposting or linking to) content from another user or website.

### **Comments, Messages, and Other Interactions**

The CSAWCC will read comments and messages and participate in discussions when appropriate. Your comments and contributions must be relevant and respectful to everyone when making any comments. The CSAWCC will not engage or respond to questions or comments or messages that violate these Terms. The CSAWCC reserves the right to remove comments and contributions, and to block users based on the following criteria:

The comments or contributions:

- include personal information
- include protected or classified information of any government or organization or the CSAWCC
- infringe upon intellectual property or proprietary rights
- are contrary to the principles of the Canadian Charter of Rights and Freedoms, Constitution Act, 1982
- are racist, hateful, sexist, homophobic or defamatory, or contain or refer to any obscenity or pornography
- are threatening, violent, intimidating or harassing
- are contrary to any federal, provincial or territorial laws of Canada
- constitute impersonation, advertising or spam
- encourage or incite any criminal activity
- otherwise violate this notice as determined by CSAWCC

CSAWCC reserves the right to report users and/or their comments and contributions to third-party social media service providers or law enforcement to prevent or remove the posting of content that is contrary to these Terms, or to the Terms of Service/Use of the third-party social media platform.

### **Accessibility of Social Media Platforms**

Social media platforms are third-party service providers and are not bound by CSAWCC standards for accessibility. As such, the CSAWCC has no control over how accessible any given social media platforms may be at all. To view the standards for accessibility for CSAWCC, visit [csawcc.ca/legal](https://csawcc.ca/legal).



## **Privacy**

Social media accounts are not CSAWCC websites and represent only our presence on third-party service providers.

The CSAWCC uses various social media platforms to tell you about different ongoing or past initiatives, and activities, how you can get involved, updates on advocacy work, and personal sharing as well. At times, the CSAWCC may need to collect personal information from you.

This page tells you:

- what we mean by "personal information"
- what we do with it

It also tells you about:

- your rights and responsibilities with respect to your personal information
- what you can do if you have questions or concerns

Personal information is information about you that is recorded in any form and that can be used to identify you. Personal information includes:

- your name
- contact information
- Internet Protocol (IP) address
- social media profile information
- social media "likes" or retweets

To consult you about topics that might interest you or to enable you to participate in outreach activities, we may need to collect biographical information or your opinions and views about different topics.

We might use your personal information to:

- respond to your enquiries
- consult you about topics that might interest you
- enable you to participate in outreach activities
- allow for the sharing of opinions, knowledge, expertise and best practices
- evaluate programs

If you make inappropriate comments or contributions, we may remove them. We may also block you or report you to third-party social media service providers or law enforcement if your comments or contributions violate this Policy or any other CSAWCC policy. When doing so and to the extent necessary, we may use and disclose your personal information.



We can make the content of social media interactions publicly available through reposts and resharing your content. Any private message may not be reshared in the public domain without the written consent of the CSAWCC and Joshua.

### **Your Rights**

When you interact with CSAWCC's official social media accounts, your social media profile information may be recorded as per the practices of the social media platform. However, you have the right to refuse to give us any additional personal information when you interact with us on social media. There will be no legal or administrative consequences, but you might not be able to take part in a particular activity.

You can ask to access personal information that you have given us or that may have been created when you have interacted with us through our social media accounts. We don't collect and retain this information with the intention of it being retrievable, so if you ask to access it, please give the date and time of the interaction and any other details that could help us retrieve it. To access this information, view the Privacy Policy and how to request your information.

### **Your Responsibilities**

If you choose to interact with us on social media or any websites, you should read this Policy before doing so. You should also read the terms of service and the privacy policies of the social media platform provider and those of any applications you use to access that platform.

### **Our Responsibilities**

Whenever we collect personal information from you on social media and whenever personal information is created as a result of your interactions with us on social media, we have to comply with any federal, provincial or territorial, and municipal laws as well as the CSAWCC Privacy Policy.

### **Official Languages**

Many social media platforms and websites may have multiple language options and provide instructions on how to set your preferences. The CSAWCC respects the Official Languages Act and is committed to ensuring that our information and content is available in both French and English. If the content that you are looking for is not available in its other language counterpart, please email [info@csawcc-ccfsa.ca](mailto:info@csawcc-ccfsa.ca) with the list of content that you will like to see and in the official language you are requesting it in.

### **Questions**

For questions or comments about this Policy, please contact us at [info@csawcc-ccfsa.ca](mailto:info@csawcc-ccfsa.ca).