



## Social media guide

We encourage people to interact with our social media channels.

Please keep the following in mind:

- Don't write your personal details on our public profiles/walls as these can be seen by anyone
- We might ask for your personal details so we can look into a query you raise. Please private message or email these details to us so your information is not seen by others. We won't share this information unless required; please refer to our [Privacy/Data Protection policy](#) for further details
- We'll delete anything that could be seen as unlawful, abusive, harassing, racist, threatening or obscene. And we'll delete any posts that name or identify our employees
- We'll block the accounts of anyone who repeatedly posts such comments. If appropriate, we'll report users to the social media channel involved
- We have a swear block on our Facebook page
- We may use your comments for marketing materials.