

Town of Grand Island, NY Social Media Policy

Customer Use Policy

The Town of Grand Island engages customers through many digital outlets. Communicating with the Town through social media further enables customers to contact the Town in a direct and meaningful way.

Please be aware that when engaging with the Town of Grand Island over social media, you are agreeing to the following:

Commenting on a Town of Grand Island Social Media Site

Town of Grand Island agencies share information, images and video with the public through external social media websites. Comments made by the public to these sites are reviewed and, while comments will not be edited by Town personnel, a comment may be deleted if it violates the comment policy described here.

- Comments should be related to the posted topic for the Town's social media page or post. Town of Grand Island agency social media accounts are not meant for comments that do not directly relate to the purpose or topic of the social media website or for service requests. For general comments or communications, please contact the Town Hall at 716-773-9600.
- You are subject to the Terms of Service (TOS) of the host site. Information (photos, videos, etc.) you share with or post to official Town of Grand Island agency pages is also subject to the TOS of the host site and may be used by the owners of the host site for their own purposes. For more information, consult the host website's TOS.
- Town of Grand Island social media accounts are not open to comments promoting or opposing any person campaigning for election to a political office, or promotion or advertisement of a business or commercial transaction.
- The use of obscene, threatening or harassing language is prohibited.
- Personal attacks of any kind or offensive comments that target or disparage any ethnic, racial, age, or religious group, gender, sexual orientation or disability status are prohibited.
- Comments advocating illegal activity or posting of material that violates copyrights or trademarks of others are prohibited.
- This comment policy is subject to amendment or modification at any time.

User-Created Content

Users are welcome to submit or post content, including photographs and videos, to an official Town of Grand Island site where the agency allows users to post content, the content meets the standards articulated in this Customer Use Policy and pertains to the subject of the social media site. Users may only post their own, original content. Reproduced or borrowed content that reasonably appears to violate third party rights will be deleted.

Photos/Videos/Content

Your pictures or videos will become property of the Town of Grand Island and you will relinquish all rights to the pictures or videos. If the Town of Grand Island chooses to use the pictures, videos or content from a post on social media, the person who posted the photos, pictures and/or content will be acknowledged when possible, but it will not be required by the Town of Grand Island. There will be no compensation for the rights to the pictures, videos or content. We reserve the right to use them in any way we see fit, whether it be on the Town's website or on a FaceBook page or in Ads or Promotions, among other ways.

Questions or Concerns

Questions or concerns regarding Town of Grand Island's social media activity should be directed to the Supervisor at 716-775-1831 or nmcmurray@grand-island.ny.us