

Halton Baby-Friendly Initiative Social Media Terms of Use

These terms of use apply to individuals communicating with Halton Baby-Friendly Initiative through our social media channels, Facebook (Halton Baby-Friendly Initiative), Instagram (@haltonbfi) and Twitter (@haltonbfi). Please read them carefully.

Halton BFI is a non-profit community coalition in Halton, Ontario, Canada and we promote, protect, and support breastfeeding. Thank you for following us on social media, we hope the information provided on our channels is helpful, and points you in the right direction to find the information you are looking for.

What you can expect to find on our pages

Halton Baby-Friendly Initiative posts on average once per week or more depending on what is happening in the community at that time. We'll publish helpful information and link you to more detailed information and resources when available, such as education courses, community support resources and local events. We are committed to responding to public replies and direct messages within 48 hours.

If you need emergency medical, police, or other similar services, please dial 9-1-1 to help you reach the emergency medical service you require

If you are a Halton resident, you may also dial Halton Region, 3-1-1, to get program information, request a service or report non emergency problems to Halton Region, City of Burlington, the Town of Halton Hills, the Town of Milton, the Town of Oakville, Halton District School Board, Halton Catholic District School Board and/or Halton Regional Police Service.

Things to consider:

- Accounts will be monitored during regular business hours, Monday to Friday, unless otherwise specified- during this time we will try and respond to your questions and comments
- Comments which do not follow our **Terms of Use** or one or more of the following policies may be removed, and users who ignore these may be banned
- For any matter that is confidential, or you feel is too complicated for posting to the public or through direct message, please contact us via email info@babyfriendlyhalton.ca
- Depending on the volume of posts or comments received, we cannot commit to responding to everyone
- Although we are committed to working hard to assist you, we cannot guarantee we will understand your question completely or respond accurately. By contacting us through a social media channel, you acknowledge that any response we provide to you through the same channel:
 - is intended to provide helpful information or resources
 - is not considered to be definitive advice or guaranteed to solve the issue

- **Please note we are not able to provide any medical advice but will do our best to provide you with appropriate contact information for a health care professional who can assist you or we may suggest seeing your primary health care provider if we feel that is best for the situation being discussed**

Commenting Policy

- **Please stay on topic.** We encourage focused, thoughtful comments and discussion which respond or relate to a particular topic, new initiative or upcoming community event. Comments which are not relevant to our content or attempt to derail the conversation may be removed.
- **Please be respectful.** If you choose to participate and post content on our social media channels, please keep in mind that you **must not**:
 1. Mislead us or anyone else as to your identity or the origin of the posted content, or falsely claim to represent a person, organization, or entity
 2. Post or transmit any message, content, or link to content that:
 1. You either do not own or do not have the necessary rights to post or transmit;
 2. Is in violation of any law, rule or regulation or any third party right, or promotes illegal activity or conduct that would contravene any law, rule or regular or third party right;
 3. Is abusive, hateful, homophobic, discriminatory, malicious, aggressive, threatening, violent, sexist, harassing, inflammatory, indecent, tortious, defamatory, knowingly false, misleading, deceptive, vulgar, obscene, offensive, scandalous, sexually explicit, profane or otherwise objectionable;
 4. Incites hatred, racism, bigotry or physical harm of any kind;
 5. Is unsolicited or unauthorized, such as unsolicited or unauthorized advertising, promotional material, “junk mail”, “spam”, “chain letter,” “pyramid scheme,” or any other form of solicitation (commercial or otherwise);
 6. Is in breach of any confidence;
 7. Includes personal data or information about others; or
 8. Can result in Halton Baby-Friendly Initiative being liable to anyone else under any intellectual property rights law

We may not respond to posts that violate any of these rules and we may notify the social media service provider of your violation. If we suffer costs or damages as a result of your violating these rules, we expect you to cover said costs and damages.

While we may moderate posts, we are not required to take action in response to any content posted on our social media channels.

The views expressed by others represent their own views and are not endorsed or approved by Halton Baby-Friendly Initiative, nor do we endorse or approve any events or other activities posted by a user.

Halton Baby-Friendly Initiative supports an inclusive, diverse, equitable, and respectful work environment, free of discrimination and harassment. Halton BFI volunteers moderate our social media sites and their contents. Any conduct that is discriminatory or harassing will be removed and the user may be banned from future use of these channels.

Halton Baby-Friendly Initiative reserve the right not to keep any content that you post on our page or feed, and to remove, edit or move, at any time, any content posted which does not comply with these Terms of Use or for any other appropriate reason.

We will cooperate with law enforcement officials and comply with any court order with respect to any claim or investigation due to any content posted and will provide such content and provide information regarding your identity as well as other relevant information.

- **Please avoid posting personal or confidential information.** Our social media accounts are publicly accessible and posts are visible to the public.

Do not solicit personal information from other users. All or part of any posts containing personal or confidential information (e.g. a person's home address, health card number) may be removed.

If you choose to communicate with Halton Baby-Friendly Initiative through a social media channel, please note that we don't have any control over the social media channel and therefore we have no responsibility or liability for the manner in which those organizations collect, use, disclose, secure or otherwise treat your personal information. You should review the privacy policies of any social media platform before providing any personal or other information. Others may not comply with the same privacy laws, policies and practices that we do! **Please be careful.**

Links to other websites

We may display links to other websites because they may be of interest to you. Just to be clear, providing a link to them does not mean that we endorse or recommend them to you.

Also, since these other websites are controlled and maintained by others, we cannot guarantee that the link will still work when you click on it or that the service or content is useful, appropriate, virus-free or reliable. Therefore, you need to decide for yourself whether you want to follow any link or to agree to receive or rely on any service or content that is made available to you.

Warranty disclaimer

Use of our social media sites and their contents is at your own risk. They and all of their content are provided as presented. You must not rely on any content published on or linked from our social media sites without first making your own enquiries to verify it is accurate, current and complete. We do not make, and expressly disclaim, any representations, warranties, covenants and conditions, express or implied, arising out of operation of law, course of performance, course of dealing, usage of trade or otherwise, including any express or implied warranties and

conditions of: merchantability; merchantable quality; fitness for a particular purpose; non-infringement; safety; quality; freedom from defects or that defects will be corrected; uninterrupted, virus-free or error-free use of our social media site; or accuracy, currency, reliability, completeness or appropriateness relating to the content of them.

Limitation of liability

Under no circumstances will Halton Baby-Friendly Initiative and its members have any responsibility or liability for any loss or damage whatsoever (including without limitation direct, indirect, special, incidental, consequential, punitive, exemplary or other damages, and including without limitation to any loss of profit, costs, expenses, harm to business, business interruption, reputation, loss of information or programs or data, loss of savings, loss of revenue, loss of goodwill, loss of tangible or intangible property, legal fees or legal costs, wasted management or office time or damages of any kind whatsoever), whether based in contract, tort, negligence or any other legal basis, arising out of or in connection with our social media channels, any linked website or linked social media platform (including without limitation any damages suffered as a result of the use, inability to use or failure of, or any omissions or inaccuracies on, our social media sites, any linked websites or linked social media platforms, or any of the services or content of the foregoing), even if Halton Baby-Friendly Initiative has been specifically advised of the possibility of such damage or loss, or if such damage or loss was foreseeable.

General

Halton Baby-Friendly Initiative reserves the right to supplement, remove or modify these Terms of Use at any time and without notice. Please check this website regularly for any changes. If you continue to access our social media channels following a change to these Terms of Use, you will be deemed to have accepted the changes.

If any term or condition set out in these Terms of Use is held to be invalid, unenforceable or illegal for any reason, the remaining terms and conditions will continue in full force.

These Terms of Use are governed by the laws of the Province of Ontario and deemed to be entered into by you in the Province of Ontario.