



SOCIAL MEDIA TERMS OF USE

Our Social Media Accounts

The Sydney Harbour Federation Trust (Harbour Trust) maintains 7 social media accounts to inform the public about a range of matters, including but not limited to upcoming attractions as well as public consultation campaigns. Our active accounts are listed here:

- [Harbour Trust Facebook \(@harbourtrust\)](#)
- [Cockatoo Island Facebook \(@cockatooislandsydneyharbour\)](#)
- [Harbour Trust Instagram \(@harbourtrust\)](#)
- [Cockatoo Island Instagram \(@cockatooisland\)](#)
- [Harbour Trust X \(@harbourtrust\)](#)
- [Harbour Trust LinkedIn](#)
- [Harbour Trust YouTube](#)

Online Community Rules

The Harbour Trust welcomes contributions to our social media accounts and encourages discussion related to their posts. These Terms of Use, as updated from time to time, establish the expectation and rules of engagement between the Harbour Trust and the public, to ensure a safe environment for all members of our community.

Enquiries and Comments

Our social media accounts are monitored during business hours (Monday to Friday, 9am and 5pm AEST/AEDT) excluding public holidays. Accounts may also be intermittently monitored outside of business hours, subject to staff availability.

The ability to comment on our posts may be disabled outside of our business hours or when resources are unavailable.

Social media responses may be relatively informal. We will direct you to public information and formal channels for feedback. The Harbour Trust makes no representation or warranty that it will respond to questions or comments contained in your social media contributions. If you seek a formal response, please address your request to the relevant area by referring to our [contact us page](#).

Sometimes we may need to do further investigation before we can get back to you with a definitive response, which might require a longer time frame. If this is the case, we will keep you updated throughout the process.



Rules for Contributors

By participating on Harbour Trust's social media accounts,

You agree to:

- comply with the terms of use of each platform (Facebook, X, Instagram, YouTube and LinkedIn)
- treat other people using these platforms with respect and courtesy

You also agree **not to post** any material that:

- is offensive, obscene, vulgar or violent
- vilifies or discriminates against any particular gender, religion, sexual orientation, age, disability, marital or domestic status, race or ethnicity, criminal record or political opinion
- is fraudulent, deceptive or misleading including not impersonating or falsely representing any other person or organisation
- you do not have a legal right to post (e.g. material that infringes intellectual property rights of others)
- advertises, offers or promotes anything of a commercial nature, unless you have written consent from the Harbour Trust to do so
- promoting any personal, professional, or political interests
- would constitute a criminal offence or give rise to civil liability or is otherwise illegal or unlawful
- is a violation of a social media platform's terms and conditions

You must also not:

- post any personal information (e.g. names, e-mail or private addresses, phone numbers, photographs, personally identifiable information) relating to yourself or anyone else
- introduce any virus or other form of malicious code into the social media channels
- deliberately disrupt discussions (e.g. trolling)
- post irrelevant or excessively long material
- use our channels to defame, libel, insult, abuse, harass, stalk, threaten or attack anyone

If you breach these Terms of Use, the Harbour Trust may, at its discretion:

- remove or refuse to post any material you have submitted
- suspend or permanently block you from using Harbour Trust social media channels
- report your conduct to the owner of the relevant social media platform and to any appropriate law enforcement authorities
- take any other action, including legal action, which the Harbour Trust considers to be appropriate

Sharing

From time to time, the Harbour Trust may choose to republish (e.g. 'retweet', 'share' or reference) social media content (e.g. tweets, events, posts) that contain information or otherwise link to material related to the Harbour Trust. A 'retweet' or 'share' by the Harbour Trust does not constitute endorsement.



Intellectual Property

By sharing a contribution on Harbour Trust social media accounts, you agree to grant the Harbour Trust a royalty-free and irrevocable licence to do any act comprised in the copyright (including reproducing, publishing or communicating to the public) in relation to the stories, material or information you contribute.

Privacy

The Harbour Trust is subject to the obligations imposed by the Australian Privacy Principles in the *Privacy Act 1988* and will collect, hold, use or disclose personal information in accordance with those Principles.

The Harbour Trust's [Privacy Policy](#) outlines information on the collection of personal information, how an individual may access and correct any personal information, how to make a complaint about a breach of the Australian Privacy Principles and how any complaint will be dealt with.

Disclaimer

The information provided through our social media accounts is presented by the Harbour Trust for the purpose of circulating information for the benefit of the public. However, the Harbour Trust does not make any representation or warranty about the accuracy, reliability, currency or completeness of any material provided via these accounts.

Acceptance of Terms of Use

By following or posting to Harbour Trust social media accounts, including comments or messages, you hereby agree to these Terms of Use.

We appreciate your contributions and look forward to engaging with you in a meaningful and respectful manner.