

# IDHS SOCIAL MEDIA POLICY

Indiana Department of Homeland Security social media accounts are monitored by staff in order to promote agency activities and initiatives. The agency's goal is to share information with the residents of the State of Indiana in a timely fashion. The Indiana Department of Homeland Security (IDHS) welcomes engagement by the public on social media at any time. However, given the need to manage state resources, content moderation and responses should only be expected during regular State of Indiana business hours. When engaging with the IDHS through social media, you agree to the following customer use policy.

IDHS social media accounts are hosted by web services that are not owned by the State of Indiana and have different privacy and security policies. Neither the IDHS nor the State of Indiana are responsible for, and do not endorse or guarantee, content, availability, viewpoints, products or services that are offered or expressed on non IN.gov portal websites.

## CUSTOMER USE POLICY

Comments and content posted to IDHS maintained social media sites are reviewed by staff. While content and comments will not be edited, the IDHS reserves the right to remove user-generated content or comments when appropriate.

- Comments may be deleted if profane or defamatory.
- IDHS profiles and pages may contain links to other websites on the Internet. This does not, in any way, directly or indirectly, constitute endorsement by the IDHS.
- When interacting with other users, please be civil and follow the usage guidelines established by the applicable social networking service(s).
- Profanity, obscenity, vulgarity, nudity, defamation, advertising or political campaigning is not allowed on the IDHS's social media pages. Such content may be removed.
- Comments with the main purpose(s) to sell a product, infringe on copyright or spam comments, such as the same comment posted repeatedly, may also be removed.
- All links posted as comments on the IDHS pages, posts or profiles may be deleted.
- Any information and/or comment(s) that could reasonably compromise the safety of a public official, employee or member of the general public is also subject to deletion.
- Any disclosure of information that is confidential by law or regulation may be deleted.
- Repeated violations of this social media policy may cause the author to be blocked from the IDHS's social media profiles and pages.

The IDHS understands that social media is a 24/7 medium; however, staff monitoring capabilities are not. Every comment or material that is inconsistent with this policy may not be seen right away. The IDHS trusts in the maturity and civility of the community to ignore personal attacks and negative speech and/or to respond politely.

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## EMPLOYEE USE POLICY

IDHS employees are held to a higher standard, and as such, should be conscious of their social media interactions, particularly on platforms where they identify themselves as an IDHS employee. Individuals who identify themselves as an IDHS employee on social media shall not:

- Share information that is confidential or sensitive in nature that was obtained by virtue of employment with IDHS.
- Speak on behalf of IDHS unless expressly authorized to do so.
- Represent your personal opinions and beliefs as yours alone, not representative of IDHS.
- Engage in any conduct that may harm or tarnish the image of IDHS or its employees.
- Write or present anything on social media that violates the State's policies relating to harassment and/ or discrimination and privacy.
- Participate in any sort of online bullying, harassment or criticism that could impact IDHS, its stakeholders or the Indiana Governor's Office.

If you have a question, please contact the IDHS at [pio@dhs.in.gov](mailto:pio@dhs.in.gov).