

NEWPORT LIVE AND THE USE OF SOCIAL MEDIA

Newport Live engages with its customers on a daily basis via our social media channels. We use Twitter and Facebook, in particular, to keep our customers updated on activities and offers, provide breaking news and event reports including pictures and videos.

Newport Live welcomes feedback from customers via our social media channels. We greatly value such engagement and interaction. We also appreciate customers are entitled to voice their criticisms of Newport Live when appropriate.

However, as a community focused organisation, we will not tolerate social media comments that are threatening, abusive, discriminatory, insulting or that contain obscene language, irrespective of whether such comments are aimed at other customers, Newport Live as a whole, its staff or volunteers.

In such circumstances, we will take appropriate action against the individuals concerned. This may include temporary or permanent bans from Newport Live's Facebook page, individuals being temporarily or permanently blocked by our Twitter account, and user accounts being reported to the relevant authorities.

In extreme cases, Newport Live will not hesitate to involve the police and the courts.

Online abuse is a growing and worrying trend. Abuse of staff or volunteers can have a significant impact on individuals and their families and Newport Live has a duty of care to all those who work or volunteer for Newport Live.

We remain extremely appreciative of the magnificent support Newport Live receives from customers and the public generally and recognise the issues referred to in this statement relate to a tiny minority of social media users. Nevertheless, it is important that Newport Live makes its position clear on these matters for the benefit of our staff and volunteers, and the vast majority of our customers and the public.