



# For Information

## Social Media Moderation Policy

Adopted: 11 February 2026

Chair: Cllr. L. Jameson

Minute Ref.:260211/10.3

The policy is administered by the Town Clerk and will be reviewed in February 2028.

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### Mission Statement

Endeavour through foresight and leadership, to enhance quality of life for residents and visitors. Working to enrich and nurture opportunity to protect and improve the built and natural environment and improve community pride.

## 1. Purpose

This policy explains how comments on Council social media accounts are moderated to balance free expression with lawful and respectful engagement.

## 2. Moderation Principles

The Council supports open discussion but will remove content that is:

- Abusive, threatening, or harassing.
- Discriminatory or hateful.
- Defamatory or knowingly false.
- Breaching confidentiality.
- Spam or promotional.
- Inciting illegal activity.
- In breach on the Council's Social Media Policies

Comments will not be removed solely because they are critical of the Council.

## 3. Blocking Users

Blocking will be used only as a last resort for persistent or serious breaches.

## 4. Transparency

This moderation policy will be published on the Council's website and referenced on social media profiles.