



SOCIAL MEDIA CONTENT POLICY AND TERMS OF USE

FRISCO POLICE DEPARTMENT

WWW.FRISCPD.COM

Emergency or Non-Emergency Requests for Police Assistance

The posting of requests for police assistance, regardless of the nature of emergency or non-emergency asks, is discouraged, and will not guarantee a response by the Frisco Police Department or any emergency service provider. Social media platforms are not monitored 24/7, therefore it is imperative that residents still contact the Frisco Police Department through the telephone system. In case of an emergency, or if police assistance is needed, please dial 911. If you wish to report a crime or information relevant to a crime, please call 972-292-6010. You may remain anonymous if you wish.

In the event you post information related to a crime, you may be placing yourself in a position of becoming a witness and subject to being subpoenaed into court and contacted by detectives.

By posting or commenting on any social media platform used by the Frisco Police Department, you participate by your own choice, taking personal responsibility for your comments, your username, profile picture and any information you provide therein. You further agree to the following terms of use.

Terms of Use

The department welcomes a person's right to express their opinion and encourages users to keep comments relevant to the topic in question. Posting of any content on any social media platform used by the Frisco Police Department, by any visitor, follower, subscriber, or fan, constitutes acceptance of the terms of use described here in this policy.

For purposes of this policy, a social media consists of a platform, website or mobile app that enables users to create and share content or participate in social networking with the Frisco Police Department. The Frisco Police Department utilizes Facebook, X (formerly known as Twitter), Instagram, YouTube and Nextdoor.

Users understand and agree that information posted to social media platforms is subject to laws addressing public access to information such as the Texas Public Information Act and will be handled in compliance with such laws.

Endorsements

"Friending," "Liking," or "Following" the Frisco Police Department, or an officer or employee of the Frisco Police Department, does not indicate an endorsement of that person's actions or comments.

A comment posted by a member of the public on any Frisco Police Department social media site is the opinion of the commentator or poster only, and publication of a comment does not imply endorsement of, or agreement by, the Frisco Police Department, nor do such comments necessarily reflect the opinions or policies of the Frisco Police Department or City of Frisco, Texas.



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Moderation of Content

The Frisco Police Department's social media platforms are intended to be "family friendly." When applicable, the department uses each platform's built-in monitoring systems to provide content moderation and filtering options to limit foul, indecent or obscene content. The Frisco Police Department also actively monitors all social media platforms used by the department, and will remove inappropriate content as defined below, without prior notice, and as soon as possible. The department shall reserve the right to remove, hide and/or block anyone who posts inappropriate material as determined by the department. This material may include, but is not limited to:

- Comments unrelated to the original topic stream, including random or unintelligible comments;
- Profane, obscene, or pornographic content and/or language;
- Content that promotes, fosters or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, or national origin;
- Defamatory or personal attacks, including personal attacks directed at public officials;
- Threats to any person or organization;
- Comments in support of, or in opposition to, any political campaigns or ballot measures;
- Solicitation of commerce, including but not limited to advertising of any business or product for sale;
- Conduct in violation of any federal, state or local law, including city ordinances;
- Encouragement of illegal activity;
- Information that may tend to compromise the safety or security of the public or public systems;
- Content that violates a legal ownership interest, such as a copyright, of any party;
- Harassment or content which constitutes and/or facilitates stalking;
- Content which violates the right to privacy;
- Encouragement of violence;
- Repetitive content continually posted on multiple Frisco Police Department posts;
- Comments which may reasonably interfere with, inhibit, or compromise law enforcement investigations, police tactics, police responses to incidents and/or the safety of police staff and officer;
- Posts or comments that contain any external links.

The department does not allow posting of photos or videos by anyone other than members of the department.



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Denial of Access

The Frisco Police Department reserves the right to deny access to any Frisco Police Department social media sites for any individual, who violates the Frisco Police Department's social media Terms of Use, at any time and without prior notice. If you wish to contest the removal or hiding of your content, or your denial of access ("banned") from our social media platforms, you may do so by contacting us at 972-292-6010 and requesting to speak to our Community Services Sergeant.

Facebook's Community of Standards

All comments posted to any Frisco Police Department Facebook site are bound by Facebook's Community Standards and the Frisco Police Department reserves the right to report any violation of Facebook's Community Standards to Facebook with the intent of Facebook taking appropriate and reasonable responsive action.

The X Rules

When applicable, the Frisco Police Department reserves the right to report any violation of the X Rules, with the intent of X taking appropriate and reasonable responsive action.

Instagram Community Guidelines

When applicable, the Frisco Police Department reserves the right to report any violation of the Instagram Community Guidelines, with the intent of Instagram taking appropriate and reasonable responsive action.

YouTube Community Guidelines

When applicable, the Frisco Police Department reserves the right to report any violation of the YouTube Community Guidelines with the intent of YouTube taking appropriate and reasonable responsive action.

Nextdoor Standards

When applicable, the Frisco Police Department reserves the right to report any violation of the Nextdoor Standards, with the intent of Nextdoor taking appropriate and reasonable responsive action.



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Neighbors Public Safety Service

When applicable, the Frisco Police Department reserves the right to report any violation of the NPSS Standards, with the intent of NPSS taking appropriate and reasonable responsive action.

Questions

Should you have any questions regarding these Terms of Use, please contact the Frisco Police Department at 972-292-6144 and ask to speak to the Social Media Manager.