**Official Social Media Community Guidelines**

The City of Columbia welcomes your participation on our official social media channels. These pages are intended to provide timely information about City services, programs, projects, events, public meetings, emergency information, and other topics of interest to residents, businesses, and visitors.

We encourage respectful conversation and welcome questions and comments related to the topic of each post. These Community Guidelines are administered in a viewpoint-neutral manner and are intended solely to preserve the intended purpose of the City's social media pages. Our social media pages are intended to serve as **limited public forums** for discussion about City programs, services, and activities.

Comments are reviewed in accordance with these Community Guidelines. The City does not remove comments based on viewpoint or criticism of the City, its officials, employees, policies, or services. However, comments may be removed if they contain one or more of the following:

- Spam, repetitive comments, or unrelated promotional content
- Comments that are not reasonably related to the subject matter of the original post or the purpose of the discussion
- Obscene, profane, sexually explicit, graphic, or violent content/language
- Content that promotes or encourages harassment or discrimination based on race, color, national origin, ethnicity, religion, sex, age, disability, sexual orientation, gender identity, or other protected status
- Threats of violence or content that advocates, encourages, or incites illegal activity
- Defamatory statements about an identifiable person
- Commercial advertisements, solicitations, or endorsements of products, services, or businesses unrelated to City of Columbia operations
- Content that infringes upon copyrights, trademarks, or other intellectual property rights
- Personal or confidential information, including addresses, phone numbers, email addresses, financial information, medical information, or other personally identifiable information
- Content that impersonates another individual or organization
- Comments that interfere with the intended use of the page through excessive or repetitive posting

The City may report comments or users to the applicable social media platform when activity violates the platform's Terms of Service or Community Standards.

Users who repeatedly violate these Community Guidelines may have individual comments removed, may have commenting privileges limited where platform tools allow, or may be blocked when necessary to prevent continued violations of these guidelines, consistent with applicable law and the platform's policies. The City will not restrict participation based on a user's viewpoint.

Comments posted by members of the public do not reflect the views or opinions of the City of Columbia, its elected officials, or its employees. The City does not endorse comments made by users or advertisements displayed by social media platforms.

Please remember that social media is not monitored continuously and should not be used to report emergencies or request immediate assistance. To report an emergency, call 911. For non emergency City service requests, please contact the appropriate City department or submit a request through the City's official customer service channels.

Content posted to or maintained on City social media accounts may constitute a public record and may be retained and disclosed in accordance with the South Carolina Freedom of Information Act and applicable records retention requirements.

The City may update these Community Guidelines as needed to comply with changes in applicable laws or operational needs.

Thank you for helping us maintain a respectful, welcoming, and informative online community. Your thoughtful participation and engagement help create a positive environment where residents, businesses, and visitors can connect, share information, ask questions, and stay informed about the City of Columbia. Together, we can foster meaningful conversations that strengthen our community and reflect the spirit of our City.

**Together, We Are Columbia.**