



Social Media Use Guidelines

The City of Pasadena (“City”) communicates with residents through a variety of digital media, including www.cityofpasadena.net. Our website contains information and materials on matters of public interest related to Pasadena, California. The City of Pasadena also shares information and materials through various social media channels. The City of Pasadena does not control, own or operate these sites, which include, but are not limited to, Facebook, Twitter, Instagram, YouTube, Nextdoor and LinkedIn.

Please be aware that when engaging with the City of Pasadena on social media, you agree to the following:

Contacting the City of Pasadena

The City’s social media accounts are not monitored 24/7. Users are advised NOT to use the City’s social media platforms to report a crime or emergency situation. Crime reports and requests for police, fire, or emergency medical assistance must be made by dialing 9-1-1.

To make a citizen complaint or report a concern, visit our [Citizen Service Center](#) webpage or contact (626) 744-7311.

Posting comments or sending messages to the City of Pasadena, or tagging or mentioning the City or Pasadena on a social media platforms does not constitute notice, legal or otherwise, to the City.

Posts and Comments

The City of Pasadena expects that participants and users will treat each other with respect.

The City of Pasadena reserves the right to restrict/block and/or remove any subscriber/follower and/or comments/content posted by subscribers/followers that:

- Is vulgar, obscene, pornographic, threatening, or inflammatory.
- Encourages violence or illegal behavior.
- Contains actual or perceived threats to public health, safety or property.
- Advertises a business, service or product.

All of the content on City social media accounts is subject to oversight by the City's Public Information Officer.

Other Terms of Use

- **The City of Pasadena does not control social media platforms.** The City is subject to the terms of use of the social media platforms it utilizes and does not control those terms. The City shall not be liable for any damages incurred due to errors, interruptions, inadequacies, or malicious computer code or components on a social media platform. The City does not warrant that all defects will be fixed. The materials contained on any social media platform are provided "as is," and the user is under no obligation to use them. The City does not warrant the completeness, accuracy or timeliness of material on any social media platform. The City disclaims all warranties, expressed or implied, for any of the materials provided on any social media platform, including, but not limited to, links to third parties and documents made available from the social media platform and the social media platform's server, and any information, apparatus, product or process disclosed, or any improper or incorrect use of them.
- **Third-Party Content And Comments Are Not Endorsed.** The City of Pasadena does not necessarily endorse, support, sanction, encourage, verify or agree with the comments, messages, posts, opinions, advertisements, videos, promoted content, external hyperlinks, linked websites (or the information, products or services contained therein), statements, commercial products, processes or services posted on any social media platform.

The City of Pasadena does not exercise any editorial control over the content users may find at linked third-party websites. The City does not control or guarantee the accuracy, relevance, timeliness or completeness of information contained on a linked website. When users link to another website, they are no longer on City of Pasadena websites and are subject to the privacy policy of the new website. The views and opinions of authors expressed on third-party websites do not necessarily state or reflect those of the City of Pasadena.

When submitting a comment for posting, users agree that the City of Pasadena is not responsible, and shall have no liability to the user, with respect to external websites, any information or materials posted by others or the user, including defamatory, criminal, offensive or illicit material and even material that violates this disclaimer. Users are fully responsible for the content they load on any of the City's social media platforms. The user is responsible for all copyright and intellectual property laws associated with this content.

- **New Businesses.** The City of Pasadena's [Economic Development Division](#) helps attract and open new businesses in Pasadena. In effort to notify Pasadena residents of new businesses, the City may periodically feature new businesses in social media posts. These posts do not necessarily mean endorsement.
- **Public Record.** All postings may be subject to the California Public Records Act and other public records and disclosure laws, as well as discovery in litigation. This includes, but is not limited to, information made available through a user's privacy settings on their own social media and other websites. Public Records Act requests, subpoenas, requests for assistance and legal service and/or complaints must be made directly to the City in accordance with law and not via a social media platform.
- **Confidential and Investigative Information.** The City of Pasadena will not share confidential or investigative information on its social media accounts.

This document is subject to amendment or modification at any time to ensure that its use is consistent with its intended purpose.