



City of Tallmadge Social Media Use Policy

1. Definitions

Appointing Authority - As used herein, indicates either the Mayor, Law Director, Finance Director, or City Council, whichever is most appropriate for the application of the term.

Confidential Information - Records which are exempt from public records.

Electronic Devices - Any instrument, appliance, machine, piece of electronic equipment or contrivance used to scan for, connect to, store, access, or utilize information technology (IT), network, or communications resources. Electronic devices include, but are not limited to, laptop, handheld, tablet, portable, and desktop computers; mobile/portable (cellular and satellite) phones; smart phones; voice over IP equipment; network hubs, switches, routers, extenders, repeaters, bridges, interface units, and access points; radio frequency equipment; two-way pagers; and any similar devices.

IT - The City of Tallmadge Information Systems Department responsible for providing policy, technical, and monitoring support and guidance to the appointing authorities, OCM, and SMM.

OCM - Online Communication Manager; the individual assigned by the OM who is responsible for carrying out all directives relating to this policy and directly overseeing all online communication platforms.

OM - Office of the Mayor; the Mayor, or his designee, will oversee and manage this policy.

Post - A Facebook status update, or an item on a blog or forum.

SMM - Social Media Managers; the individuals assigned by their appointing authority to edit, modify, or monitor social media sites on behalf of their respective departments.

Social Media - Forms of electronic communication, such as Facebook, Twitter, blogs, YouTube, and similar sites, through which users create online communities to share information, ideas, personal messages and other content.

Spam - Also known as junk email, Spam is the term used when unsolicited, unproductive, and undesirable messages are sent by email. Many email spam messages are commercial in nature but may also contain disguised links that appear to be for familiar websites but in fact purvey computer viruses, malware, or lead to phishing web sites. As used herein, spam shall include “chain letters,” “Ponzi” or other “pyramid” schemes of any type.

Streaming Content - Streaming content includes any video content that is broadcast to an audience in real-time such as Facebook Live, Periscope (from Twitter), or any other such mechanism from a social media outlet.



System Users - All employees, contractors, consultants, temporary, and other workers at the City of Tallmadge who access, interact with, or utilize City of Tallmadge electronic devices, internal networks, and business systems.

Tag - Tagging is a social media functionality commonly used on Facebook and Instagram that allows users to create a link back to the profile of the person shown in the picture or targeted by the update.

Tweet - A Twitter message. Tweets can contain up to 140 characters of text, as well as photos, videos, and other forms of media. They are public by default and will show up in Twitter timelines and searches unless they are sent from Protected Accounts or as Direct Messages. Tweets can also be embedded in webpages.

Webpage - A document on the World Wide Web, consisting of an HTML file and any related files for scripts and graphics, and often hyperlinked to other documents on the Web.

Website - A group of World Wide Web pages usually containing hyperlinks to each other and made available online by an individual or group, company, educational institution, government, or organization.

2. Scope

This policy provides rules and guidelines for all City of Tallmadge employees when communicating with the public on behalf of the City of Tallmadge via any medium, including, but not limited to websites, webpages, and any social media sites.

3. Purpose

Facebook, Twitter, and Google+ are social media tools that are used by millions of people daily. These tools have transformed the way people gather information about everything from entertainment to municipal resources. The decision to use these tools is a business decision, not a technology-based decision. It is incumbent upon each department to weigh its mission, objectives, capabilities, risks, and potential benefits when considering use of these tools.

The purpose of this policy is to maintain a consistent level of professionalism, accuracy, and efficiency among employees as they communicate to the public on behalf of the City in various forms. The City of Tallmadge has an overriding interest and expectation in deciding what is “spoken” on behalf of the City on social media sites. Employees shall be trained on this policy and adhere to the rules and guidelines stated herein.



4. Social Media Account Management

4.1. Governing Authority

- 4.1.1. All City of Tallmadge websites, webpages, and social media sites posted by departments will be subject to approval by the appointing authority.
- 4.1.2. The creation, development, and maintenance of any City website, webpage, or social media site must be coordinated with the appointing authority.
- 4.1.3. The appointing authority shall have the discretion to temporarily or permanently disable or terminate a City or department website, webpage, or social media forum or account within their realm of authority at any time. Examples of instances when such action might be taken include, but are not limited to the following:
 - 4.1.3.1. Violation of this policy;
 - 4.1.3.2. Unprofessional use of the resource;
 - 4.1.3.3. Lack of use or disinterest by the public;
 - 4.1.3.4. A department's failure to maintain a site or forum; and
 - 4.1.3.5. External or internal hacking or corruption of a site or forum.
- 4.1.4. The OM shall designate an Online Communications Manager (OCM) to carry out all aspects of this policy on the behalf of the City of Tallmadge including but not limited to:
 - 4.1.4.1. Overseeing online media management including records retention.
 - 4.1.4.2. Governing the appropriateness, and removal, of internally and externally generated content on our online platforms;
 - 4.1.4.3. Maintaining incident reports concerning removed social media postings;
 - 4.1.4.4. Coordinating communication across multiple social media outlets; and
 - 4.1.4.5. Training Social Media Managers (SMM) on the applicable policy, standards, or guidelines necessary for their role in the management of the City's social media forums or accounts.

4.2. Applicable Governing Law & Policies

- 4.2.1. Wherever appropriate, all City of Tallmadge social media sites shall comply with all appropriate City of Tallmadge policies and standards, including but not limited to the Acceptable Use of Electronic Devices Policy, found in the employee handbook, and Public Records Retention Schedules.
- 4.2.2. All City-sponsored websites, webpages, and social media accounts must also adhere to all city guidelines and policies regarding internet security, privacy, and accessibility for the disabled as established and maintained by the Information Systems Department (IT).
- 4.2.3. All City-sponsored websites, webpages and social media sites must maintain City standards regarding the use of the City logos, trademarks, and other design elements as maintained by the OCM.
- 4.2.4. All requests to deviate from these guidelines must be approved by the appropriate appointing authority in consultation with the OM.

4.3. Online Media Administration

- 4.3.1. IT will maintain a list of social media tools, approved by the appointing authority, for use by City departments and staff.



- 4.3.2. All new social media tools proposed for City use will be approved by appointing authority in consultation with IT.
- 4.3.3. The OCM will maintain a list of all City of Tallmadge social media sites, including login and password information. Departmental heads will inform the OCM of any administrative changes to existing sites.
- 4.3.4. All SMM, on behalf of the City, must be able to immediately edit or remove content from social media sites.
- 4.3.5. The removal process is as follows:
 - 4.3.5.1. If any doubt exists regarding whether a post should be removed, SMM should consult with either another SMM, the OCM, IT, or the appointing authority prior to deleting an offending post;
 - 4.3.5.2. The post removal should be documented in a written incident report that includes only the following information:
 - 4.3.5.2.1. A copy of the offending post including all comments (printed);
 - 4.3.5.2.2. A reference to the specific rule violated as cause for the post's removal (see Annex A);
 - 4.3.5.2.3. The date/time when the post was removed; and
 - 4.3.5.2.4. The name(s) of those involved in removing the post.
- 4.4. Online Media Management
 - 4.4.1. SMM will be chiefly responsible for the content and upkeep of any social media sites their department may create.
 - 4.4.2. Appointing authorities shall notify the OM and IT upon commissioning of SMM with social media responsibilities.
 - 4.4.3. SMM shall coordinate postings on social media accounts with the OCM and various City departments to ensure that content is posted in a relevant, accurate, and timely manner.
- 4.5. Public Records & Retention
 - 4.5.1. City of Tallmadge social media sites are subject to State of Ohio public records laws. Any content maintained in a social media format that is related to City business, including a list of subscribers and posted communication, is a public record.
 - 4.5.2. The department maintaining a site shall preserve records required to be maintained pursuant to a relevant records retention schedule for the required retention period on a City server in a format that preserves the integrity of the original record and is easily accessible.
 - 4.5.3. All public records requests, and all questions related to public records, must be forwarded to the Law Director. Content related to City business shall be maintained in an accessible format and so that it can be produced in response to a request.
 - 4.5.4. Wherever possible, such sites shall clearly indicate that articles and other content posted or submitted for posting may be subject to public disclosure.



5. Employee Access and Conduct

5.1. Professional Access

- 5.1.1. Authorized personnel will be granted limited or full access to the City's social media platforms at the discretion of the OM.
- 5.1.2. Authorized personnel should have no expectation of privacy when using Social media tools for City authorized, professional purposes.
- 5.1.3. Authorized personnel, prior to gaining access to his/her respective social media site, shall be trained how to appropriately manage the site. Such training shall include:
 - 5.1.3.1. Social Media Preferred Practices training;
 - 5.1.3.2. Social Media Policy training; and
 - 5.1.3.3. Any other training deemed necessary by the appointing authority or IT;
- 5.1.4. A non-exempt employee responsible for maintaining social media sites for the City of Tallmadge shall not manage their department's site outside of work hours unless directed to do so by their appointing authority or direct supervisor.

5.2. Professional Conduct

- 5.2.1. The appointing authority, in conjunction with OCM and IT, will monitor content posted by SMM to ensure that it complies with this policy.
- 5.2.2. The following conduct is prohibited on a City-run social media site or forum:
 - 5.2.2.1. Posts on City page/account about matters of public concern that have not been authorized by proper authority;
 - 5.2.2.2. Posts on City page/account about any unauthorized government communication;
 - 5.2.2.3. Posts on City page/account confidential information or any other government intellectual property;
 - 5.2.2.4. Posts on City page/account acting on behalf of the City as one's self. All correspondence shall be done only through verified pages acting as the City of Tallmadge.
 - 5.2.2.5. Posts on City page/account containing pictures of individuals that are identifiable unless the City possesses a release from the individual, parent, or legal guardian, or the photo was taken in a public space at a newsworthy event.
 - 5.2.2.6. Posts that tag an individual's "personal account" within a post on City page/account. If an individual has a verified "public figure" account, then it is acceptable to tag the individual for business purposes only;
 - 5.2.2.7. Posts that include Streaming Content unless given prior approval from the appointing authority;
 - 5.2.2.8. Posts that solicit for money or support on behalf of charities, religious institutions, political causes, or other for-profit or not-for-profit organizations including City bargaining unit activities unless given prior approval from the appointing authority;
 - 5.2.2.9. Post on City page/account for personal gain unless given prior approval from the appointing authority;
- 5.2.3. Linking and Sharing content from other sources is permissible under certain conditions:



- 5.2.3.1. The content linked to must be vetted by SMM answering the following questions in the affirmative:
 - 5.2.3.1.1. Does the content originate from the source linked and not originate elsewhere OR does the source linked to properly cite the originating source?
 - 5.2.3.1.2. Does the content add value to our social media outlet and enhance the mission our site is trying to accomplish?
 - 5.2.3.1.3. Does the content violate either our Professional or Public conduct rules?
- 5.2.3.2. A social media outlet linking or sharing content from other sources must post or link to the City of Tallmadge Online Content Terms of Use Statement (Annex A).

6. Public Access and Conduct

6.1. Public Access

- 6.1.1. The City of Tallmadge will endeavor to make all digital communications accessible to as many users as possible, which includes making sure any content posted is available on multiple platforms.
- 6.1.2. Authorized personal will follow all accessibility standards set forth in this policy.

6.2. Public Conduct

- 6.2.1. Each SMM, in consultation with the appointing authority and with assistance from IT and OCM, will monitor social media sites to determine if citizen conduct violates acceptable use.
- 6.2.2. SMM will review and become familiar with the prohibited uses of social media described in Annex A.
- 6.2.3. SMM shall remove content that meets any of the described criteria in Annex A according to the procedure described in section 4.3.5 of this policy.
- 6.2.4. The City of Tallmadge Online Content Terms of Use Statement (Annex A) must be posted or linked to each social media outlet.

6.3. Secured Communications

- 6.3.1. Social media sites allow for both publicly available and private communications. SMM will be mindful of this when communicating with the public.
- 6.3.2. SMM will not request sensitive information regarding personally identifiable details over a public channel and instead use a private channel. Sensitive information may include but is not limited to:
 - 6.3.2.1. Contact Information: Name, Phone Number, Address, etc.;
 - 6.3.2.2. Complaint information: Specific complaint details, especially if those complaints involve neighbors or other specifically identifiable persons;
 - 6.3.2.3. Legal Requests; and
 - 6.3.2.4. Medical history or issues that can be associated with a specific individual.
- 6.3.3. Social media sites should inform citizens engaged in communication over private channels that such communications are subject to public records requests.



7. Creating a Social Media Site or Account

7.1. Establishing a presence

7.1.1. Any department desiring to establish a Facebook, Twitter, or Google+ presence will first consult with, and gain approval from, the appointing authority.

7.1.2. Upon approval, the appointing authority shall contact the OCM who, with support from IT, will create the social media page or account.

7.2. Creating a Facebook Page

7.2.1. The City will create 'pages' in Facebook not 'groups.' Facebook 'pages' offer distinct advantages including greater visibility, customization and measurability.

7.2.2. For 'type' description, choose 'government.'

7.2.3. A City of Tallmadge Distribution Email should be used as the Email address for the site and not a personal Email address or individual's Tallmadge Email address.

7.2.4. The page name should be descriptive of the appointing authority and appropriate department.

7.2.5. The OCM, with approval of the appointing authority and assistance from IT, will standardize each Facebook site and provide the Facebook page's image, consisting of a picture and the appropriate logo.

7.2.6. The OCM will consult with the appointing authority in completing the 'About' section. This section should be filled out accurately and completely.

7.2.7. In the General Information section, the following statements should be included:
(Insert department) is a department of the City of Tallmadge. This site is intended to serve as a mechanism for communication between the public and [department] on the listed topics. Any comments submitted to this page and its list of fans are public records subject to disclosure. Public records requests must be directed to the Law Director.

7.2.8. If comments are turned on, the General Information section should include a link to the City of Tallmadge Online Content Terms of Use Statement.

7.2.9. The following notice must be included on all pages regarding 24-hour monitoring and emergencies.

This site is not monitored on a 24-hour basis. Please call 911 for emergencies.

7.2.10. A link to the appropriate City website or website redirect will be listed in the Page Info section.

7.2.11. City sponsored Facebook sites should be page favorites of all other City Facebook pages.

7.2.12. After site creation, the OCM with assistance from IT will put the following finishing touches on the account:

7.2.12.1. Create a Facebook Username, consistent with any attached Twitter account;

7.2.12.2. Link the page to an existing Twitter account if applicable;

7.2.12.3. Merge duplicate pages;

7.2.12.4. Verify the site with Facebook;

7.3. Creating a Twitter Feed



- 7.3.1. The City will create 'feeds' in Twitter not assigned to an individual user but to a whole department which has an already established Facebook page'.
 - 7.3.2. The feed will be connected to a Tallmadge Distribution Email and not a personal Email address or individual's Tallmadge Email address.
 - 7.3.3. The feed name should be descriptive of the department.
 - 7.3.4. The OCM, with approval of the appointing authority, and with assistance from IT, will standardize each Twitter feed and provide the Twitter feed's image, consisting of a header photo and the appropriate logo.
 - 7.3.5. The OCM will consult with the appropriate appointing authority in completing the profile. This section should be filled out accurately and completely.
 - 7.3.6. A link to the appropriate City website or website redirect will be listed as part of the Twitter feed profile.
 - 7.3.7. City sponsored Twitter feed should be followed by all other City Twitter feeds.
 - 7.3.8. After site creation, the OCM with assistance from IT will endeavor to put the following finishing touches on the account:
 - 7.3.8.1. Add the Twitter feed to the City's Tweetdeck management console;
 - 7.3.8.2. Disable direct messaging to the Twitter feed;
 - 7.3.8.3. Disable location tracking of Tweets
 - 7.3.8.4. Enable tweets to redirect to the appropriate Facebook page.
- 7.4. Creating a Google My Business Account
- 7.4.1. The City will create 'brand accounts' in Google+ not assigned to an individual user but to a whole department or physical location.
 - 7.4.2. The brand account name should be descriptive of the department.
 - 7.4.3. The OCM, with approval of the appointing authority, and with assistance from IT will standardize each brand account and provide the brand account's image, consisting of a banner image and the appropriate logo.
 - 7.4.4. The OCM will consult with the appropriate authorized individual(s) in completing the profile. This section should be filled out accurately and completely.
 - 7.4.5. A link to the appropriate City website or website redirect will be listed as part of the brand account profile.
 - 7.4.6. After site creation, the OCM with assistance from IT will endeavor to put the following finishing touches on the account:
 - 7.4.6.1. Add the brand account to the City's primary Google+ account management console;
 - 7.4.6.2. Acquire any competing Google My Business pages;
 - 7.4.6.3. Verify the Google My Business page.
- 7.5. Creating a You Tube Channel
- 7.5.1. The City will create 'channels' in YouTube not assigned to an individual user but to a whole department which has an already established Google+ Brand Account.
 - 7.5.2. The channel name should be descriptive of the department.
 - 7.5.3. The OCM, with approval of the appointing authority, and with assistance from IT will standardize each You Tube channel and provide the You Tube channel's image, consisting of a header photo and the appropriate logo.



- 7.5.4. The OCM will consult with the appointing authority in completing the profile. This section should be filled out accurately and completely.
- 7.5.5. A link to the appropriate City website or website redirect will be listed as part of the YouTube channel profile.
- 7.5.6. City sponsored YouTube Channel should be followed by all other City YouTube channels.
- 7.5.7. In the channel information section, the following should be included:
The purpose of this YouTube Channel is to serve as a mechanism for communication between City of Tallmadge and members of the public.

Any comments submitted to this page and its list of fans are public records subject to disclosure. Public records requests must be directed to the City of Tallmadge Law Department.

*This site is not monitored on a 24-hour basis, please call 911 for emergencies. The City of Tallmadge Social Media Use Policy is available here:
<http://bit.ly/12yizJ6>*

*The City of Tallmadge Online Content Terms of Use Statement is available here:
<http://xxx.xxx.xxx>*

CITY OF TALLMADGE website: <http://www.tallmadge-ohio.org/>

- 7.5.8. After site creation, the OCM with assistance from IT will endeavor to put the following finishing touches on the account:
- 7.5.8.1. Add the brand account to the City's primary Google+ account management console;
 - 7.5.8.2. Setup appropriate channel keywords;
 - 7.5.8.3. Disable the display of advertisements alongside videos; and
 - 7.5.8.4. Verify the YouTube channel.

8. Operating a Social Media Site or Account

8.1. Page Administration

- 8.1.1. The OCM, with approval of the appointing authority, will add at least one SMM for each to monitor the newly established Facebook page, Twitter feed, or Google+ brand channel.
- 8.1.2. The SMM monitoring the page or account will remove content consistent with the rules set forth in this policy.
- 8.1.3. SMM are responsible for keeping all content fresh, relevant, and accurate.

8.2. Posting Standards

- 8.2.1. SMM must refer to this policy for appropriate posting rules including linking to and sharing external content.



8.2.2.SMM will, if applicable, redirect tweets from the Twitter feed to an applicable Facebook account.

9. Policy Compliance

- 9.1. Compliance Measurement: the appointing authority, with assistance from IT, will verify compliance to this policy through various methods, including but not limited to, periodic surveys, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.
- 9.2. Exceptions: Any exception to the policy must be approved by the appointing authority in advance.
- 9.3. Non-Compliance: An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

10. Related Standards, Policies and Processes

- City of Tallmadge Online Media Use Terms of Use Statement (Annex A)
- Public Record Retention Schedules
- Photo Contest Standard



11. Revision History

Date of Change	Responsible	Summary of Change
December 2016	City of Tallmadge Information Systems Department	Inserted existing policy into the new format.
February 2016	City of Tallmadge Information Systems Department	Established 3-Tier system of Social Media Governance and Management, referenced post removal procedures and conditions for posting Live content, cleaned up formatting.
March 2017	City of Tallmadge Admin and Legal	Consolidated Facebook, Twitter, and Google+ standards and Social Media Use Policy into one document; moved definitions to front; edited content; added use of “appointing authority;” added Annex A, <i>City of Tallmadge Online Content Terms of Use Statement</i> , to the end of this policy document.

12. Acknowledgement Statement

I have read and reviewed and in general understand the policies and procedures in this City of Tallmadge Policy. I understand that these rules and policies are unilaterally subject to change without notice. I also understand this policy is not to be viewed as an employee/employer contract. The City reserves the right to exercise management rights in administering the rules, policies and procedures governing this policy. As changes occur, the Information Systems Department has responsibility for the maintenance of this policy, and will endeavor to distribute updates and clarifications.

Print Name

Date

Signature



Annex A

City of Tallmadge Online Content Terms of Use Statement

This document shall be available to all users of City of Tallmadge social media and web sites through a link on the main page of each.

AGREEMENT BETWEEN USER AND City of Tallmadge

The City of Tallmadge websites, www.tallmadge-ohio.org and www.tallmadgerecreation.org, are comprised of various web pages operated by City of Tallmadge. City of Tallmadge social media sites, hosted at Facebook, Google+, Pinterest, Twitter, and YouTube, contain posts, multimedia, and other original and linked content.

The City of Tallmadge websites and social media sites (“Online Content”) are offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein. Your use of the City’s Online Content constitutes your agreement to all such terms, conditions, and notices.

MODIFICATION OF THESE TERMS OF USE

The City of Tallmadge reserves the right to change the terms, conditions, and notices under which the City’s Online Content are offered, including but not limited to the charges associated with the use of the City’s Online Content.

LINKS TO THIRD PARTY SITES

The City of Tallmadge’s Online Content may contain links to other websites or other online content (“Linked Content”). The Linked Content is not under the control of City of Tallmadge and City does not guarantee the accuracy, relevance, timeliness or completeness of information contained on Linked Content. The City does not endorse the organizations sponsoring Linked Content and does not endorse the views they express or the products/services they offer. The City cannot and does not authorize the use of copyrighted materials contained in Linked Content. Users must request such authorization from the sponsor of the Linked Content. The City provides the Linked Content to you only as a convenience.

COMMENT POLICY

While the City of Tallmadge makes reasonable efforts to monitor and moderate content posted on Online Content platforms, neither the City of Tallmadge nor its employees or other affiliated individuals have the ability to moderate all comments at all times and cannot always respond immediately to online requests for information. The City of Tallmadge reserves the sole right to review, edit, and/or delete any comments it deems inappropriate. Comments including, but not limited to, the following may be deleted or edited if deemed inappropriate or irrelevant by the moderators:

1. Violates the terms of service of the website, webpage, or social media account



2. Contains non-public or confidential City information
3. Is pornographic, profane, obscene, sexual, or defamatory in nature
4. Promotes or advocates violence or the threat of violence
5. Defames any person or organization
6. Solicits commerce or promotes private business enterprises
7. Links to other website, webpages, or social media accounts, unless otherwise permitted under this policy
8. Promotes illegal activity
9. Compromises the safety and security of members of the public or public systems
10. Violates or appears to violate the legal ownership interest of another party
11. Promotes, fosters, or perpetuates discrimination of an individual or group of individuals on the basis of race, religion, national origin, ancestry, gender, age, disability, marital status, status with regard to public assistance, national origin, physical or mental disability, sexual orientation, or any other characteristic protected by law
12. Is false, misleading, slanderous, libelous or deceptive
13. Supports or oppose political candidates or ballot propositions
14. Endorses a particular political viewpoint, political candidate, commercial endeavor, or individual person

City of Tallmadge Online Content is not monitored on a 24-hour basis; please call 911 for emergencies. Please notify the City of Tallmadge if you encounter a post that you find to be inappropriate.

NO UNLAWFUL OR PROHIBITED USE

As a condition of your use of City of Tallmadge Online Content, you warrant to the City that you will not use City of Tallmadge Online Content for any purpose that is unlawful or prohibited by these terms, conditions, and notices. You may not use City of Tallmadge Online Content in any manner which could damage, disable, overburden, or impair City of Tallmadge Online Content or interfere with any other party's use and enjoyment of City of Tallmadge Online Content. You may not obtain or attempt to obtain any materials or information through any means not intentionally made available or provided for through City of Tallmadge Online Content.

LIABILITY DISCLAIMER

THE INFORMATION INCLUDED IN OR AVAILABLE THROUGH CITY OF TALLMADGE ONLINE CONTENT MAY INCLUDE INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN. THE CITY OF TALLMADGE MAY MAKE IMPROVEMENTS AND/OR CHANGES IN CITY OF TALLMADGE ONLINE CONTENT AT ANY TIME. ADVICE RECEIVED VIA CITY OF TALLMADGE ONLINE CONTENT SHOULD NOT BE RELIED UPON FOR PERSONAL, MEDICAL, LEGAL OR FINANCIAL DECISIONS AND YOU SHOULD CONSULT AN APPROPRIATE PROFESSIONAL FOR SPECIFIC ADVICE TAILORED TO YOUR SITUATION.



THE CITY OF TALLMADGE MAKES NO REPRESENTATIONS ABOUT THE SUITABILITY, RELIABILITY, AVAILABILITY, TIMELINESS, AND ACCURACY OF THE INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS CONTAINED ON CITY OF TALLMADGE ONLINE CONTENT FOR ANY PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL SUCH INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS ARE PROVIDED "AS IS" WITHOUT WARRANTY OR CONDITION OF ANY KIND. THE CITY OF TALLMADGE HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH REGARD TO THIS INFORMATION, SERVICES AND RELATED GRAPHICS, INCLUDING ALL IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL THE CITY OF TALLMADGE BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL DAMAGES OR ANY DAMAGES WHATSOEVER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF USE, DATA OR PROFITS, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE USE OR PERFORMANCE OF CITY OF TALLMADGE ONLINE CONTENT, WITH THE DELAY OR INABILITY TO USE CITY OF TALLMADGE ONLINE CONTENT OR RELATED SERVICES, THE PROVISION OF OR FAILURE TO PROVIDE SERVICES, OR FOR ANY INFORMATION, SERVICES AND RELATED GRAPHICS OBTAINED THROUGH CITY OF TALLMADGE ONLINE CONTENT, OR OTHERWISE ARISING OUT OF THE USE OF CITY OF TALLMADGE ONLINE CONTENT, WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, EVEN IF CITY OF TALLMADGE HAS BEEN ADVISED OF THE POSSIBILITY OF DAMAGES. BECAUSE SOME STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IF YOU ARE DISSATISFIED WITH ANY PORTION OF CITY OF TALLMADGE ONLINE CONTENT, OR WITH ANY OF THESE TERMS OF USE, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USING CITY OF TALLMADGE ONLINE CONTENT.

SERVICE CONTACT: WEBMASTER@TALLMADGE-OHIO.ORG

TERMINATION/ACCESS RESTRICTION

The City of Tallmadge reserves the right, in its sole discretion, to terminate your access to City of Tallmadge Online Content and the related services or any portion thereof at any time, without notice. To the maximum extent permitted by law, this agreement is governed by the laws of the State of Ohio, U.S.A. and you hereby consent to the exclusive jurisdiction and venue of courts in Summit County, Ohio, U.S.A. in all disputes arising out of or relating to the use of City of Tallmadge Online Content. Use of City of Tallmadge Online Content is unauthorized in any jurisdiction that does not give effect to all provisions of these terms and conditions, including without limitation this paragraph. The City of Tallmadge's performance of this agreement is subject to existing laws and legal process, and nothing contained in this agreement is in



City of Tallmadge IT Policy

derogation of the City of Tallmadge's right to comply with governmental, court and law enforcement requests or requirements relating to your use of City of Tallmadge Online Content or information provided to or gathered by the City of Tallmadge with respect to such use. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect. Unless otherwise specified herein, this agreement constitutes the entire agreement between the user and the City of Tallmadge with respect to City of Tallmadge Online Content and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between the user and the City of Tallmadge with respect to City of Tallmadge Online Content. A printed version of this agreement and any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. It is the express wish to all parties that this agreement and all related documents be drawn up in English.