

## Twitter

The rules for using Twitter are at <https://support.twitter.com/articles/18311#>

With how to report on this page <https://support.twitter.com/articles/15789#>

You should provide the Twitter name of the person you are reporting and the web address (url) of the post.

### Content Boundaries and Use of Twitter

In order to provide the Twitter service and the ability to communicate and stay connected with others, there are some limitations on the type of content that can be published with Twitter. These limitations comply with legal requirements and make Twitter a better experience for all. We may need to change these rules from time to time and reserve the right to do so. Please check back here to see the latest.

- **Impersonation:** You may not impersonate others through the Twitter service in a manner that does or is intended to mislead, confuse, or deceive others.
- **Trademark:** We reserve the right to reclaim usernames on behalf of businesses or individuals that hold legal claim or trademark on those usernames. Accounts using business names and/or logos to mislead others may be permanently suspended.
- **Private Information:** You may not publish or post other people's private and confidential information, such as credit card numbers, street address or Social Security/National Identity numbers, without their express authorization and permission.
- **Violence and Threats:** You may not publish or post direct, specific threats of violence against others.
- **Copyright:** We will respond to clear and complete notices of alleged copyright infringement. Our copyright procedures are set forth in the Terms of Service.
- **Unlawful Use:** You may not use our service for any unlawful purposes or in furtherance of illegal activities. International users agree to comply with all local laws regarding online conduct and acceptable content.
- **Misuse of Twitter Badges:** You may not use badges, such as but not limited to the Promoted or Verified Twitter badge, unless provided by Twitter. Accounts using these badges as part of profile photos, header photos, background images, or in a way that falsely implies affiliation with Twitter may be suspended.

# How to report issues to Facebook and Twitter



Abusive behaviour can be reported directly from this link <https://support.twitter.com/forms/abusiveuser>



## E-safety education

It is important to remember that it is education that prevents many issues. The banning of children from using Facebook and Twitter may appear attractive and is in some cases necessary. However a discussion and agreement about their use may be a more sustainable way forward with many children.

Look at our web site: <http://bit.ly/somersetesafety> for more resources.



A guide on reporting issues to two of the most popular social networks



## Facebook

There are frequent breaches of Facebook's community standards and it is everyone's right to report these issues.

Facebook's community Standards ([www.facebook.com/communitystandards](http://www.facebook.com/communitystandards)) include sections on:

- Violence and threats
- Self-harm
- Bullying and Harassment
- Hate Speech
- Graphic Content
- Nudity and Pornography
- Identity and Privacy
- Intellectual Property
- Phishing and Spam
- Security

The terms and conditions ([www.facebook.com/legal/terms](http://www.facebook.com/legal/terms)) explain user duties and responsibilities.

If you feel that any of the above have been broken then you should report the infringements to Facebook.

This link: [www.facebook.com/help/441374602560317/](http://www.facebook.com/help/441374602560317/)

will lead you to a page with many links on how to report content.

In all cases we would suggest you screenshot the offending post by pressing the 'Print Scr' key to record the evidence. This can then be placed into a word document by pasting (ctrl+V) in the picture.



## How to report to Facebook

### If you do not have a Facebook Account

Use the link: [www.facebook.com/help/contact/?id=274459462613911](http://www.facebook.com/help/contact/?id=274459462613911)

There are several other links and pages from each option so you have to be patient.

If you have the web address (url) of the offending site it makes the process easier.

### If you have a Facebook Account

If you want just to report certain items then you can use the report button that appears near each item.



More information on this is given

at: [www.facebook.com/help/reportlinks](http://www.facebook.com/help/reportlinks)

In both cases report(s) of the decisions are sent to your email address and if you have an account your support dashboard.

