

# Terms of use for the CAA's social media accounts

By following the CAA on social media, you can expect 1-5 posts a week. Information posted may include:

- our latest media releases
- information about rule development and compliance
- invitations to provide us with feedback
- information about employment opportunities
- sharing\* of interesting news items relevant to the aviation and security sectors.

We may follow organisations and individuals that are relevant to the CAA. At this stage, we will only be following major stakeholders, other New Zealand government and overseas government and other counterpart agency accounts - please do not take it personally if we do not follow you back. This is so we can best manage our time and the account. Please let us know of any organisation that you think we should be following. Following does not imply endorsement or guarantee the accuracy of their information.

If you follow us on Facebook you are subject to the **[Facebook Statement of Rights and Responsibilities](#)**.

If you follow us on LinkedIn you are subject to the [LinkedIn User Agreement](#).

## Monitoring

CAA social media accounts are monitored Monday-Friday, 8.30am-5pm. We reserve the right to remove any post or comment that does not comply with the social media service's Terms of Service or user agreement.

In addition, we reserve the right to remove content that:

- is not relevant
- breaches legislation or intellectual property rights
- is deemed offensive
- is discriminatory
- demonstrates political bias or is of otherwise political nature
- pertains to commercial activity, including advertising.

We will try to reply to all questions within three working days. Facebook may sometimes be unavailable, during which time we won't be able to monitor our account.

## Replies, retweets, commentary and third party content

We will attempt to answer all questions but there are some matters that we won't be able to discuss, such as situations where the CAA is engaged in an ongoing investigation or if the material is of a political nature.

We will review replies and comments made to us, and pass any emerging themes or helpful suggestions to the relevant people in the CAA. However, we may choose not to reply to irrelevant or offensive questions and statements.

Any media queries should be directed to the CAA's Corporate Communications team: [http://www.caa.govt.nz/about\\_caa/contact\\_us.htm](http://www.caa.govt.nz/about_caa/contact_us.htm)

Any requests for information under the Official Information Act should be directed to the CAA Legal team at [oia@caa.govt.nz](mailto:oia@caa.govt.nz).

\*We may choose to retweet, repost, mention or post information by other organisations and/or individuals for the interest and information of our followers. However, we do not endorse or guarantee the accuracy of this information.

### **Disclaimer**

The contents of our social media accounts are intended for informational purposes only. The CAA shall in no event accept any liability for loss or damage suffered by any person or body due to information provided on these sites or linked sites.

The information on our social media sites and all government web sites is provided on the basis that persons accessing the web site undertake responsibility for assessing the relevance and accuracy of its content.

These terms of use may be updated at any time without notice.

Email [comms@caa.govt.nz](mailto:comms@caa.govt.nz) if you have any questions or comments.