

SASA Twitter Policy

If you follow us on Twitter you can expect tweets about:

- Key outputs
- Notifications – publications, consultations, events, visits
- Invitations to provide feedback on our work
- Links to content on external websites which we feel may be of use to our followers
- Recruitment – vacancies and appointments

Following

We will follow accounts relevant to the work of SASA. If you follow SASA's Twitter accounts, we will not automatically follow you back. This is to discourage the use of Direct Messages and avoid spam. It is also so that you can easily identify other key Twitter users that we think are relevant to our work. To maintain relevant and appropriate content we may occasionally unfollow some accounts.

@Replies and direct messages

We welcome feedback and ideas from our followers and will endeavour to respond where we can.

We will read all Direct Messages and ensure that any emerging themes or helpful suggestions are passed to the relevant people. We will also monitor @replies and respond if we feel it would be appropriate.

Retweets and copyright

We only retweet content that you'd expect to see from us on Twitter. We will consider any request to retweet content from others based on relevance and propriety. We may not always satisfy such requests.

Other websites

We may occasionally post links to content on external websites. The sites linked from our Twitter accounts are not under our control and we do not assume any responsibility or liability for communications or materials available at linked sites.

Availability

The SASA Twitter accounts are managed by SASA staff. We actively monitor our Twitter accounts during office hours, Monday to Friday. We cannot accept responsibility for lack of service due to Twitter downtime.

Comment policy

We value the views of our users and welcome feedback and ideas from all our followers. User engagement is fundamental to the work of SASA and we will join the conversation where we can, to contribute impartially and objectively.

We want to encourage an honest, forthright, polite and respectful conversation on Twitter. To help make that happen, please bear in mind the following:

- Don't write anything discriminatory, racist, abusive, obscene, provocative, or unlawful
- Don't write anything defamatory.
- Don't use copyrighted material without the owner's permission
- Don't use this forum for self-promotion or commercial gain

To maintain a safe and welcoming environment for others, we may ask users to stop sending tweets that break these rules. We will request the deletion of content that breaks these rules. Failure to delete content when requested will result in offending accounts being blocked.

It is not always possible or appropriate to reply to all the messages we receive. If you feel that your messages, or those of others, have not received an appropriate response you can contact us through official channels (below) for a direct response.

SASA are bound by the Civil Service Code, and cannot engage on issues of party politics. We will not share or discuss information relating to individuals and advise followers not to share their personal details on Twitter.

Official Communication

Twitter is an informal channel. If you'd like a formal response from us, please contact us directly through official channels. The usual ways of contacting us for official correspondence are detailed in the contact us section of our website:

[SASA Website](#)

To contact us regarding the SASA Twitter accounts you can email us at info@sasa.gov.scot.

We will not use Twitter as a communication channel for official requests, such as Freedom of Information and data protection requests.

Endorsement

Our use of Twitter, following of Twitter accounts, retweets and links are intended for the convenience of users, they do not imply endorsement of any kind.

This Policy

Thank you for taking the time to read this policy. From time to time, SASA will review it and may make changes to it. Please check this page periodically to make sure you are aware of any changes.