



## TWITTER POLICY

We manage our own Twitter feeds so you can be assured that any comments are posted by one of our team.

We will update our feed during office hours with:

- General News on Thamesdown
- Great offers and promotions you won't want to miss out on
- Updates on how our services are running
- Exciting links from other people we have decided to follow

In time, we aim to provide more detailed service information on specific journeys outside of office hours, this includes at weekends and on Bank Holidays. If you need to get information on services urgently outside of office hours, please visit our website [www.thamesdownbus.com](http://www.thamesdownbus.com) or call Traveline on 0871 200 22 33.

We will monitor all comments and try to respond to everyone one as soon as we can – but please remember our priority is to make sure the buses are running as promptly as possible so sometimes we may not be able to get back to you straight away!

However, we won't respond to tweets to us that include vulgar language or swear words. Other tweets that won't get a response from us include those which:

- Defame, abuse, harass, stalk, threaten any person or entity
- Are obscene, indecent, unlawful or otherwise objectionable.
- Could be deemed to be commercial advertising
- Advertises or offers goods, services or conducts surveys- although if we choose to follow you we may happily re-tweet some of your messages
- Aren't posted in English- sorry we aren't talented linguists!

Remember you remain responsible for the content of any posts. Thamesdown will not accept any liability for comments that are unlawful, fraudulent or breach national or international law.

## Linking

We'd be delighted if you want to share our links with other people or websites, but if you do this it cannot be in a way that damages our reputation. Nor should it suggest we have any association with, or approval for, the linked organisation.

We may choose to display any posts indefinitely, but we can't guarantee to do so.

There may be items that can't be dealt with through Twitter and we may ask you to contact us through our website or customer services phone line on 01793 428428.

#### Following

We will try to follow as many Swindon people as possible and we are delighted you are following us. Sometimes we might not follow you right back, but we'll try to!

#### Tweets we retweet

Not everything we tweet will be about our services, but also life in Swindon. We will carefully select individuals and companies who we think can add to your travel experience, or will just add good local interest to our feeds.

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