



## Hilltown Community Health Centers, Inc.

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### Terms & Conditions

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#### **Purpose:**

Hilltown Community Health Centers, Inc. (HCHC) management has adopted these Terms & Conditions to have a formal documented process for web log file data, subscription to our electronic mailing list and announcements, and email communications. HCHC has adopted these Terms & Conditions to have a formal documented process to encourage open discussions including questions, feedback, stories and experiences on social media sites that are maintained by HCHC including but not limited to: Facebook, Twitter, LinkedIn, YouTube, GooglePlus, Tumblr, and Pinterest.

#### **Policy:**

##### 1. Web log file data:

We collect some basic web log file data about web site visitors. This information includes domain names, website traffic patterns and server usage statistics. This information is used for site management and administration and to improve the content and overall performance of our website.

##### 2. Subscription to our Electronic Mailing List and Announcements:

Online subscribers to our electronic announcements are providing Hilltown Community Health Centers, Inc. with an email address, which is kept in a private email list. The email list is only used for the purposes of sending electronic announcements. HCHC may send an email communication related to any changes in our services, hours of operation, organizational updates, our electronic newsletter and other general health topics that may be of interest to the subscribers. We will not share or sell information or email addresses to any third party. To remove a name and personal information from our mailing list at any time, email [info@hchcweb.org](mailto:info@hchcweb.org) or by calling 413-238-5511 ext. 118.

##### 3. Email Communications:

Our web site offers a contact form to contact us. Email messages, like most internet email messaging services, does not provide a secured method of delivery to communicate with us and other third parties. It is possible that your email communication, if not encrypted, may be accessed or viewed inappropriately by another internet user while in transit to us. If you wish to keep your communication completely private, you should not use email to contact us.

Hilltown Community Health Centers, Inc. does not collect an email address unless it is voluntarily submitted it to us or a person chooses to communicate with us via email. We do not sell or rent any email addresses or personal information. We do our best to respond to email messages requiring a response within a reasonable time frame during business hours. If someone decides to use the 'Email HCHC' page to communicate with us, the message and email address will be forwarded to the appropriate department within the organization for follow up.

We make reasonable efforts to monitor participation to ensure that postings are on-topic and appropriate subject matter. Our social media platforms are not intended for serious or urgent medical matters and should not be considered medical advice nor should they replace a consultation with a health care professional. For emergencies dial 9-1-1.

Commenting or posting on our social media platforms is at the user's discretion. Please be aware that your post has the potential to be seen by the world and will remain visible for some time. Exercise caution and avoid providing personal, identifiable or sensitive information about you or your family.

Hilltown Community Health Centers, Inc. (HCHC) management has adopted this policy, along with the following Terms and Conditions related to social media practices.

By commenting on or posting any type of material on Hilltown Community Health Centers, Inc. social media sites, you give Hilltown Community Health Centers, Inc. the irrevocable right to reproduce, distribute, publish, display, edit, modify, create derivative works from, and otherwise use your submission for any purpose in any form and on any media.

You agree that you will not:

1. Post material that infringes on the rights of any third party, including intellectual property, privacy or publicity rights;
2. Post material that is unlawful, obscene, defamatory, threatening, harassing, abusive, slanderous, hateful, or embarrassing to any other person or entity as determined by Hilltown Community Health Centers, Inc. in its sole discretion;
3. Post advertisements or solicitations of business;
4. Post chain letters or pyramid schemes;
5. Impersonate another person;
6. Allow any other person or entity to use your identification for posting or viewing comments;
7. Post the same note more than once or "spam";

Hilltown Community Health Centers, Inc. reserves the right (but is not obligated) to do any or all of the following:

1. Remove communications that are abusive, illegal or disruptive, or that otherwise fail to conform with these Terms and Conditions;

2. Terminate a user's access to the social media channel upon any breach of these Terms and Conditions;
3. Edit or delete any communications posted, regardless of whether such communications violate these standards.

Finally, you agree that you will indemnify Hilltown Community Health Centers, Inc. against any damages, losses, liabilities, judgements, costs or expenses (including reasonable attorneys' fees and costs) arising out of a claim by a third party relating to any material you have posted.

Questions regarding this policy or any related procedure should be directed to the Practice Manager at 413-238-4126.

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