

## **HIAL's social media policy – rules and guidance for the public**

We currently use Twitter, Facebook, LinkedIn, YouTube and Instagram to provide information about our services and other key events.

Our social media sites are monitored during normal office hours / airport opening hours and are not monitored 24/7.

If you choose to interact with us via our social media channels, you agree must adhere to the following rules:

- Do not post messages that are unlawful, prejudicial to court proceedings, abusive, harassing, defamatory, abusive, threatening, harmful, libellous, obscene, profane, sexually oriented or racially offensive
- Do not post the same message, or very similar messages, more than once (also called "spamming")
- Do not publicise your, or anyone else's, personal information, such as contact details
- Do not advertise products or services
- Do not impersonate someone else

We want to engage with our customers and other stakeholders in a civil and relevant manner and ask that users do the same. We reserve the right to delete posts and block users who do not adhere to the above rules.

If you require information regarding flight cancellations, you are advised to speak to your airline direct.

If you require information regarding flight arrival and departure times, you can also visit [www.hial.co.uk](http://www.hial.co.uk) or [www.invernessairport.co.uk](http://www.invernessairport.co.uk) or contact your local airport direct.

Source: Highland Council Policy of Social Media Use