



Union Water Supply System Inc. Social Media Terms of Use Policy

POLICY NO: UW-M05-002

Date Adopted: February 25, 2026

TERMS OF USE

These Terms of Use apply when you communicate with Union Water Supply System Inc. (UWSS Inc.) through our social media platforms, including but not limited to Facebook, Instagram, LinkedIn, YouTube, or any other official channel. Please read them carefully.

Thank You for Connecting with UWSS Inc.

Our official social media accounts are intended to keep you informed about your water services. We strive to provide accurate, timely, and helpful updates and resources.

WHAT TO EXPECT FROM US

We generally post a few times per week, mainly on weekdays, and less frequently on weekends or Ontario statutory holidays. Our posts may include:

- Service updates.
- Scheduled maintenance notices.
- Water conservation tips.
- Emergency alerts (e.g., water main breaks, boil water advisories).
- Community engagement and educational information.

During business hours, we make every effort to monitor and respond to your comments, direct messages, or mentions. Please note: our social media platforms are not monitored 24/7.

EMERGENCIES AND URGENT ISSUES

Social media is not monitored for emergencies.

For urgent water-related issues, contact our 24/7 emergency line:

- Call: **519-326-4447**
- Available 24 hours a day, 7 days a week, 365 days a year.

For medical, police, or fire emergencies, call **9-1-1**.

GENERAL GUIDELINES AND COMMENTING POLICY

We encourage open dialogue but expect all users to engage respectfully. To ensure a safe, welcoming online environment, please follow these guidelines:

Engage constructively:

- Keep comments relevant to the post or topic being discussed.
- Be respectful in all interactions.

Prohibited content includes but is not limited to:

- Language that is offensive, abusive, discriminatory, harassing, or hateful.
- Misrepresenting your identity or impersonating someone else.
- Spam, solicitations, or unauthorized advertising.
- Violating legal, privacy, or intellectual property rights.
- Including personal information (e.g., account numbers, addresses).

UWSS Inc. reserves the right to remove content and block users as necessary to ensure compliance with these guidelines.

PROTECT PERSONAL INFORMATION

Social media is a public forum. Do not post confidential or sensitive personal information. If your concern requires privacy, please contact UWSS Inc. through our official communication channels listed on our website.

CONTENT MODERATION

While UWSS Inc. may monitor activity on our social media accounts, we are not obligated to do so. Comments and posts represent the views of individual users and not UWSS Inc.

We reserve the right to:

- Remove content that violates these Terms of Use or platform guidelines.
- Block users who repeatedly or seriously violate our expectations or at any time in our sole discretion.
- Report content or users to the platform or law enforcement when appropriate.

Social media channels are moderated by UWSS Inc. staff. Inappropriate, offensive, or discriminatory content will not be permitted. We are committed to maintaining respectful, inclusive, and professional interactions online.

UWSS Inc. adheres to our Health and Safety Policy and Violence and Harassment Policy and will take reasonable steps to prevent and address online conduct that may pose risks to the psychological or physical well-being of employees, in line with the *Occupational Health and Safety Act* and the *Ontario Human Rights Code*.

EXTERNAL LINKS

We may share links to third-party websites for convenience or information purposes. These links do not imply endorsement, and UWSS Inc. is not responsible for the content or security of external sites. Always exercise discretion when visiting third-party websites.

DISCLAIMER AND LIMITATION OF LIABILITY

All content shared through UWSS Inc. social media channels is provided “as is” for informational purposes only. We do not guarantee its accuracy, timeliness, or completeness.

UWSS Inc. is not liable for any loss or damage resulting from use or reliance on content from our social media accounts or any third-party links shared.

PRIVACY NOTICE

Social media platforms have their own privacy policies and data collection practices. UWSS Inc. does not control how these platforms collect or use your personal information. Please review their privacy policies before posting or sharing any personal data.

If UWSS Inc. collects any personal information through social media interactions, it will be handled in accordance with our Privacy Policy.

CHANGES TO THESE TERMS

UWSS Inc. reserves the right to update or modify these Terms of Use at any time without notice. By continuing to engage with our social media accounts, you agree to the current version of these terms.

GOVERNING LAW

These Terms of Use are governed by the laws of the Province of Ontario and the Government of Canada.

Thank you for helping us maintain a respectful and informative online community. For questions or more information, please email info@unionwater.ca

Record of Amendments

Version	Date	Amendment Description	Approved By
1.0	February 25, 2026	Initial policy approval and implementation	Board