

## **RSA Social Media Policies**

The RSA website, [www.rsa-al.gov](http://www.rsa-al.gov), is the official and primary source of online communication and information from the RSA. The RSA maintains a social media presence to keep our members and the public informed in a timely manner.

The RSA's social media presence includes, but is not limited to, Twitter, Facebook, LinkedIn, and Vimeo. Other tools and platforms may be added at a later date at the discretion of the RSA. The social media accounts used by the RSA are not intended to replace traditional methods of communication, but simply provide an alternative way to engage with our members, beneficiaries, and others who have an interest in the RSA.

### **General Guidelines**

1. Any participation on RSA social media accounts is at the risk of the user. RSA is not responsible for any information you provide on our official social media accounts.
2. Comments and opinions expressed by the public on RSA social media accounts are theirs alone and do not necessarily reflect the opinion of the RSA staff or the ERS, TRS, or PEEHIP Boards of Control.
3. Posts made by the RSA on our social media accounts are intended for general use. Information provided is not intended to provide you with specific benefits, insurance, retirement, financial, or investment advice. RSA cannot and does not guarantee its applicability or accuracy with regard to your individual circumstances.
4. The RSA assumes no liability for damages incurred directly or indirectly as a result of errors, omissions, or discrepancies.
5. The RSA is not responsible for any content and does not endorse any website or advertisement that is linked to or from our social media accounts.
6. The information included on RSA social media accounts does not amend or overrule any applicable statute or administrative rules, or any decision rendered by, rule, or policy put in place by RSA administration or the ERS, TRS, or PEEHIP Boards of Control.

### **Content and Comments**

Participants are not expected to support everything the RSA does or agree with all of the information posted, however, the RSA expects and encourages comments on our social media accounts to be courteous and polite. Comments and opinions posted by members of the public are theirs alone and do not represent the opinion of the RSA. The RSA may delete comments and content deemed non-permissible, including but not limited to comments, hyperlinks, and URLs that:

- Are off-subject or out-of-context
- Are threatening, harassing, defamatory, or discriminatory
- Contain obscenities
- Contain confidential or sensitive RSA information or confidential member information
- Contain protected health information
- Incite or promote violence or illegal activities

- Advertise or promote a commercial product, service, entity, or individual
- Contain copyright-infringing material
- Promote or endorse political campaigns or candidates
- Appear to be a repetitive, copied and pasted post
- Or are otherwise illegal or violate RSA policy, or are deemed objectionable by the RSA.

RSA will not edit comments to remove objectionable content; rather, the comment will be deleted entirely. The RSA reserves the right to permanently ban those who post non-permissible content. Users may be banned immediately or warned prior to banning, depending upon the content and/or number of violations.

### **RSA's Security and Privacy Objectives**

In addition to those policies outlined in RSA's Security and Privacy Objectives (see link above), the RSA will only post public information on our social media accounts. Confidential member information should not be posted. Individuals who enter personal information on social media accounts do so at their own risk. The RSA is not responsible for any private information posted by social media users and may remove postings that contain personally identifiable information that may lead to the identification of a particular person, such as Social Security Numbers or phone numbers. Do not post personally identifiable information to any of the RSA's social media accounts. The RSA is not responsible for any damages caused by delays in such removal.

RSA will not answer personal, benefit-related questions on our social media pages. If you have questions about your retirement, please call RSA's Member Services Call Center at 877.517.0020 or 334.517.7000. You may also submit questions from the RSA website's [Contact Us](#) page.

When using any social media platform, the public should exercise further caution by carefully reviewing personal social media privacy settings.

### **Response Time**

The internet is a 24/7 medium, and your comments on RSA social media accounts are welcome at any time. However, given the need to manage our resources, moderating and responding to comments will typically occur during our regular business hours of Monday-Friday, 8:00 A.M. – 5:00 P.M. Any comments submitted after hours, on weekends, or during holidays will be reviewed as quickly as possible, which may be the next business day.

### **Linking**

RSA's social media accounts may link to other websites. These include links to websites operated by other government agencies, nonprofit organizations, and private businesses. The purpose of allowing external content on RSA's social media accounts is to provide users with the (1) location of and access to useful pension-related public information provided by other public agencies and nonprofit, nonpartisan organizations; and (2) location and delivery of public services via the internet.

If you use one of these links, you will leave the RSA's social media accounts and proceed to the selected site located on another server. When a user proceeds to another website via links, they are subject to the privacy policy of that new site. By providing links to other websites for your convenience, the RSA does not imply endorsement of a site's sponsor, nor does the RSA imply endorsement of any product, service, or activity offered on the websites or by any advertiser on the sites.

### **Third Party**

Portions of the RSA's social media accounts are hosted by third parties with their own terms of service. In addition, these third-party websites may use advertisements that the RSA does not sponsor, endorse, or recommend. These third-party websites have their own terms of service and policies. We encourage you to review them.

[Twitter Terms of Service](#)

[Facebook Terms of Service](#)

[LinkedIn Service Terms](#)

[Vimeo Terms of Service](#)

### **Open Records Requests**

Information contained on the RSA's social media accounts may contain communications that are considered public records and subject to the *Code of Alabama, Section 36-12-40*, regarding open records. Open records requests may not be made through RSA's social media accounts. All open records requests must be made in writing to RSA Legal.

### **Records Retention**

RSA social media accounts are subject to state records retention requirements and will apply regardless of format (text, photos, audio, video, etc.). The RSA will put forth reasonable efforts to archive copies of social media content in order to meet state records retention obligations.

### **Media Inquiries**

All media inquiries should be directed to the RSA Communications Division at [communications@rsa-al.gov](mailto:communications@rsa-al.gov).

### **Disclaimer**

RSA's social media accounts include general information about RSA programs and benefits and may not represent or include completely the law and/or rules that govern the RSA. Alabama law and/or administrative rules will supersede any information in conflict.