



Ontario Teachers' Social Media Terms of Use

These Social Media Terms of Use apply to the content of, and engagement with, the authorized social media websites, pages and accounts ("sites") of the Ontario Teachers' Pension Plan Board ("Ontario Teachers", "we", "us" or "our"), including Ontario Teachers' social media sites on Facebook, Twitter, YouTube and LinkedIn. By visiting or otherwise interacting with any Ontario Teachers' site, you agree to these Terms.

Privacy

When you interact with us on social media, we may collect, use and disclose your information as described in our [Privacy Notices](#). Your information will be treated as a "Website Visitor" under our Privacy Notices unless you are a "Plan Member", "Job Applicant", or "Potential Candidate" as defined in those Notices.

Do not post personal or confidential information on Ontario Teachers' social media sites. Personal information is information that would lead to the identification of a particular person, such as a social insurance number, phone number or Ontario Teachers' account number (internal reference number). Confidential information includes personal information and any other information not publicly disclosed which is of a sensitive or proprietary nature.

Ontario Teachers' is not responsible for any personal or confidential information posted by Plan Members or other individuals using its social media sites. Ontario Teachers' may remove posts that contain personal or confidential information, but Ontario Teachers' is not responsible for any damages caused by any delay or failure to remove posts that contain personal or confidential information. Individuals who enter personal or confidential information on Teachers' social media sites do so at their own risk.

If your communication relates to your specific benefits or account as a Plan Member, please access your Ontario Teachers' online account at <https://www.otpp.com/members/my/>, visit our [Member Help Centre](#), email inquiry@otpp.com, call us at 1-800-668-0105 or write to us at the Ontario Teachers' Pension Plan, 5650 Yonge Street, Toronto, ON, M2M 4H5.

Content and Interaction Guidelines

Ontario Teachers' Content and Moderation

Ontario Teachers' is not responsible for any online information that is not posted by authorized Ontario Teachers' representatives. We are not responsible or liable for the actions or omissions of any person or social media site that is not an authorized Ontario Teachers' social media site.

Information on Ontario Teachers' social media sites is made available to you for your independent, non-commercial use and is not intended to provide you with benefits, insurance, retirement or investment advice. We cannot and do not guarantee its applicability or accuracy with regard to your individual circumstances. We do not represent or warrant the correctness, accuracy, timeliness, reliability or appropriateness of the content made available on our social media sites. Ontario Teachers' is not responsible for any direct or indirect damages relating to errors, omissions or discrepancies on its social media sites.

The information contained on Ontario Teachers' social media sites is for information distribution and discussion purposes only. In the event of a conflict between the information contained on Ontario Teachers' social media sites and the information contained on Ontario Teachers' website or in Plan Member communications and official plan documents, the information contained on Ontario Teachers' website and in Plan Member communications and official plan documents will govern. Any comments by or opinions of Plan Members or other individuals who engage on Ontario Teachers' social media sites are theirs alone and do not represent the opinions of Ontario Teachers' or its employees.

We may review posts, comments, messages and other communications on social media sites, but we may not reply to and/or moderate all discussion involving Ontario Teachers'.

The views of those that engage with us on social media may or may not be the views of Ontario Teachers'. If we like, comment on, re-post or otherwise interact with content, we are not endorsing that content or saying that it is true. We are also not endorsing the author or originator of the content. Similarly, following an account does not imply an endorsement of that account or its operator.

Interaction Guidelines

Ontario Teachers' may delete or take any other action it deems necessary to address or respond to any non-permissible content or the person or account who communicated the content. Non-permissible content includes but is not limited to comments, images, URLs and hyperlinks that:

- are off-subject, out of context, or otherwise inconsistent with the purposes of Ontario Teachers' social media sites;
- are threatening, harassing, defamatory or discriminatory;
- contain obscenity or pornography, or express racist, hateful, sexist, homophobic, slanderous, or insulting content;
- contain personal or confidential information, including confidential information about Ontario Teachers' or personal information of Plan Members;
- are offensive to an individual or an organization, rude in tone, or otherwise abusive;
- are not sent by the purported author;
- are put forward for advertising purposes and/or are written in a language other than English or French;
- are repetitive or spam;
- contain information that could reasonably be construed to compromise public safety;
- incite or promote violence or illegal activities;
- advertise or promote a commercial product, service, entity or individual;
- infringe on intellectual property rights;
- promote or endorse political campaigns or candidates; or
- are otherwise illegal or violate Ontario Teachers' policies.

Disagreements and constructive arguments are welcome as part of the discussions; however, inappropriate, abusive, discriminatory, offensive or unlawful comments are prohibited and will be subject to deletion.

If we determine that you are or have been engaged in prohibited activities, were not respectful of other users, or otherwise violated these Terms, we may deny you access to the applicable site on a temporary or permanent basis, or report you to the operator of the social media platform. Posts or other communications that relate to possible criminal activity may be forwarded to law enforcement authorities.

Response Time

Although we realize social media is a 24/7 communication channel, Ontario Teachers' will post content and review comments on its social media sites during regular business hours, Eastern Time. Comments that are posted after hours and on weekends or holidays will be reviewed as soon as possible; this may mean the next business day. Under no circumstances will Ontario Teachers' be held liable for any failure to respond, or failure to respond within any given time period.

Linking

Ontario Teachers' may link to third party websites for convenience or informational purposes. By providing links to other websites, Ontario Teachers' does not imply endorsement of a website's sponsor or content, nor does Ontario Teachers' imply endorsement of any product, service or activity offered on the websites or by any advertiser on the sites.

External Social Media Platforms

The external social media platforms (e.g., Facebook, Twitter, YouTube, etc.) on which the Ontario Teachers' social media sites are located are operated by third parties and any interaction or information shared on these platforms may be subject to the platform's own terms, conditions, and privacy practices. When engaging with Ontario Teachers' social media sites, you should exercise caution by carefully reviewing your privacy and account settings for the external social media platform. We also encourage you to read the terms of use and privacy guidelines and policies of the external social media platform.

Additional Legal Terms

Only individuals who can form legally binding contracts under applicable laws, who are 18 years of age or older, and who are not barred from using the website under applicable laws may be engaged with Ontario Teachers' social media sites.

You agree that you will be personally responsible for your engagement with Ontario Teachers' social media sites and for all of your communication and activity connected to them. You agree that you will use this website responsibly and in compliance with all applicable laws and these Terms.

You agree that you will not hack into any Ontario Teachers' social media sites or access, use or engage with Ontario Teachers' social media sites for unauthorized purposes. You further agree that you will not take any action or do anything which imposes an unreasonable burden on or interferes with any Ontario Teachers' social media site.

Ontario Teachers' and its employees, agents and independent contractors will not be responsible or liable for any damages, whether direct, indirect, incidental, special, consequential or other damages in any way arising out of or in connection with its Twitter account, including its content.

These Terms shall be governed by and interpreted in accordance with the laws of the Province of Ontario and the laws of Canada that apply in Ontario, without regard to principles of conflicts of laws. You agree that any dispute or claim arising out of or in connection with these Terms of Use will take place in the courts of the Province of Ontario.

Media Requests

Members of the media should direct inquiries to media@otpp.com.

Questions?

If you have any questions about Teachers' social media presence, please contact us at member_communications@otpp.com.