

This Social Media Policy has been written to explain how the Fonds de recherche du Québec – Santé (FRQS) [www.frqs.gouv.qc.ca](http://www.frqs.gouv.qc.ca) interacts with you on social media platforms. It also sets out proper conduct rules for the FRQS and for social media users interested in interacting with the FRQS.

## **Content and Protection of Personal Information**

The FRQS' use of social media serves as an extension of its presence on the Web, offering an alternative way to communicate with our clientele about our services and the research conducted in Québec. Social media accounts are public and are not hosted on FRQS servers. Users who choose to interact with the FRQS via social media should read the terms of service and privacy policies of these third-party service providers and those of any applications you use to access them.

The FRQS uses social media including Facebook, Twitter, LinkedIn and YouTube and has a blog which is subject to the same terms and conditions.

## **Client Service via Social Media**

Your comments are welcome at any time. You can expect to see new content from Monday to Friday, 9 a.m. to 4 p.m. Eastern Time. However, we understand that the Web is a 24/7 medium. We will reply as quickly as possible to comments made outside of regular office hours.

Because the servers of social media platforms are managed by a third party, our social media accounts are subject to downtime that may be out of our control. As such, we accept no responsibility for platforms becoming unresponsive or unavailable.

## **Interaction with other Social Media Accounts**

Decisions on the part of the FRQS to “follow,” “favourite” or “subscribe” to another social media account does not imply an endorsement of that account, channel, page or site (including its content), and neither does sharing (re-tweeting, reposting or linking to) content from another user. The FRQS assumes no responsibility for the information found on these sites.

## Comments and Interaction

At the FRQS, we will read comments and participate in discussions in due time. We ask that your comments be relevant and respectful.

The FRQS reserve the right to edit or remove comments that:

- contain personal information;
- are contrary to the principles of the **Charter of Rights and Freedoms (c-12)**;
- express racist, hateful, sexist, homophobic, slanderous, insulting or life-threatening messages;
- put forward serious, unproven or inaccurate accusations against individuals or organizations;
- are aggressive, coarse, violent, obscene or pornographic;
- are offensive, rude or abusive to an individual or an organization;
- are not sent by the author or are put forward for advertising purposes;
- encourage illegal activity;
- contain announcements promoting labour or political organizations;
- are unintelligible or irrelevant;
- are repetitive or spam;
- do not, in our opinion, add to the normal flow of the discussion.

In short, please be respectful and make sure that your comments are relevant to where they are posted. The views of users commenting on our social media accounts do not necessarily represent the views of the FRQS.

The FRQS reserves the right to block users who post inappropriate content. Where applicable, we will exercise due diligence in dealing with inappropriate content during the regular office hours of the FRQS.

We ask you not to communicate personal, confidential or sensitive information via social media, especially if this could cause harm to you or others. For any questions regarding your personal file, please directly contact the program officer at the FRQS. In addition, the dissemination of scientific content on social media must respect copyright and intellectual property rights. We ask you to be particularly cautious regarding scientific content that has not yet been published.

## Accessibility

Social media platforms are third-party service providers and are not bound by Government of Québec standards for Web accessibility.

If you have difficulty accessing content on our social media accounts, please contact the [Webmaster](#). We will try to solve the problem or provide you with the information in a different format. However, it is better to contact the platform's help centre for more complex question or regarding their terms and conditions.

## **Language**

Many social media platforms have multiple language options and provide instructions on how to set your preferences. The FRQS respects the language laws in effect, and we are committed to ensuring that all of our information is available in French.

Notwithstanding the foregoing, the FRQS may share links directing users to websites whose content is available only in a language other than French.