

## **TARN Twitter Guidelines**

The Twitter account @TARNAudit is the official Twitter account of the Trauma Audit and Research Network, part of the Institute of Population Health, Manchester Academic Health Science Centre, at the University of Manchester. The Twitter account is run, monitored and managed by members of the TARN team based Salford Royal NHS Foundation Trust, on behalf of all colleagues and members of TARN across the country.

### **Content**

If you follow our Twitter feed you can expect regular Tweets, providing alerts highlighting any updated site content, interesting news or general information about our organisation. We may also Tweet information about other organisations we feel are relevant to TARN and our followers.

### **Following**

If you follow us on Twitter we may follow you back, we may also follow accounts who mention us by name but neither of these actions will imply any type of endorsement. Similarly we will not automatically follow all accounts, in which case not being followed does not imply criticism of any kind. Retweets and favourites do not imply endorsement of the product, company or individual either being referred to or whose account the original content has come from.

### **Availability**

The TARN Twitter page will be monitored and updated regularly, but not constantly, during normal office hours (Monday-Friday 8.30 – 4.30) and occasionally during the weekend. There may be times when Twitter is unavailable and TARN accepts no responsibility for lack of service during Twitter downtime.

### **@Replies and Direct Messages**

We welcome feedback and ideas from our followers, and strive to read all the comments we receive. When possible we will endeavour to reply and join in with conversations where we can, however we will not be able to reply individually to all messages we receive via Twitter. The team will not respond on Twitter to individual enquiries regarding Data Collection, Data Entry or Hospital Reports; to contact a member of the TARN team with correspondence surrounding these issues please call us on +44 (0) 161 206 4397, email us at [support@tarn.ac.uk](mailto:support@tarn.ac.uk) or visit the relevant section on the TARN website for more information.

### **Third Parties**

We ask that all posts are respectful and courteous to our staff, followers and other Twitter users. We will not be held responsible for content posted by third parties and reserve the right to remove any material or comments we deem to be unacceptable, including but not limited to: any and all abuse, harassment or threatening behaviour; any content which is deemed to be unlawful; any content which is deemed to be obscene; any content which is deemed to be slanderous or defamatory; any content which may reveal patient information or compromise patient confidentiality; any advertising by third parties; any content which is deemed as "spam". We reserve the right to terminate any involvement with users who post such content and will report any policy infringements as we see fit.