

January extended track closures - impacts all lines



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# X terms of use

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Translink uses X (formerly Twitter) to inform customers of service updates, new information and to keep you up-to-date on travel arrangements to upcoming events.

We encourage you to engage with us online, retweet and comment on our X page, and we welcome the diverse range of opinions that everyone has to share. However, we have some basic guidelines that are set out in our terms of use guide below. Translink reserves the right to update this policy at any time.

We monitor our X page 24 hours a day, 7 days a week. Translink cannot reply to all the tweets and messages we receive via X, however we do read all tweets and messages.

**go card enquiries** - Please be aware that due to privacy considerations, we cannot respond to your go card account enquiries via social media. For assistance, please call Translink on [13 12 30](#) 24 hours day, 7 days a week, or [log-in to your go card account](#).

## Terms of use

### 1. Content

1. We may occasionally use some automation (such as tools which generate tweets from RSS feeds), but intend that this will not dominate the messages posted.
2. If customers follow us, they can expect tweets covering some or all of the following:

- information about service disruptions
- public transport news
- upcoming service changes
- events in South East Queensland
- go card initiatives.

3. Please do not post anything that could be considered:

- Off-topic, repetitive or inappropriate.
- Abusive, defamatory, obscene, misleading, deceptive or violates another's legal rights.
- Offensive in tone, language or graphically.
- Harassment or personal attacks in reference or tone.
- Personal or sensitive information about other persons without their consent.
- In violation of any intellectual property rights of another individual.
- In violation of any law or regulation.

- Spam (including but not limited to unwanted emails, comments, likes, or other forms of harassing communications).
  - A link or reference to other Twitter pages, non-government or off-topic pages.
  - Impersonates any other person or falsely claims to represent any other person, whether living or dead, real or fictitious.
  - Indecent, obscene, pornographic or otherwise inappropriate.
  - Advertising, confidential or commercially sensitive material.
  - Prejudicial to any civil, criminal or legal proceedings or address issues which have been dealt with judicially.
4. Translink does not take any responsibility for any material posted by other accounts to the Translink X account. All content posted to or in relation to the Translink account is the sole responsibility of the person who originated such content, as per the X Terms of Service.
  5. Translink reserves the right to remove or refuse to distribute any content on X we deem to be outside the above guidelines.
  6. X also reserve the right to remove any content users post on the Translink X page which is in violation of the X Terms of Service.
  7. Followers who post to the Translink X account, grant X a worldwide, non-exclusive, royalty free licence (with the right to sublicense) to use and distribute any content posted.

## **2. Following**

1. If customers follow us on X we will not automatically follow customers back. This is to discourage the use of direct messaging, avoid resource wasting, spam handling and so that customers can easily identify other key X accounts that we think are relevant to our industry and government in who we follow. However, being followed by Translink does not imply endorsement of any kind.
2. If @Translink\_QLD is following you through X and you would prefer we did not, let us know and we will stop, or feel free to block our account.

## **3. Availability**

1. X may occasionally be unavailable and we accept no responsibility for lack of service due to X downtime.

## **4. Disclaimers**

1. The contents of the Translink X page are for general information only. Translink does not warrant, guarantee or make any representations regarding the currency, accuracy, correctness, reliability, usability or any other aspect of content presented on the Translink X page, whether the content is provided by Translink or others accessed through the Translink X page, via links or connections to their websites or distribution services.
2. The user accepts sole responsibility and all risk for using content presented on or accessed from the Translink X page. To the extent permitted by law, Translink is not liable to any person in respect of any loss or damage (including consequential loss or damage) which may be suffered or incurred or which may arise directly or indirectly in respect of content contained on and/or accessed from the Translink X page.
3. The content on the Translink X page may include the views or recommendations of others, which do not necessarily reflect the views of Translink, or indicate its commitment to a particular course of action.

## **5. Intellectual Property Rights**

1. If you post content to the Translink X page, you are agreeing that:
  - a) Translink and its partners may freely use, reuse, edit and modify the content, including any ideas or suggestions you may make for our service, with or without attribution to you.
  - b) You have permission to post content on these terms, including permissions from any other people who might have created, or be depicted or referred to within, the content.
2. Translink is not responsible for any misuse of user content or infringement of intellectual property rights by third parties who access the Translink X page.
3. All content posted by Translink on the Translink X page (including content and artwork), except for content produced by others and reproduced with permission, is owned by Translink.
4. Apart from fair dealing for the purposes of private study, research, criticism or review as permitted under Australian copyright law, no part of the content posted by Translink on the Translink X page may be reproduced, modified, stored in a retrieval system, transmitted, broadcast, published or reused for any commercial purposes whatsoever by any party (with the exception of X under its licence) without the written permission of Translink first being obtained.

## **6. Privacy**

- 1. Translink is committed to protecting your personal information. The privacy, accuracy and security of your personal information are protected in accordance with the *Information Privacy Act 2009* and *Translink's Privacy Statement*.
- 2. Any content you provide to Translink and its partners via X may be collected by Translink, its partners and X.

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We are available to answer your questions and help you with travelling on public transport across Queensland.

Call us on 13 12 30, 24 hours a day | Feedback form | More options

Information in your language

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