

January extended track closures - impacts all lines



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# Instagram terms of use

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Translink uses Instagram to share stories and interact with our customers.

We encourage you to engage with us, use our hashtags and mention us in your posts. We welcome the diverse range of photos and opinions that everyone has to share. However, we have some basic guidelines that are set out in our terms of use below. TransLink reserves the right to update the terms of use at any time.


TransLink cannot reply to all comments or mentions and messages we receive via Instagram, however, we do read all comments and mentions.

Please be aware that we cannot respond to network and travel planning enquiries on Instagram. Please contact us via [Twitter](#)  or [Facebook](#)  for enquiries, assistance and support or call us on [13 12 30](#) (24 hours a day, 7 days a week).

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. By accessing or using the Translink Instagram page, you agree to comply with these *Terms of Use* and the [Instagram Terms of Use](#) . If you do not accept the *Translink Terms of Use* or the *Instagram Terms of Use*, please refrain from using or interacting with Translink's Instagram page.
2. 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 Instagram 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.

3. Translink reserves the right to:

- monitor, remove, block and unfollow you
- remove or hide your content from our page
- report you to Instagram and seek Instagram to take appropriate action against you; in relation to any of your content or conduct which we consider to be outside these guidelines or which is in violation of the [\*Instagram Terms of Use\*](#).

Please respect other community members and their opinions and report any inappropriate or offensive material directly to [marketing@translink.com.au](mailto:marketing@translink.com.au)

#### 4. Disclaimers

1. The contents of the Translink Instagram 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 Instagram page, whether the content is provided by Translink or others, accessed through the Translink Instagram 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 Instagram 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 Instagram page.
3. The content on the Translink Instagram 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 tag TransLink in your content or use the hashtag provided in the bio section:
  - Translink and its partners may contact you to seek permission to use, reuse, edit and/or modify the content, including any ideas or suggestions you may make for our services, with or without attribution to you
  - You have permission to post the content (including photographs), and you have obtained all necessary permissions or consents from any other third party who might have created, or been 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 Instagram page.
3. All content posted by Translink on the Translink Instagram 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 Instagram 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 Instagram 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 and policy\*](#).
2. Any content you provide to Translink and its partners via Instagram may be collected by Translink and Instagram and used by Translink in accordance with its [\*Translink's Privacy Statement and policy\*](#).  
Without limitation to the above, you consent to Translink's use of your personal information in accordance with Translink's [\*Translink's Privacy Statement and policy\*](#) in the content you tag or make available to Translink

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## Get in touch

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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