

## **IIROC Social Media Terms of Use and Guidelines**

IIROC uses social media networks including Twitter, LinkedIn, YouTube, Facebook, and Google+ for information purposes, as one way to communicate with our stakeholders about regulatory initiatives and as a complementary method of sharing the content on the IIROC corporate website and other relevant information about the organization.

By accessing or using any IIROC social network, you agree to be bound by the terms, conditions, and guidelines as set out below and the [terms of use for the IIROC website](#).

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On IIROC's social media accounts you can expect to find general information, including notifications and alerts about IIROC publications, upcoming events, and other regulatory initiatives.

Our posts generally cover topics related to investor protection, securities, investment industry regulation, and other subjects of interest to IIROC stakeholders, industry participants, and the investing public.

The information we post on our social media channels should not be considered official IIROC policy or guidance. You can access official IIROC policy, rules and guidance, as well as various IIROC reports, brochures, and other materials for investors and IIROC-registered advisors on the [IIROC website](#).

### **Third-party accounts and content**

IIROC follows selected third-party social media accounts including those of our partners, stakeholders, and members of the media. IIROC's decision to follow a particular user should not be interpreted as endorsement of that user.

We may share third-party content or links we believe to be of interest to our stakeholders, including topics related to IIROC's regulatory work, developments in capital markets, or initiatives from our partners. Sharing by IIROC does not imply an endorsement of the originator, the content of the post, or of any organization linked to, or mentioned by the post.

### **Commenting on IIROC social media posts**

Be aware that content posted and views, opinions and other information expressed on IIROC's social media channels are available to the public. How posted information is used by others may be beyond the control of IIROC.

At the same time, the views expressed by others on IIROC's social media channels represent their own views and are not endorsed or approved by IIROC.

IIROC may terminate at its discretion the right of a user to access or use any of IIROC's social media channels. IIROC also reserves the right to delete any comment or other information submitted or posted to any part of our social media channels, including those that, in our discretion:

- may be unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, libelous, hateful or discriminatory;
- is unrelated to the content of the relevant social media channel;
- links to material that is not directly related to the discussion on the relevant social media channel;
- is commercial promotion or spam.

### **Personal and confidential information**

Users are cautioned to avoid posting personal or confidential information as our social media channels are publicly accessible and all posts are visible to the public. Where possible, we may remove audience posts containing personal or confidential information.

### **Interacting with IIROC**

IIROC has no obligation to monitor or respond to comments or other content posted to our social media channels. We may read posts and private messages and may respond individually or publicly as appropriate.

### **Inquiries and complaints**

Members of the investing public are asked to direct all general questions, including inquiries about [making a complaint](#), to IIROC's dedicated Complaints and Inquiries team toll-free at 1-877-442-4322 or email us at [InvestorInquiries@iiloc.ca](mailto:InvestorInquiries@iiloc.ca).

### **Media requests**

Members of the media are asked to contact IIROC via email ([publicaffairs@iiloc.ca](mailto:publicaffairs@iiloc.ca)).

### **Warranty disclaimer and limitation of liability**

IIROC is not liable for any damages arising from, or related to use of social media networks. Be aware that the operators of social media networks have their own sets of terms, conditions and guidelines. IIROC does not have any control over social media networks and therefore we have no responsibility or liability for the manner in which those organizations treat your personal

information. We recommend that you review the privacy policies of any social media network before providing any personal or other information.

IIROC's social media channels are provided "as is" and use of these channels and their content is at your own risk. By using IIROC's social media channels, you agree to indemnify and hold IIROC harmless from any and all claims and expenses related to the use of IIROC's social media activities.

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