

St. Johns County Tax Collector

Social Media External Policy

Effective Date: 03/10/2026

General Policy Statement

The St. Johns County Tax Collector Office (hereinafter referred to as “the Organization”) is committed to utilizing a variety of tools to communicate effectively with the public. Social media platforms are some of the tools the Organization uses.

Purpose of the Policy

The purpose of this policy is to provide information about content ownership, and retention for those who choose to participate or follow the Organization’s social media. The policies will be posted on or linked to the Organization’s social media sites including but not limited to Facebook and Twitter.

Social Media Comment and Content Moderation Policy

NOTE: OUR SOCIAL MEDIA SITES ARE MODERATED ONLINE SITES AND NOT PUBLIC FORUMS. All content published to the Organization’s social media sites is subject to monitoring. User-generated posts will be rejected or removed (if possible) without notice when the content meets certain criteria detailed below.

The purpose of the Organization’s social media sites is to share news, information, and updates regarding the activities, policies and programs of the Organization. However, the information and content contained on our social media sites is only intended to supplement, not to replace, the information available through official Organization channels, in general, the St. Johns County Tax Collector Office’s official website at www.sjctax.us.

Opinions expressed on our social media sites are those of the person posting and do not necessarily reflect the opinions, practices, or policies of the Organization. By accessing, viewing and/or posting content to our social media page, you accept, without limitation or qualification, these terms and conditions of use, as well as any other terms of use required by the company that owns and operates the social media sites. It is your responsibility to research and understand those terms. If you do not agree to the terms of this Policy, do not view or post any content. Your use of our social media sites is deemed acceptance of these terms and conditions and to have the same effect as if you had physically signed an agreement. These terms and conditions are in addition to the third-party policies, terms,

and conditions of any social media provider (i.e. Facebook, Twitter, etc.). The Organization does not control the terms and conditions of the social media sites provider.

Your Comments Are Public and Reviewed

Our social media sites are public pages and viewable by everyone. Comments and shared information also become part of a public record and may be archived in order to abide with applicable laws, e-discovery requirements, and document retention policies. Information shared through our social media sites may be subject to release to those who request it through the Florida Public Records Act or other public information statutes. Your use of our social media sites and the posting of any content is deemed a waiver by you of any rights to privacy or confidentiality.

Please be aware that we review all comments after you post them. Because the sites are visible to all ages, we expect persons who leave comments to do so with respect, good manners, and careful thought of who might be seeing them. Consistent with the purpose of this Non-Public Forum, we reserve the right to moderate, monitor, remove, prohibit, restrict, suspend, terminate, delete, discontinue or reject comments and access to comments when the content:

- is off-subject or out of context, inappropriate, in poor taste, or otherwise contrary to the purposes of our sites or the business of the Organization
- is hateful or discriminatory comments that promote, foster, or perpetuate discrimination of harassment on the basis of race, age, creed, ethnicity, religion, gender, disability, marital status, national origin, sexual orientation, political beliefs, or a protected class under local, State, or Federal law
- is trolling (posts that are deliberately offensive, provocative, or disruptive and intended to hijack our content, deflect our information off-track, upset someone or create angry responses from other visitors)
- are solicitations of commerce
- has messages that are a violation of existing law or regulation
- violates the intellectual property rights of others
- is spam (unsolicited messages that are usually intended as advertising or messages that are repeatedly posted on the same sites)
- is intended to harass, threaten or abuse an individual or are defamatory, derogatory, or are personal attacks on any Organization official, employee, resident, or businessperson
- posts not in compliance with our social media host's own terms and conditions

The above list is not exhaustive, and the Organization reserves the right to remove or restrict any post or comment that violates the purpose or spirit of these terms and conditions. Individuals who comment or post to our social media sites and who repeatedly violate these terms and conditions may, among other actions, be reported to the social media provider. If you want your comments to remain posted, please ensure that you comply with this Policy.

Privacy

Do not include personally identifiable information in the body of your social media comments. This is for your own protection and privacy.

This Policy Is Subject to Amendment

This policy may be updated or amended at any time without notice. Each time you access or use our social media sites, the policy then in place at the time of such access or use will govern your usage and posting.

ADA Policy

The Organization has attempted to design its online public activities accessible to and by everyone. We have made every effort to ensure our sites' compatibility with commonly used assistive technologies. We will continue to maintain our websites in compliance with the Americans with Disabilities Act to every extent reasonably possible. The Organization does not operate or control the terms and conditions of the social media sites' provider.

For questions relating to this policy, please email pr@sjctax.us.