

## Legal Services Board use of social media

The following is an explanation of the way in which the Legal Services Board (LSB) manages our use of social media.

### What channels we use

The LSB uses Twitter and our website to communicate with both the legal profession and with consumers of legal services in England and Wales.

The LSB's Twitter feed is [@LSB\\_EngandWal](#).

### Why we use social media

This social media channel is intended to assist in disseminating information about the regulation of the legal profession in England and Wales, and to promote the rights and responsibilities consumers have when dealing with lawyers. We may publicise regulatory activity we engage in, promote special events which we may be involved in and communicate other important information as necessary to our followers, subscribers and website visitors. Content will not necessarily be added on a regular basis but when available and deemed appropriate.

None of these platforms are intended to be used as a discussion forum. Replies or comments to our postings on any of our channels are not sought, and will not necessarily be acknowledged or responded to. Trolling of our accounts by others (such as the sending of abusive messages, unsubstantiated allegations or hearsay) or spamming will be ignored or blocked. Offending accounts will be dealt with at our discretion.

Comments and feedback can be sent to us via the contact details on the [Contact Us](#) page of the LSB's website.

### Privacy and monitoring

We will maintain a record of all tweets we make.

Our [freedom of information](#) policy can be accessed via the LSB website.

Our accounts will be monitored on a daily basis, but not continually throughout the day.

## Twitter

### Following and sharing

We may follow other Twitter accounts that we determine have some relevance to our core business. Following a Twitter account does not in any way imply endorsement of the views of, or statements published by, the account holder or manager.

While due care will be taken in assessing accounts to be followed, we will not necessarily review each and every post shared by accounts that we follow. We therefore cannot be responsible if a post from followed accounts is deemed inappropriate to others. If inappropriate posts are shared from an account we are following, once we become aware of the inappropriate material we may review and cease following that account at our discretion.

Accounts that follow the LSB's Twitter account will not automatically be reciprocally followed.

### Re-tweeting and sharing posts

We may choose to re-tweet or share posts from other social media accounts which we deem to be relevant to the interests of our followers or subscribers. Re-tweeting or sharing does not in any way imply endorsement of any statements in that post, nor the views of the original authors of the post. If we modify a re-tweet from another account, we will identify that tweet with the prefix 'MT'. We will not necessarily seek prior approval or permission from an author before sharing a post from another account.

We understand that other accounts may choose to follow our accounts and/or share our posts with their followers or subscribers at any time.

Due care will also be taken to ensure that the content of links in messages which we share are appropriate before sharing the link. However we will not be responsible if the owner of the site we link to changes the content of the link.

## Thanks

We are grateful to the [Legal Services Board](#) of Victoria, Australia whose guidance on how they use twitter served as both inspiration and template for this 'use of social media' policy.

## Further information

For further information about our use of social media, contact the LSB's [Communications Manager](#).

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