

## **Code of Conduct**

All our spaces – including our social media channels and websites - are there to provide everyone with access to our collections, exhibitions and creative content. We encourage everyone who accesses our content to share their stories and opinions with us and engage in discussion and debate – that is what cultural democracy is all about!

To ensure that everyone has a positive experience as part of our online community, we have outlined a code of conduct which can be found below.

### **Respect others**

We ask that you do not use hateful, defamatory, obscene, or discriminatory language – this includes racism, ageism, homophobia, sexism, transphobia, biphobia, ableism or prejudice based on ethnicity, nationality, class, gender, gender presentation, language ability, asylum status or religious affiliation. Any posts that harass others or could be deemed as offensive will be removed and the user responsible may be blocked or banned.

If you would like to report hateful activity on our online channels, this can be done anonymously by direct messaging us or emailing [marketing@culturecoventry.com](mailto:marketing@culturecoventry.com). We will always look to inform you of the action we have taken.

Respect others, challenge their behaviour.

### **Respect others' points of view**

The views expressed by others are their own, and do not necessarily represent the views of Culture Coventry, its employees, Trustees, and affiliates. Similarly, views expressed by employees, Trustees, or affiliates are their own, and do not necessarily reflect the views of Culture Coventry.

### **Protect your privacy and that of others**

Do not post any personal information relating to yourself or others. Posts including contact details or other personal information will be removed.

### **Respect Intellectual property**

Please do not share any content that you do not have a lawful right to share. If we believe a post contains copyrighted materials, we shall remove it.

### **Keep our spaces advertisement free**

Any content that advertises or promotes individuals, goods, services, businesses, or causes will be removed.

### **Stay relevant**

We encourage discussion and debate, but we do ask that you stay on topic when joining a discussion. Off topic posts may be removed.

### **Answering your questions**

Our online channels are monitored 9.00am - 5.00pm GMT, Monday to Friday, excluding UK national holidays. We do our best to respond quickly, but if you have not heard back from us within 48 working hours, we advise emailing [marketing@culturecoventry.com](mailto:marketing@culturecoventry.com).