



TULSA COUNTY SHERIFF'S OFFICE

Policy

Chapter: 100 - Administration	Policy Number: 102.21 Social Media Terms and Conditions	Effective Date: 7/13/2026
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REVISIONS	SECTION	References:
Issuing Authority: Sheriff Vic Regalado		Signature/Date: ON FILE

This policy statement and the following procedures are intended for Tulsa County Sheriff's Office use only. The policies, procedures, and post orders are for internal administrative purposes. They are not intended to create any higher legal standard of care or liability in an evidentiary sense than is created by law. Violations of internal Sheriff's Office policies, procedures, and post orders form the basis for disciplinary action by the Sheriff's Office.

1.0 Purpose

Because many of our citizens and other stakeholders utilize social media for news and communications, TCSO has developed our own social media accounts, which help us inform the public about our work and mission.

TCSO holds an important interest in assuring the accuracy and consistency of information associated with our social media accounts. TCSO also respects the First Amendment to the U.S. Constitution, the rights outlined in our state constitution, and the right to freedom of speech. These terms and conditions establish guidelines for the public's use of our social media accounts that balance all these values.

2.0 Definitions

2.1 Social Media

"Social media" means content (text, images, audio, links, or video) created or shared by us and communicated on our online accounts. The platforms on which TCSO has created these accounts allow sharing, commenting, and other engagement. Examples of social media accounts we may use are Facebook, X, Instagram, and YouTube.

2.2 Comments

“Comments” include any content posted to one of our social media accounts by a user.

2.3 User

“User” means a member of the public who views or interacts with one or more of our social media accounts.

3.0 Procedures

3.1 General Guidelines

- A.** These terms and conditions apply to all our social media accounts. A link to these terms and conditions will be made available on tcsso.org.
- B.** Users should know that social media posts TCSO makes – as well as comments and replies to those posts, and any direct or private messages sent to us -- may be public records subject to applicable public records release.
- C.** Our social media accounts are not monitored 24/7 and no one should utilize our social media accounts to seek emergency services. Anyone in need of emergency help should call 9-1-1.
- D.** TCSO may not respond to comments or messages sent on our social media accounts.

3.2 Expectations

Honest, civil, and productive discussions provide the best environment for citizens to understand the work of their government and participate in constructive engagement. That’s why TCSO asks users to consider that our social media accounts may be viewed by children and other impressionable people. Please avoid profanity, personal attacks, bullying, or use of incorrect information.

3.3 Content Moderation

A. Limited Public Forum

TCSO social media accounts are created and maintained as limited public forums under federal case law pertaining to the First Amendment to the U.S Constitution. Members of the public are invited to view and, where possible, provide comments or other engagement on TCSO social media accounts. However, the law permits the account owner, TCSO, to hide and/or delete comments that are not protected speech under the First Amendment and relevant federal

case law. TCSO will not hide or delete comments solely because such comments are critical of our organization, its officials, or its employees.

B. Prohibited Content

Relevant First Amendment case law permits TCSO to hide or delete certain comments on our social media accounts. The following comments may be hidden or deleted:

1. Comments directly advocating violence or illegal activity.
2. Comments containing direct criminal threats as defined by local, state, or federal law.
3. Comments containing obscenity, which is defined as sexually explicit and/or pornographic content that is patently offensive, appeals to prurient interest, and lacks serious literary, artistic, political, or scientific value.
4. Comments that directly promote or advocate for our organization to illegally discriminate based on race, age, religion, gender, national origin, disability, sexual orientation, veteran status, or any other legally protected class if such comments violate local, state, or federal law.
5. Comments containing links to malware and/or malicious content that affects the normal functioning of a computer system, server, app, or browser.
6. Duplicate comments posted repeatedly within a short period of time.
7. Comments containing actual defamation against a person, either as determined by a court or comments that are patently defamatory by easily discovered facts. When a public figure is the target, the poster must act with actual malice for the comment to be defamatory.
8. Comments that contain images or other content that violate the intellectual property or copyright rights of someone else, if the owner of that property notifies us that the property was included in a comment on our social media account(s).
9. Comments that contain a hyperlink to any website other than those we control. This will be done without regard to the viewpoint of the comment containing such a link or the content of the site to which the link redirects.

10. The Tulsa County Sheriff's Office does not take responsibility for comments which are hidden or deleted by a social media platform, such as Meta, X or Instagram.

C. Retention

When a comment containing any of the above content is posted to a TCSO social media account and the comment is hidden or deleted, a copy or electronic record of that content may be retained pursuant to our records retention policy, along with a brief description of the reason the specific content was hidden or deleted.

D. Right of Appeal

1. If a user comment is hidden or deleted pursuant to these terms and conditions, that user has the right to appeal that decision by sending an email to pio@tcsso.org within five business days of the action.
2. Upon receipt of an appeal, a TCSO attorney will determine whether the comment at issue contained content protected by the First Amendment. If the appeal is successful, the comment may (if possible) be restored for public view, or the user may be permitted to repost the comment. Upon a determination that the comment was not protected by the First Amendment, the user will be notified that the appeal was denied. The return correspondence, sent within a reasonable amount of time, will provide the user with a brief legal explanation for the action taken.

E. Blocking or Banning a User

1. When it is determined that a user has violated these terms and conditions on three (3) or more occasions within a 12-month period, TCSO may block or ban the offending user from the social media account(s) where the violations occurred.
2. If the appeal is successful and the user has not violated this policy three (3) times within a rolling 12-month period, the user will be unbanned or unblocked from the social media account. If the appeal is not successful, our decision will stand.