

## TWITTER ACCOUNT POLICY

### 1. Objective

The purpose of the Teachers' Pension Plan Trustee Inc. (TPPTI) Twitter account is to open the lines of communication with the Teachers' Pension Plan (TPP) membership and the general public through the use of social media. The TPPTI Twitter account will be used to:

- Promote an understanding of the TPP and to educate the membership on their pension benefits
- Raise awareness of the TPP's financial health
- Improve the dialogue and build trust with the TPP membership
- Correct misconceptions and errors

All use of the TPPTI Twitter account must adhere to all TPPTI policies.

The TPPTI Twitter account will be managed and monitored by the Administrator.

### 2. Definitions

For the purposes of the Twitter Account Policy and Terms of Use, the following definitions shall apply.

Administrator	Nova Scotia Pension Services Corporation as retained by the TPPTI providing administration and investment services.
Users	Any individual(s) and/or corporation(s) or other entities who engage in communication with the TPPTI and/or the Administrator through use of the TPPTI Twitter Account.

### 3. Privacy

TPPTI and the Administrator will post only public information to its Twitter account. Personal information will not be disclosed because it is information that would lead to the identification of a particular person, such as a social insurance number, phone number or professional number. Confidential information will not be disclosed because it includes information not publicly disclosed which is of a sensitive or proprietary nature.

TPPTI and the Administrator are not responsible for any personal or confidential information posted by TPP members or other individuals using the TPPTI Twitter account. TPPTI and the Administrator may remove posts that contain personal or confidential information, but are

not responsible for any damages caused by any delay or failure to remove posts that contain personal or confidential information. Individuals who enter personal or confidential information on the TPPTI Twitter account do so at their own risk.

#### 4. Content And Commenting Guidelines

The Administrator will monitor the TPPTI Twitter account during regular business hours. The views of participants commenting on the TPPTI Twitter feed do not necessarily represent the views of TPPTI or the Administrator. TPPTI, or the Administrator, are not responsible for any online information posted about their programs, services, benefits, representatives, or stakeholders that is not posted by authorized TPPTI or Administrator representatives. Information on TPPTI's Twitter account is made available for independent use and is not intended to provide TPP members with benefits, retirement or investment advice.

TPPTI and the Administrator are not responsible for any direct or indirect damages relating to errors, omissions or discrepancies on its Twitter account. TPP members and the general public are encouraged to contact the Administrator with any specific questions or concerns.

The information contained on the TPPTI Twitter account is for information distribution and discussion purposes only. In the event of a conflict between the information contained on the TPPTI Twitter account and the information contained in TPP Member communications and official TPP documents, the information contained in TPP Member communications and official TPP documents will govern.

Please see Appendix "A" to review the TPPTI Twitter Account Terms of Use.

**APPROVED BY MOTION at the Teachers' Pension Plan Trustee Inc. Meeting of November 18, 2014.**

## APPENDIX A' TWITTER ACCOUNT POLICY - TERMS OF USE

### TPPTI TWITTER ACCOUNT TERMS OF USE:

By engaging with TPPTI through its Twitter account, Users agree to be subject to these terms of use and guidelines. Among other things, TPPTI and/or the Administrator:

1. may review tweets and messages, but may not reply to and/or moderate all discussion on its Twitter feed. Being followed by the TPPTI Twitter Account does not imply endorsement of any kind. Users may occasionally retweet content that TPPTI and/or the Administrator deem of interest to the TPP's audience. Retweeting by the TPPTI Twitter account should not be interpreted as an endorsement of the originator, the content of the tweet, or any organization the tweet refers to.
2. reserves the right to block Users, or delete, edit or report their tweets and messages, for any reason, including tweets and messages that:
  - express racist, hateful, sexist, homophobic, slanderous, insulting, or life-threatening messages
  - are aggressive, coarse, violent, obscene, or pornographic in tone
  - are offensive to an individual or an organization, rude in tone, or otherwise abusive
  - are not sent by the author; put forward for advertising purposes and/or are written in a language other than English or French
  - are unintelligible, or otherwise inconsistent with the purposes of the TPPTI's Twitter account
  - are repetitive or spamming of threads
  - links to non-TPPTI sites
  - infringe on intellectual property rights
3. reserves the right to remove, delete, or edit any tweets and messages that are factually incorrect or misleading. The TPPTI and the Administrator cannot and does not guarantee the correctness, accuracy, timeliness, reliability or appropriateness of the content posted by non-TPPTI representatives. Any use or reliance on any content or materials posted via the TPPTI Twitter account or obtained through the TPPTI Twitter account is at the Users own risk.

Disagreements and constructive arguments are welcome as part of the discussions; however, inappropriate, abusive, discriminatory, offensive or unlawful comments are prohibited and will be subject to deletion.

TPPTI and the Administrator do not represent or warrant the correctness, accuracy, timeliness, reliability or appropriateness of the content contained in its Twitter feed or that the content is free of viruses or other harmful code.

TPPTI and the Administrator are not responsible or liable for any damages, whether direct, indirect, incidental, special, or consequential in any way arising out of or in connection with its Twitter account, including its content.