



Legal Services Board use of social media Policy

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 LinkedIn to engage with stakeholders within and beyond the legal services sector and with consumers of legal services in England and Wales.

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

The LSB's LinkedIn is: <https://www.linkedin.com/company/legal-services-board>

Why we use social media

Social media 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 legal professionals.

We may publicise regulatory activity we engage in, promote events we are involved in, and communicate other important information as necessary to our followers.

We will use social media to ask for feedback on areas of our work and from time-to-time employ it as a means for two-way discussion – for example, through Twitter chats. Replies or comments to our posts do not necessarily represent our views.

Trolling of our accounts by others, such as the sending of abusive messages, unsubstantiated allegations or hearsay, or spamming will be ignored and/or blocked. Offending accounts will be dealt with at our discretion.

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

Privacy and monitoring

Our [privacy notice](#) and our [freedom of information](#) policy are on our website.

Our social media accounts are monitored during business hours.

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 retweet or share posts from other social media accounts which we deem to be relevant to the interests of our followers or subscribers.

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.

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